



Republic of the Philippines

SAMIBUL WATER DISTRICT

Victor St., Poblacion, San Miguel 3011, Bulacan, Philippines

Telefax No. (044) 764-0334 and (044) 762-0362

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to The Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, And Providing Penalties Therefor


I, BRIGIDA C. VIOLA, Filipino, of legal age, General Manager of San Miguel Water District, being responsible and accountable in ensuring compliance with Section 6 of the Ant-Red tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The San Miguel Water District has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing on frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure in filing complaints
2. The Citizen's Charter is posted as information billboards in all service offices of San Miguel Water District that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
<i>All frontline services are the same with existing practices</i>			

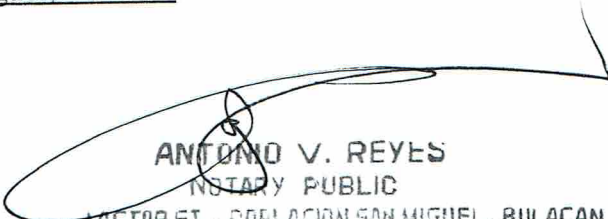
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this JUL 24 day of 2018 2018 in San Miguel, Bulacan, Philippines.


BRIGIDA C. VIOLA
General Manager
San Miguel Water District
ump 10 No. ORN-006-0114-9854-0

SUBSCRIBE AND SWORN to before me this JUL 24 day of 2018 2018 in San Miguel, Bulacan, Philippines, in affiant exhibiting to me his/her Community Tax Certificate No. 05221520 issued on January 5, 2018 at San Miguel, Bulacan.

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ANTONIO V. REYES
NOTARY PUBLIC
VICTOR ST., POBLACION SAN MIGUEL, BULACAN
PTR NO 9506042 2/1, 2018 SAN MIGUEL BULACAN
2017) IBP O.R. NO 1064843 2/25/15 BUL. CHAPTE
TIN: 182-047-728/ROLL NO. 33989
NOTARIAL COMMISSION NO. PNC-48-MB-2016
UNTIL DECEMBER 31, 2018