



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 Anti-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
Application of New Service Connection	Conduct Orientation to all applicants for new service connections	Require all applicants to attend orientation as a prerequisite to their application	To properly explain to the applicants the policy of being a Water District concessionaire/ Customer Satisfaction

	Inspection of after the meter service line of applicants	Require applicants to immediately install after the meter service line	To ensure that service line will pass the Water District standard
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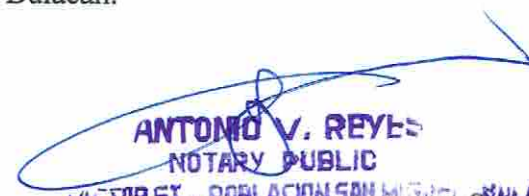
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 13th day of August, 2019 in San Miguel, Bulacan, Philippines.


BRIGIDA C. VIOLA
 General Manager
 San Miguel Water District

SUBSCRIBE AND SWORN to before me this _____ day of AUG 13 2019, 2019 in San Miguel, Bulacan, Philippines, in affiant exhibiting to me his/her Community Tax Certificate No. 02620633 issued on January 4, 2019 at San Miguel, Bulacan.

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ANTONIO V. REYES
 NOTARY PUBLIC
 VICTOR ST., POBLACION SAN MIGUEL, BULACAN
 PIR NO 0098736 02-06-19
 (2019) IBP O.R. NO 1773341 02-08-19
 TIN: 189-047-728 / CELL NO 33989
 NOTARIAL COMMISSION NO. PSC-56-MA-2018
 UNTIL DECEMBER 31, 2020