



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
Public Assistant Complaint Desk (PACD)	PACD serves as a post which accepts and processes complaints, suggestions and comments	Our PACD was placed on a conspicuous place and regularly assigned PACD Officer	Concessionaires' queries, complaints & suggestions immediately transmit to concerned individual for immediate action.  It improves the agency frontline services.
Basic Facilities	Cashiers/waiting area	Provide more chairs for clients and air-conditioned the area so that the clients feel comfortable while waiting.	Customer Satisfaction

	Comfort rooms for male and female	Construct separate comfort room for male and female to provide privacy to clients.	Customer Satisfaction/Privacy
	Special lane for pregnant women, persons with disability (PWDs) and elderly were also provided.	Provide special lane for pregnant women, PWDs, and elderly to obtain concessionaires satisfaction.	Customer Satisfaction/Comfortability

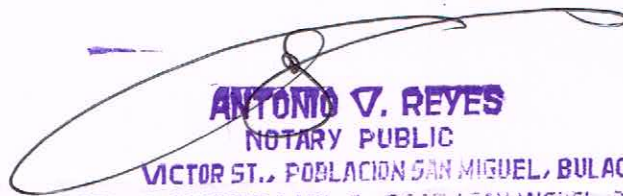
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 07 day of JUN 2017, 2017 in San Miguel, Bulacan, Philippines.

  
**BRIGIDA C. VIOLA**  
 General Manager  
 San Miguel Water District

SUBSCRIBE AND SWORN to before me this 07 day of JUN 2017, 2017 in San Miguel, Bulacan, Philippines, in affiant exhibiting to me his/her Community Tax Certificate No. 01260030 issued on January 3, 2017 at San Miguel, Bulacan.

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**ANTONIO V. REYES**  
 NOTARY PUBLIC  
 VICTOR ST., POBLACION SAN MIGUEL, BULACAN  
 PTR NO. 6917575/JAN. 9, 2017/SAN MIGUEL BULACAN  
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