



Republic of the Philippines
HERMOSA WATER DISTRICT

Magsaysay St., Brgy. Sto. Cristo, Hermosa, Bataan 2111
Tel. No. (047) 491-2472; (047) 633-0362; 0998-565-4385
E-mail Address: hermosa_waterdistrict@yahoo.com

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, **ENGR. GIDEON S. DE LEON**, Filipino, of legal age, General Manager of the *Hermosa 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 *Hermosa 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 of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of *Hermosa 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:



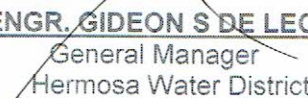
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Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Application for new connection	Lessen process time and faster action	Shortened process time and procedure	Increase in no of new concessionare
Reconnection of disconnected lines	Lessen process time and faster action	Shortened process time and procedure	Increased in no. of active concessionaire
Receiving payment and issuance of Official Receipt	Lessen process time and faster action	Shortened process time and procedure	Prevention of long queues and improve service time
Repair of leaks	Lessen process time and faster action	Shortened process time and procedure	Prevention of long queues and improve service time
Request for transfer/relocation of water meter	Lessen process time and faster action	Shortened process time and procedure	Effecient action and faster response time
Request for voluntary disconnection	Lessen process time and faster action	Shortened process time and procedure	Effecient action and faster response time


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 29th of May, 2017 in Hermosa, Bataan, Philippines.


ENGR. GIDEON S DE LEON
General Manager
Hermosa Water District

SUBSCRIBED AND SWORN to before me this 29th of May 2017 in Hermosa, Bataan, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____

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NOTARY PUBLIC

ATTY. ROMULO L. PALMA
NOTARY PUBLIC
UNTIL DECEMBER 31, 2018
IBP No. 1030335: 01- 03 - 17
PTR No. 3591023: 01 - 03 - 17
ATTORNEY'S Roll No 17250