



Republic of the Philippines
LIMAY WATER DISTRICT

R. Ambrocio St., Townsite, Limay, Bataan

Tel. # (047) 244-5274

waterdistrictlimay@yahoo.com.ph

Annex A

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, **ANTHENOR R. GARCIA**, Filipino, of legal age, General Manager of the Limay 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 Limay 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 service offices of Limay 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, specially on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

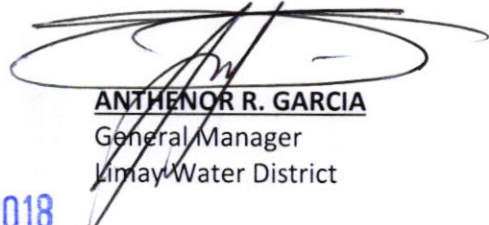
Frontline Service	Process Improvements	Action Taken to Improve Process	Results/Benefits
Request for leak repairs	Faster Response and Accomplishment time	Reduced Response and Accomplishment time	Reduced NRW
Request for Water Meter checking	Faster Response and Accomplishment time	Reduced Response and Accomplishment time	More accurate water meter reading.
Receiving payment and issuance of Official Receipt	Faster Response and Accomplishment time	Reduced Response and Accomplishment time	Improvement of Service time and avoidance of queues.

Processing of Requests for disconnection of Service	Faster Response and Accomplishment time	Reduced Response and Accomplishment time	Improvement of service time and additional Maintenance order processed
Preparation of Maintenance order after payment of fees	Faster Response and Accomplishment time	Reduced Response and Accomplishment time	Improvement of service time and additional Maintenance order processed

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

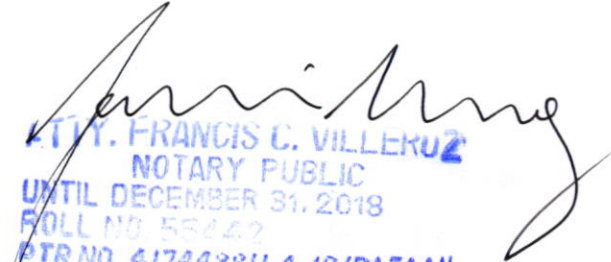
OCT 08 2018

IN WITNESS HEREOF, I have hereunto set my hand this ___ of _____, 20 ___ in Limay, Bataan, Philippines.


ANTHENOR R. GARCIA
 General Manager
 Limay Water District

OCT 08 2018

SUBSCRIBED AND SWORN to before me this ___ of _____ 20 ___ in Limay, Bataan, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.


ATTY. FRANCIS C. VILLERUZ
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2018
 ROLL NO. 55242
 PTR NO. 4174438/1-4-18/BATAAN
 IEP NO. 1080228/1-4-18/BATAAN
 MCF COMPLIANCE NO. V-0020

Doc No. 334
 Page No. 068
 Book No. LXXII
 Series of 2018