

ORION WATER DISTRICT

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 Act, Preventing Graft and Corruption and Providing Penalties Therefor

I, Daphne N. Cajayon, of legal age, General Manager of the Orion 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 truths:

1. The Orion 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 Orion 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
All frontline services (new connection, reconnection, payment and repair	Easy access of the concessionaire to the frontline service providers.	All frontline services are the first contact point of the clients;	It's now easier for the clients to transact with the water district because the location of the frontline services have been strategically placed together.
		Wearing of Name Plates of all frontline service providers	Easy identification of the frontline service providers

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 WHEREOF, I have hereunto set my hand this 1st day of June 2017 at Orion, Bataan, Philippines.

Daphne N. Cajayon
DAPHNE N. CAJAYON
GENERAL MANAGER C

SUBSCRIBED AND SWORN to before me this 1st day of June 2017 in Orion, Bataan, Philippines, with affiant exhibiting to me her Driver's License Number C02-99-063625 issued on May 10, 2014 at Pilar, Bataan.

Doc. No.: 22

Page No.: 52

Notary Public
NOTARIAL COMM. EXPIRES DEC. 31, 2017

IBP LIFETIME MEMBERSHIP NO. 03464

OTD NO. 00000000000000000000