



**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*

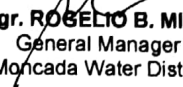
I, **ROGELIO B. MINA, JR.**, Filipino, of legal age, **GENERAL MANAGER** of the **MONCADA WATER DISTRICT**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The MONCADA WATER DISTRICT, including its Service Offices 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 **MONCADA 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 in English 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
Payment of water bill	From issuing of water bill receipts manually to computer-generated water bill receipts	Updating of billing and collection module	From a <b>3-minute</b> activity (issuing of water bill receipts manually) to (less than) a <b>minute</b> activity (issuance of computer-generated water bill receipts)

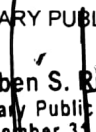
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 14th of AUGUST, 2017 in Moncada, Tarlac, Philippines.

  
Engr. ROSELITO B. MINA, JR.  
General Manager  
Moncada Water District

SUBSCRIBED AND SWORN to before me this AUG 16 2017 2017 in Moncada, Tarlac, Philippines, with affiant exhibiting to me his/her Signature at Moncada, Tarlac.

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