



CALBAYOG CITY WATER DISTRICT

J.D. Avelino St., Calbayog City, Samar

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, **RODOLFO A. TAN**, Filipino, of legal age, **ACTING GENERAL MANAGER B** of the **CALBAYOG CITY 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 Calbayog City 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 Calbayog City 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
New Service Connection	Fast processing of documents/transactions.	Implementation of Billing, Collection and Customer Support System (BCCSS).	Short duration of period of water service connection installation.
Investigation of High/Low Consumption	Fast action for investigation on reported high/low consumption concessionaires.	A team is assigned to different areas subject for investigation.	Customer's satisfaction for fast service delivery.

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 19 of July, 2017 in Calbayog City, Philippines.



ENGR. RODOLFO A. TAN, CE
Acting General Manager B
Calbayog City Water District

SUBSCRIBED AND SWORN to before me this 01 AUG 2018 of 20 in Calbayog City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

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NOTARY PUBLIC


ATTY. HERNANDO M. HERNANDEZ, JR.
Attorneys Roll No. 50179
126 Rosales Blvd., Calbayog City
Notarial Commission No. 1702
My Commission Expires on Dec. 31, 2018
IBP No. 819138 01-03-18 Samar
PTR No. 3797231 01-03-18 Calbayog City
MCLE Compliance No. V-0006765
March 10, 2015 Pasig City
Notary Public for Calbayog City
and Province of Samar