



Republic of the Philippines
Santa Rosa (NE) Water District

Santa Rosa – Fort Magsaysay Road, Brgy. Rizal, Santa Rosa, Nueva Ecija

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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. Joel Felix H. Bernardo**, Filipino, of legal age, General Manager of the **Santa Rosa (N.E.) 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 **Santa Rosa (N.E.) 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 **Santa Rosa (N.E.) 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 local dialect and published as an information material.
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 Bills	Shortened process time	Additional cashier during due dates and disconnection dates	Shortened waiting time, increase of collected payments
New Service Connection	Shortened process time	Assessment of requirements and accomplishing of service application form was done at PACD instead on Customer Service Assistance Desk	More applications were processed daily

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

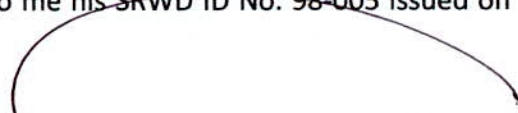
IN WITNESS HEREOF, I have hereunto set my hand this JUN 01 2017 day of _____, 2017 in Santa Rosa, Nueva Ecija, Philippines. **CABANATUAN CITY**


ENGR. JOEL FELIX H. BERNARDO

General Manager, Santa Rosa (NE) Water District

SUBSCRIBED AND SWORN to before me this JUN 01 2017 day of _____, 2017 in Santa Rosa, Nueva Ecija, Philippines, with affiant exhibiting to me his SRWD ID No. 98-005 issued on October 1998 at Santa Rosa, Nueva Ecija. **CABANATUAN CITY**

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ATTY. GERARDO S. DE LEON
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2017
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 CABANATUAN CITY, NUEVA ECJIA
 MCLE COMPLIANCE No. 0018042