



Republic of the Philippines
Santa Rosa (NE) Water District

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

☎ (044) 940 – 6800; 📠 (044) 940 – 0142;

E-mail Address: srwd@santarosawater.gov.ph

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 therefore

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 and lobby of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written in English 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 Citizen's Charter was first published on **September 16, 2009** and underwent review and revision on **August 1, 2018** as required under Section 4, Rule IV of the IRR.
7. The Citizen's Charter already shows the improvements in the processing of the District's transactions that resulted from the process review of frontline service delivery, specifically: ***streamlining of procedures in accepting application for service connection, shortened turnaround time in receiving payments from concessionaires, streamlining of procedures in accepting service request of concessionaires.***



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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 28th day of January, 2019 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 day of JAN 28 2019 2019 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, 2019
PTR No. 6606935 - Dec. 28, 2018
IBP No. 63590 - Jan 05, 2019
Cabanatuan City, Nueva Ecija
MCLE Compliance No. 0018043
Attorney's Roll No. 21969
Notarial Comm. No. 19-18