



**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](mailto:srwd@santarosawater.gov.ph)

**CERTIFICATE OF COMPLIANCE**

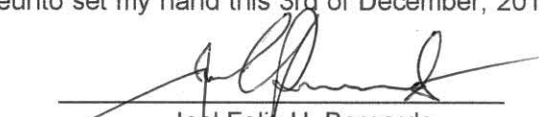
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, Joel Felix H. Bernardo, Filipino, of legal age, General Manager of the Santa Rosa (N.E.) Water District, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Santa Rosa (N.E.) Water District including its one (1) Main Office and one (1) Extension Office has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 3rd of December, 2019 in Santa Rosa, Nueva Ecija, Philippines.

  
\_\_\_\_\_  
Joel Felix H. Bernardo  
General Manager  
Santa Rosa (N.E.) Water District

**SUBSCRIBED AND SWORN** to before me this 3rd of December 2019 in Santa Rosa Nueva Ecija, Philippines, with affiant exhibiting to me his/her Company ID issued on October 26, 1998 at Santa Rosa, Nueva Ecija.

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**NOTARY PUBLIC/ ADMINISTERING OFFICER**

**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. 2196  
Notarial Comm. No. 18-18