



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:

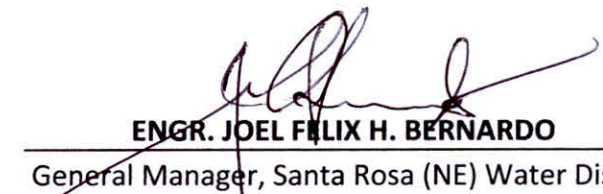
1. The **Santa Rosa (N.E.) Water District** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible 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 **January 3, 2019** as required under Section 4, Rule IV of the IRR.

7. The Citizen's Charter shows the improvements in the processing of transactions that complies on ISO9001:2018 Standard and to CSC Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA No. 11032).

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
<ul style="list-style-type: none"> • New Service Connection • Request for Reconnection • Request For Permanent Service Disconnection • Request For Temporary Service Disconnection • Request For Meter Calibration Services • Other Service Request - Change Name • Other Requests For Repairs And Maintenance Services - Relocation/Transfer Of Water Meter 	<p>Aligned with SRWD ISO Manual and CSC Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA No. 11032)</p>	<p>Continuous review of the process flow</p>	<p>Compliance with ISO9001:2015 Standard and CSC Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA No. 11032)</p>

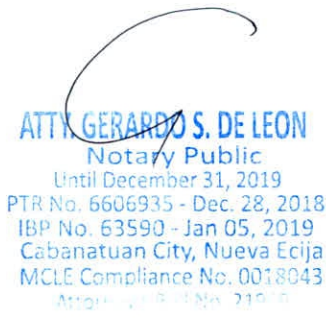
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 26th day of July, 2019 in Santa Rosa, Nueva Ecija, Philippines.


ENGR. JOEL FELIX H. BERNARDO
 General Manager, Santa Rosa (NE) Water District

SUBSCRIBED AND SWORN to before me this 26 day of JUL 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.

Doc. No: 183
 Series of: 2039
 Fee Paid: 1
 O.R. No.: _____


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
 Atty. Reg. No. 21918