

KAPATAGAN WATER DISTRICT

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 Act, Preventing Graft and Corruption and Providing Penalties Therefor

I, Clair Grebern U. Elumir, of legal age, General Manager C of Kapatagan 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 Kapatagan Water District has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vission and Mission of the Agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employees responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required Documents
 - h. Procedure for filling Complaints
2. The Citizen's Charter is posted as information billboards in the Agency Office and Paying area.
3. The Citizen's Charter is positioned at the center of the paying area where all concessionaires can read anytime they want.
4. The Citizen's Charter is written in English using simple and understandable terms in favor of the concessionaires.
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 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	PROCESS IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULTS/BENEFITS
All frontline services (new service connection, reconnection, padlock, payment and service request)	Easy access of the concessionaires to the frontline service providers.	All frontline services are the first contact point of the clients	It's now easier for the clients to transact with the water district because the location of the frontline services have been strategically place together
		Wearing of Name Plates and ID of frontline service providers.	Easy identification of the frontline service providers

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 23rd day of APRIL 2019 at Kapatagan Water District.


CLAIR GREBERN U. ELUMIR, MBA
 General Manager C

SUBSCRIBE AND SWORN to before me this _____ day of _____ 2019 in Kapatagan, Lanao del Norte, Philippines, with Affiant exhibiting to me his Driver's Licence Number _____ issued on _____ at _____.


ATTY. MUMAR T. DALIGCON
 PA III, District Officer-in-Charge
 PAO Kapatagan District Office
 (Person Administering Oath)

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