



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, **Virgilio P. Manalili**, Filipino, of legal age, General Manager of the **Dinalupihan 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 facts:

1) The **Dinalupihan 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 the service office of **Dinalupihan Water District** that deliver frontline services.

3) The Citizen's Charter is positioned at the main entrance at the most conspicuous place of the office.

4) The Citizen's Charter is written in English and published as an information material like fliers.

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	The Citizen's charter is not readable/unclear	Repairs and maintenance of pipelines
Action Taken to Improve Process	Completely replaced with a larger size printed tarpaulin with larger font sizes	Emergency repairs are also conducted during weekends (Saturday and Sunday)	Repairs and maintenance conducted from Monday thru Friday
Results/Benefits	More people notice and read the CC	Responded to the customer request without delay and decreased losses/unaccounted water	

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 31st day of July, 2018 in **Dinalupihan, Bataan, Philippines**.

VIRGILIO P. MANALILI
 General Manager
 Dinalupihan Water District

SUBSCRIBED AND SWORN to before me this 31st of July 2018 in **Dinalupihan, Bataan, Philippines**, with affiant exhibiting to me his GIS ID no. 9560364106010.

NOTARY PUBLIC
Atty. Richard A. Arista
 Notary Public
 Commission Expires on 12/31/2019
 PTR No. 4174049, 01/04/2017
 IBP No. 1080799, 01/01/17
 Roll of Attorneys No. 60524
 Sta. Isabel, Dinalupihan, Bataan

Doc. No. 135
 Page No. 52
 Book No. XLII
 Series of 2018