



Muñoz Water District

Bayuga St., Science City of Munoz
Tel. No. (044) 4560-599 e-mail: munozwaterdistrict@yahoo.com

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act of 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Ted Tape, Preventing Graft and Corruption and Providing Penalties Therefor

I, ROGELIO L. MIGUEL, Filipino, of legal age, General Manager of the Munoz 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 Munoz 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 Munoz Water District that deliver frontline services
3. The Citizen's Charter is positioned 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, or in the local dialect and published as an information material (e.g. booklet or brochure).
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 24, 2009 and underwent review and revision on June 1, 2012 as required under Section 4, Rule IV of the IRR: *The office or agency shall review Citizen's Charter whenever necessary, but not less than once every two years.*
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery such as reduction in number of signatories, streamlining of procedures, shortened response time.

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 29th day of December 2014 in the Science City of Munoz, Philippines.

ENGR. ROGELIO L. MIGUEL
General Manager

SUBSCRIBED AND SWORN to before me this 29th day of December 2014 in the Science City of Munoz, Philippines, with affiant exhibiting to me his/her Professional Regulation Commission ID issued on October 8, 2013 at PRC, Manila

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RODOLFO T. TOSIAS
NOTARY PUBLIC
UNTIL DECEMBER 31, 2014
PTR NO. 3017818-01-02-2014
PRACTICE OFFICE: MARIKINA BOULEVARD
PANEL NO. 30304