



Munoz Water District

Bayuga St., ScienceCity of Munoz

Tel. No. (044) 4560-599 e-mail: munozwaterdistrict@yahoo.com

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, **ROGELIO L. MIGUEL**, Filipino, of legal age, General Manager of the **MUÑOZ 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 **MUÑOZ 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 **MUÑOZ 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 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	Action Taken to Improve Process	Results/Benefits
Application of New Service Connection	Require valid identification documents such as valid IDs, passport, and other related documents	Include valid identification documents such as valid IDs, passport, and other related documents in the list of requirements for application of new service connection.	Customers' validation and proper identification of applicants and owner of the property.

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 1st day of August 2018 in Munoz, Nueva Ecija, Philippines.


ROGELIO L. MIGUEL
 General Manager
 MUÑOZ WATER DISTRICT

SUBSCRIBED AND SWORN to before me this AUG 01 2018 of _____, 2018 in Science City of Munoz, Nueva Ecija, Philippines, with affiant exhibiting to me his/her BSWEARDM014 issued on _____ at _____.


ROGELIO T. TOBIAS
 NOTARY PUBLIC
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2018
 PTR NO. 4962981 ; 01-03-2018
 SCIENCE CITY OF MUNOZ, NUEVA ECIIJA
 ROLL NO: 39824
 Designation

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