

Republic of the Philippines  
**ANGAT WATER DISTRICT**

269 M.A. Fernando St. Sta. Cruz  
Angat, Bulacan, Philippines  
Email: [angatwd@gmail.com](mailto:angatwd@gmail.com)  
Website: [angatwaterdistrict.com](http://angatwaterdistrict.com)  
Tel. No. (044)671-1204 Fax No. (044)769-1529

**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, **ARTURO S. TORRES**, Filipino, of legal age, **GENERAL MANAGER** of the **ANGAT 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:

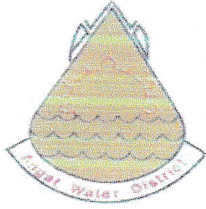
- 1) The **ANGAT WATER DISTRICT** has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for 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 *Angat 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
<b>*All frontline services are the same with existing practices*</b>			

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 24<sup>th</sup> day of July, 2018 in Angat, Bulacan, Philippines.

  
**ARTURO S. TORRES**  
General Manager



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SUBSCRIBED AND SWORN to before me this 24 of July, 2019 in  
CITY OF SAN JOSE DEL MONTE, BULACAN, Philippines, with affiant exhibiting to me his/her Senior Citizen ID  
October 29, 2015 at Angat, Bulacan. issued on

Doc. No. 211  
Page No. 44  
Book No. 79  
Series of 2013

*[Signature]*  
ATTY. NOTARY PUBLIC BOGOLIN  
NOTARY PUBLIC  
BULACAN, P.I. 2019  
REG. NO. 0728011-1-18  
NOT. SEC. 12/21/13-1-18  
NOT. SEC. 12/21/13/MAY 2016  
MCLE COMP. 000043978-22-13  
SAN FRANCISCO ST. BULACAN, P.I.  
CITY OF SAN JOSE DEL MONTE, BULACAN