



Republic of the Philippines
ANGAT WATER DISTRICT
 269 M.A. Fernando St. Sta. Cruz
 Angat, Bulacan, Philippines
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 Website: angatwaterdistrict.com
 Tel. No. (044)671-1204 Fax No. (044)769-1629



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
Request for service connection/disconnection, change/ transfer meter, repair leaks and request for senior citizens discount.	Processing time were reduced to 7 minutes from 10 minutes.	Front Liners done quick interviews about the information of the clients to get their request.	Waiting time of clients has been reduced.

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 13th day of June, 2017 in Angat, Bulacan, Philippines.

ARTURO S. TORRES
 General Manager

CITY OF SAN JOSE DEL MONTE, BULACAN

SUBSCRIBED AND SWORN to before me this 13th of June 2017 in _____, Philippines, with affiant exhibiting to me/his/her Senior Citizen ID issued on October 29, 2015 at Angat, Bulacan.

ATTY. WARLITO DM. GOSOL
 NOTARY PUBLIC