



Santa Maria WATER DISTRICT

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, Engr. Carlos N. Santos Jr., Filipino, of legal age, General Manager of the Santa Maria 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 Santa Maria 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 procedure
 - 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 service offices of Santa Maria 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 publish 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
No changes have been made.			

This Certification is being issued to attest to the accuracy of all foregoing based on available records and information that can be verified.



Santa Maria WATER DISTRICT

IN WITNESS HEREOF, I have hereunto set my hand this JUN 14 2017 in Santa Maria,
Bulacan, Philippines

Engr. Carlos N. Santos Jr.
General Manager
Santa Maria Water District

SUBSCRIBED AND SWORN to before me this JUN 14 2017 in Santa Maria, Bulacan, Philippines,
with affiant exhibiting to me his/her UMID ID No. 006-0078-3437-0.

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LUISITO E. CRUZ
NOTARY PUBLIC
UNTIL DECEMBER 31, 2018
PTR NO. 061 2297 1-3-17
STA. MARIA, BULACAN
ROLL NO. 28729
MCLE COMP. NO. VI-0000373 10-01-16
PNC-09-MB-2017