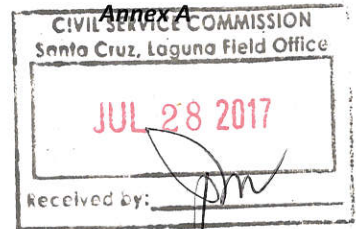


For Agencies with Frontline Services

SAN PABLO CITY WATER DISTRICT
San Pablo City



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, **ALEJANDRO R. EVANGELISTA**, Filipino, of legal age **General Manager** of the **SAN PABLO CITY 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 **SAN PABLO CITY WATER DISTRICT** including its six (6) Departments 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 **SAN PABLO CITY 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
Administrative Dept./ HRDD	Shorten waiting time of transactions	Made a time and motion assessment / analysis	Fast and effective delivery of personnel services.
Commercial Services Department/ CSD	Utilization of advance Technology	Implementation of Geographical Information System	Up to date and accurate information for immediate response to customer
Financial Management Department/TBD	Additional Collection Office	Collection of water bills by Authorized Collecting agents like SM & Veterans Bank	Additional collection office easily accessible to paying concessionaires

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

IN WITNESS WHEREOF, I have hereunto set my hand this 28 of July, 2017 in SANTA CRUZ Laguna, Philippines

JUL 28 2017



ENGR. ALEJANDRO R. EVANGELISTA
General Manager
San Pablo City Water District

SUBSCRIBED AND SWORN to before me this 28 of JUL 28 2017, 2017 in STA. CRUZ, LAGUNA, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

JUL 28 2017

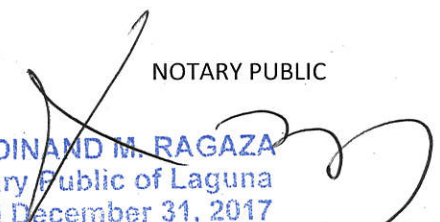
STA. CRUZ, LAGUNA

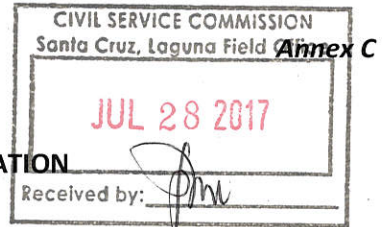
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Book No. XXXI
Series of 2017

NOTARY PUBLIC

FERDINAND M. RAGAZA
Notary Public of Laguna
Until December 31, 2017

PTR No. 4505265 /01-04-17 / IBP No. 1052915 /01-04-17
Roll No. 41835 / MCLE Compliance No.V
0015446/03-09-16 / 2nd Floor JN Bldg. Brgy. Pagsawitan,
Santa Cruz, Laguna





CERTIFICATION OF COMPLIANCE AFTER VALIDATION
(Deficiencies addressed after validation)

(Pursuant to republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Services to the Public by reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and providing Penalties Therefor)

I, **ALEJANDRO R. EVANGELISTA**, Filipino, of legal age, **General Manager** of the **SAN PABLO CITY WATER DISTRICT**, located at **Maharlika Highway, Brgy. San Gabriel, San Pablo City**, 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 that the **SAN PABLO CITY WATER DISTRICT** has already addressed the following deficiencies identified during the Citizen's Charter validation Conducted on April 25- 27, 2016 by the (CSC Regional/Field Office):

Findings	Action Taken
Anti-Fixer Campaign Poster and PACD Signage – not that visible	Anti –Fixer Campaign Poster and PACD Signage replaced to a bigger and more visible Size.

This certification is being issued to attest to the accuracy of all information contained herein based on the available records and information that can be verified with the SAN PABLO CITY WATER DISTRICT.

IN WITNESS HEREOF, I hereunto set my hand this JUL 28 2017, 2017 in STA. CRUZ, LAGUNA, Philippines.

[Signature]
Engr. ALEJANDRO R. EVANGELISTA
 General Manager
 San Pablo City Water District

SUBSCRIBED AND SWORN to before me this JUL 28 2017 of _____ 2017 in _____ STA. CRUZ, LAGUNA, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

[Signature]
FERRIANS M. RAGAZA
 Notary Public of Laguna
 Until December 31, 2017

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