

Republic of the Philippines
Silay City Water District

Jose C. Locsin Avenue, Fortuna Subdivision
Silay City, Negros Occidental
Telephone Nos.: (034) 495-0163 / 495-5011 - Fax No.: (034) 495-4125

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, *Jose Luis G. Ledesma, Jr.*, Filipino, of legal age, General Manager of the *Silay 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:

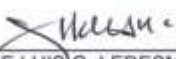
- 1) The Silay City Water District has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for 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 *Silay 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 in English 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
Processing of Water Bill	Identified the needs of Pregnant Women, PWDs & Senior Citizens	Created special counter for Pregnant Women, PWDs & Senior Citizens that receives water bill payment	Facilitated the payments of Pregnant Women, PWDs & Senior Citizens

Processing of Application for new water service connection	SICWA has always complied with what is indicated in the Citizen Charter, most specifically on the duration of the activity	Enhance customer service strategy	Efficient and faster services satisfy concessionaires
Processing of Application for new water service reconnection			
Processing of Application for disconnection of water service			
Processing of Action on complaints			
Processing of transfer of service connection			
Processing of billing complaints			
Processing of Request for change of account name			
Processing of Request for reclassification of service connections			
Processing of billing			
Processing of water bill payment			

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 31st of MAY, 2017 in SILAY CITY, Philippines.


JOSE LUIS G. LEDESMA, JR.
 General Manager
 Silay City Water District

SUBSCRIBED AND SWORN to before me this 01 JUN 2017 of 2017 in SILAY CITY, NEGROS OCCIDENTAL, Philippines, with affiant exhibiting to me his/her OTC # 20631796 issued on 1/17/2017 at SILAY CITY.

ATTY. FIDEL G. CONDRADA
 NOTARY PUBLIC
 For: Cities of Silay and Victoria and Municipalities of E. B. Magaiona and Manapla
 NOTARIAL No. 2016-01-NP; Roll No. 30142
 PTR No. 1846085-1-1-17-Silay City
 IBP No. 1060335-1-9-17-Bacolod City
 MCLE No. V-0010958-10-8-15
 ADDRESS: N.C. Gomez St. Brgy IV, Zone 1
San Juan, Silay City, Neg. Occ.

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