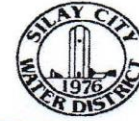


For Agencies with Frontline Services

Republic of the Philippines

**SILAY CITY WATER DISTRICT**

www.silaycitywd.gov.ph



## **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*

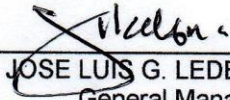
I, *Jose Luis G. Ledesma, Jr.*, Filipino, of legal age, General Manager of the *Silay City Water District*, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following 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 and 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:

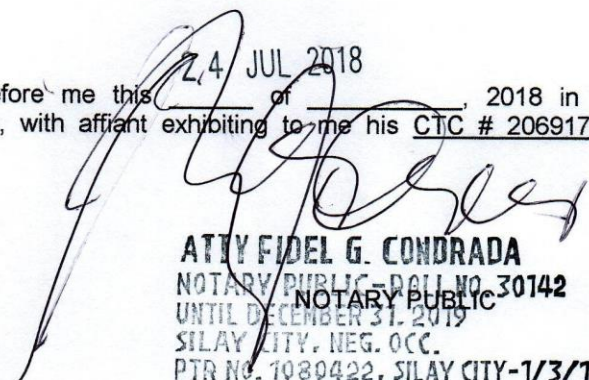
<b>FRONTLINE SERVICE</b>	<b>PROCESS IMPROVEMENT</b>	<b>ACTION TAKEN TO IMPROVE PROCESS</b>	<b>RESULTS / BENEFITS</b>
<p>Processing of Billing</p> <p>Processing of Water Bill payment</p>	<p>Enhance Billing and Collection System</p>	<p>Installed Total Utility and Billing System (TUBS) at the Commercial Division</p>	<p>Improved Billing and Collection System</p>
<p>Processing of Application for New Water Service Connection</p>	<p>Formulate effective application payment scheme</p>	<p>Simplified the documentary requirements</p> <p>Installment basis new connection fee</p>	<p>Quick compliance of requirements</p> <p>Extend affordable service to the community</p>
<p>Processing of Application for New Water Service Reconnection</p> <p>Processing of Application for Disconnection of Water Service</p> <p>Processing of Action on Complaints</p> <p>Processing of Transfer of Service Connection</p> <p>Processing of Billing Complaints</p> <p>Processing of Request for Change of Account Name</p> <p>Processing of Request for Reclassification of Service Connections</p> <p>Processing of Billing</p> <p>Processing of Water Bill payment</p>	<p>Develop strategies to increase efficiency in delivering the most availed frontline service</p>	<p>Installed Total Customer Management System (TCMS) Program at PACD, Operations Division and Commercial Division</p>	<p>Timely response to service request</p> <p>Accurate information provided to concessionaires</p> <p>Customer Satisfaction</p>

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 WHEREOF, I have hereunto set my hand this 23<sup>RD</sup> of JULY, 2018 in SILAY CITY, Philippines.

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

SUBSCRIBED AND SWORN to before me this 24 JUL 2018 of \_\_\_\_\_, 2018 in SILAY CITY, NEGROS OCCIDENTAL, Philippines, with affiant exhibiting to me his CTC # 20691786 issued on 01/23/2018 at SILAY CITY.

  
ATTY FIDEL G. CONDRADA  
NOTARY PUBLIC - ROLL NO. 30142  
UNTIL DECEMBER 31, 2019  
SILAY CITY, NEG. OCC.  
PTR NO. 1089422, SILAY CITY-1/3/18  
IBP NO. 030479-BACOLOD CITY-1/10/18  
M.L.C. V-0010958-10/5/15

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Book No. 484111  
Series of 17018