



Republic of the Philippines
MACABEBE WATER DISTRICT

Poblacion, Macabebe, Pampanga

CERTIFICATE 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, **LONELL C MACALINO**, Filipino, of legal age, General Manager of the **Macabebe 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 Macabebe 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 the Macabebe 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, 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:




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Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Request for Billing Adjustment/ Applying for Senior Citizen Discount/ Request for Change of Account Name	Make process flow on how to avail the 3 other frontline services.	Added the procedures in the Citizen's Charter.	Shortened time used on inquiries about the services /Customer Satisfaction

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 6th of July 2018 at Macabebe, Pampanga, Philippines.


LONELE C. MACALINO
General Manager C
Macabebe Water District

SUBSCRIBED AND SWORN to before me this 9th of July 2018 at Macabebe, Pampanga, Philippines, with affiant exhibiting to me his/her Unified Multi-Purpose ID issued on 006-0112-2641-5 at City of San Fernando Pampanga.


ATTY. PRUDENCIO A. SUNGA
Notary Public
My Commission Expires on December 31, 2019
Roll of Attorneys No. 26166
PTR No. PAM 9245165-1/10/18-CSFP
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