



**REPUBLIC OF THE PHILIPPINES  
PROVINCE OF PAMPANGA  
MUNICIPALITY OF MACABEBE  
MACABEBE WATER DISTRICT**

Tel. No. (045) 435-0553/ email add: [macabebewaterdistrict@yahoo.com](mailto:macabebewaterdistrict@yahoo.com)

**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*

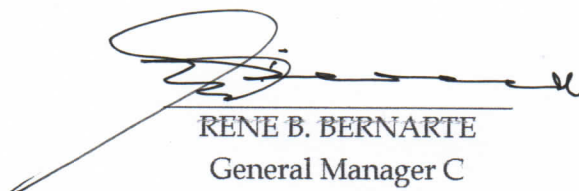
I, **RENE B. BERNARTE**, Filipino, of legal age, General Manager of the **Macabebe Water District**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following 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:

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 16<sup>th</sup> of June 2017 at Macabebe, Pampanga, Philippines.



RENE B. BERNARTE  
General Manager C  
Macabebe Water District

SUBSCRIBED AND SWORN to before me this 23<sup>rd</sup> of June 2017 at Macabebe, Pampanga, Philippines, with affiant exhibiting to me his/her **Unified Multi-Purpose ID** issued on July 2012 at **City of San Fernando Pampanga**.

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NOTARY PUBLIC  
  
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Notary Public  
My Commission Expires on December 31, 2017  
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