



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

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**CERTIFICATE OF COMPLIANCE AFTER VALIDATION**  
**(deficiencies addressed after validation)**

*(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, located at Poblacion, Macabebe, Pampanga, 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 Macabebe Water District has already addressed the following deficiencies identified during the Citizen's Charter validation conducted on April 4-6, 2016 by the Civil Service Commission Regional Office 3.

<b>Findings</b>	<b>Action Taken</b>
Most of the clients did not notice the Citizen's Charter	We encouraged clients to read the Citizen's Charter to make them aware of its existence making sure that our office's compliance to be transparent and efficient is properly disseminated.
The frontline service providers, particularly the Public Assistance and Complaints Desk, did not comply with the No Noon Break policy.	We strictly follow the "No Lunch Break" Policy" as prescribed under RA 9485. Apart from adopting an appropriate working schedule, we assigned alternate personnel to ensure uninterrupted public service delivery.
The service office obtained a failed rating in the Physical/Layout and Basic Facilities sub-area due to lack of appropriate signages, comfort room and convenient waiting area.	<ul style="list-style-type: none"><li>• Directional signages for easy navigation in the office were posted.</li><li>• The management considered the renovation/construction of an office building in the 2017 Annual Budget to improve the office environment for clients' and employees' convenience.</li></ul>
The PACD signage was relatively small to catch clients' attention.	We made a bigger signage to foster the PACD's identification.
During the inspection period, it was observed that not all employees were wearing their IDs.	All employees, particularly the frontline service providers, were required to wear their nameplates/ARTA IDs for proper identification.

This certification is being issued to attest to the accuracy of the information contained herein based on available records and information that can be verified with the Macabebe Water District.

IN WITNESS HEREOF, I have hereunto set my hand this \_\_\_\_\_ at Macabebe, Pampanga, Philippines.



RENE B. BERNARTE  
General Manager C  
Macabebe Water District

SUBSCRIBED AND SWORN to before me this 15<sup>th</sup> of January 2018 at Macabebe, Pampanga, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_



ATTY. PRUDENCIO A. SUNGA  
**NOTARY PUBLIC**  
My Commission Expires on December 31, 2017  
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Page No. 67  
Book No. XXXXVII  
Series of 2018