



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, (ENGR. LIONEL ALFREDO A. INFANTE), Filipino, of legal age, (General Manager) of the (Kolambugan 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 (Kolambugan Water District) including its (N/A) 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 of filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of (Kolambugan 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 either 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
NSC Application	Shortened turnaround time	From 24 hours to 16 hours	Fast tract services to concessionaires
Attendance to concessionaires complaints/service request	Shortened turnaround time	From 8 hours to 4 hours	Fast tract services to concessionaires
Reconnection of disconnected concessionaires	Shortened turnaround time	From 8 hours to 2 hour	Fast tract services to concessionaires

This certification is being issued to at least 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 (2nd day) of (August), (2018) in (Kolambugan, Lanao del Norte), Philippines.

ENGR. LIONEL ALFREDO A. INFANTE
(General Manager)
(KOLAMBUGAN WATER DISTRICT)

SUBSCRIBED AND SWORN to before me in (Kolambugan, Lanao del Norte), Philippines, with affiant exhibiting to me his/her (KOLWD 001009-0001) issued on (October 9, 2000) I at (Kolambugan, Lanao del Norte)

ATTEST:
JULY UGON S. UNAH
NOTARY PUBLIC
NOT. NO. 404761-04-11-90
IBP LIFETIME MEMBER NO. 0684
P.N. NO. 917-165-141-05-11-2006
P.T. NO. 345605 1.3.18
KOLAMBUGAN, LANA DEL NORTE

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