

CERTIFICATION OF COMPLIANCE

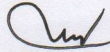
(Pursuant to Republic Act 9485: An act to improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor)

I, JOCELYN B. MAGTOLIS, Filipino, of legal age, Officer-In-Charge of Sipalay Water District, located at Purok Camatis, Brgy. Mambaroto, Sipalay City being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act 2007 and Rule IV of its implement Rules and Regulations, hereby declare and certify that Sipalay Water District have already addressed the following deficiencies identified during Citizen’s Charter validation conducted on January 10, 2017 by the Civil Service Commission Regional/ Office – Region VI:

1. Public Assistance and Complaints Desk is already set-up.
2. Anti- Fixer Poster and CCB Poster are already posted.
3. Officers/ employees are already wearing I.D. during office hour.
4. There’s already a feedback mechanism provided by the office for the customers.

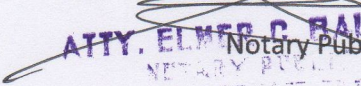
This certification is being issued to attest the truth and accuracy of all information contained herein based on available records and information that can be verified with Sipalay Water District.

IN WITNESS HEREOF, I hereunto set my hand this 10th day of Jan, 2017 in Bacolod City, Philippines.


JOCELYN B. MAGTOLIS
Officer –In-Charge

SUBSCRIBED AND SWORN to before me this 10th day of January 2017, at Bacolod City Philippines, affiant exhibited to me his/her _____ issued on _____ at _____.

Doc. No. 161 :
Series of 31 :
Fee Paid 20 :
O.R. No. 2015 :


ATTY. ELMER C. BALBIN
Notary Public
FOR THE CITY OF BACOLOD, SIPALAY AND MUNICIPALITY OF BALABOD, NEG. OCC. COMMISSION TRAINING NO. 2009/EXV, DEC. 2017
P.T.R. 607/2017-14-16/BACOLOD CITY
IBP NO. 10128-14-14-14/BACOLOD CITY
ROLL NO. 10128-14-14-14/BACOLOD CITY
RM. 211 001 2500, BALD ST., BACOLOD CITY



SIPALAY WATER DISTRICT
 Purok Camatis, Brgy. Mambaroto,
 Sipalay City, Negros Occidental

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

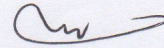
I, *Jocelyn B. Magtolis*, Filipino, of legal age, Officer of the Sipalay Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The **Sipalay Water District** including 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 *Sipalay 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
Citizen's Charter	Information bill board and signage were placed in a very noticeable spot.	Build 4 x 8 ft. Citizen's Charter billboard to attract the attention of the customer with regards to the information posted.	Very easy to see or notice. Promote smooth flow transaction between the SWD employees and the customers.

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 03RD of July, 2017 in Bacolod City, Negros Occidental, Philippines.



JOCELYN B. MAGTOLIS
Officer- In- Charge
Sipalay Water District

JUL 03 2017

SUBSCRIBED AND SWORN to before me this day of 20 in Bacolod City Philippines, with affiant exhibiting to me his/her PhilHealth ID No. 19-051528077-8 issued on June 7, 2017 at Kabankalan City.

Doc. No. 104
Page No. 39
Book No. 140
Series of 2017

~~ATTY. ELMER C. BALBIN~~
~~NOTARY PUBLIC~~

~~FOR THE CITIES OF BACOLOD & TALISAY AND
MUNICIPALITIES OF MURCIA & DOB, NEG. OCC.
COMMISSION SERIAL NO. 0089, EXP. DEC. 2017
P.T.R. 613343/02-11-17/BACOLOD CITY
IBP NO. 1069015/01-28-17/BACOLOD CITY
ROLL NO. 38193/MCLE COMP. NO. IV-0008767
RM. 201 JDI BLDG., GALO ST., BACOLOD CITY~~