



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

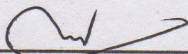
I, *Jocelyn B. Magtolis*, Filipino, of legal age, Officer of the Sipalay Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 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 |
|--|---------------------|---------------------------------|------------------|
| NO IMPROVEMENTS MADE ON STREAMLINING PROCEDURES. | | | |
| | | | |
| | | | |

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

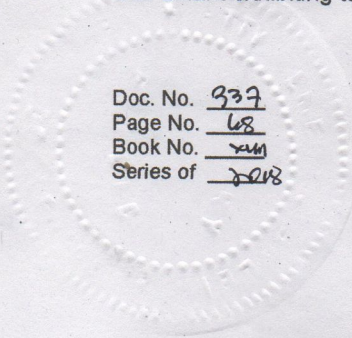
IN WITNESS HEREOF, I have hereunto set my hand this 28th of June, 2018 in Sipalay City, Negros Occidental, Philippines.



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

SUBSCRIBED AND SWORN to before me this 28 day of June 2018 in Sipalay City Philippines, with affiant exhibiting to me his/her GSIS ID CRN No. 000-7168-3739-7 issued at Bacolod City.

~~NOTARY PUBLIC~~



Doc. No. 937
Page No. 68
Book No. 241
Series of 2018

~~ATTY. ELMER C. BALBIN~~
NOTARIAL COMMISSION NO. NP0094 -19
(UNTIL DECEMBER 31, 2019)
NOTARY PUBLIC FOR THE CITIES OF BACOLOD
TALISAY AND THE MUNICIPALITIES OF MURCIA
AND DON SALVADOR BENEDETO
PTR NO. 7157134-1/10/18
IBP NO. 1085281-12/6/17
ROLL NO. 38193
MCLECOMP. NO. V-0010942-10/08/15
ROOM 2-1 JDI BUILDING
GALO STREET, BACOLOD CITY
TEL. NOS. 034-2132383/09294185799