



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, **EDGARDO C. CUAYCONG JR.**, Filipino, of legal age, General Manager 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 WHEREOF, I have hereunto set my hand this 27th of December, 2019 in Sipalay City, Negros Occidental, Philippines.


EDGARDO C. CUAYCONG JR.
General Manager
Sipalay Water District

SUBSCRIBED AND SWORN to before me this 27th day of Dec 2019 in ~~Himachon~~ ^{Ag. Occ.} ~~Philippines~~, with affiant exhibiting to me his/her PRC License No. 0018812 issued at Manila.

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ATTY. JOYBEL OCTAVIO, PhD.
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PTR NO.: 2411852-011/03/2020
NINOSA-AR, NEG. OCC.
IDP NO. 848675/12-29-11-B.C.
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