



BALANGA WATER DISTRICT

St. Joseph St., Poblacion, Balanga City, Bataan 2100

Tel. No. (047) 237-3491

Fax No. (047) 237-3868

E-mail: balanga_water@yahoo.com

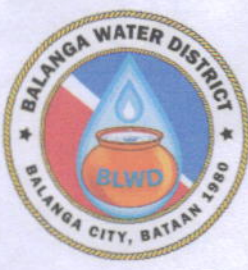
Annex A

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, **ENGR. CHARLITO G. RODRIGUEZ**, Filipino, of legal age, General Manager of the *Balanga 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 *Balanga Water District* 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 *Balanga 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:



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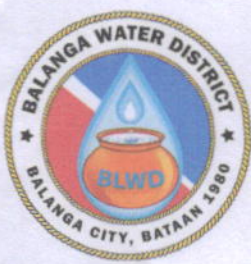
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Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
New Connection	Faster response and accomplishment time	Reduced Response and Accomplishment time	Reduced processed time for New accounts, satisfied customers
Reconnection	Faster response and accomplishment time	Reduced Response and accomplishment time	Reduced processed time for reconnection, satisfied customers
Disconnection	Faster response and accomplishment time	Reduced Response and accomplishment time	Reduced processed time for disconnection, satisfied customers
Payment of Water Bill	Faster response and accomplishment time	Reduced Response and accomplishment time	Increased payment collection due to faster processing of payments.
Request for Repairs: Meter Leaks (Above the ground)	Faster response and accomplishment time	Reduced Response and accomplishment time	Reduced NRW, leaks and wasted water
Request for Repairs: Meter Leaks (Underground)	Faster response and accomplishment time	Reduced Response and accomplishment time	Reduced NRW, leaks and waste wasted water.



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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 NOV 25 2019 of _____, 2019 in Balanga City, Bataan, Philippines.

ENGR. CHARLITO G. RODRIGUEZ

General Manager
Balanga Water District

SUBSCRIBED AND SWORN to before me this NOV 25 2019 of _____ 2019 in Balanga City, Bataan, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

NOTARY PUBLIC

ATTY. JORESCEL S. PANGANIBAN

NOTARY PUBLIC
NOTARIAL COMMISSION No. 351-17
UNTIL DECEMBER 31, 2019
PTR NO. 27/6134-1/3/2019, BATAAN
ROLL OF ATTORNEY NO. 01590
MCLE COMPLIANCE NO. V -0022338
valid until April 14, 2022

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