



GUIMBA WATER DISTRICT
Guimba, Nueva Ecija
Tel. No. (044) 611-1207
www.guimbawaterdistrict.gov.ph

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 Preventing Graft and Corruption, and Providing Penalties Therefor

I, Eng'r. Felixberto C. Legarda, Filipino, of legal age, General Manager of Guimba 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 Guimba 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 the service offices of Guimba Water District that deliver frontline services.
3. The Citizen's Charter is position 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 materials (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 steaming of the procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Result / Benefits
1.Customer Services	Public Assistance Complaints Desk was labelled as "Information"	Frontline service is now labelled as Public Assistance Complaints Desk	Clients are screened out on what transaction they are about to avail
2.Collection	No queuing number system	Established number queuing system	Controlled large number of clients

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 1st day of August, 2018 in Guimba, Nueva Ecija, Philippines.

Eng'r. Felixberto C. Legarda
General Manager
Guimba Water District

CARANATUNAN Dri. Lic. no. N08=83=017437

SUBSCRIBED AND SWORN to before me this 1 of August 2018, in Guimba, Nueva Ecija, Philippines, with affiant exhibiting to me his Community Tax Certificate issued on January 26, 2018 at Guimba, Nueva Ecija.

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CARLOS Y. FEDERIZO
Notary Public
Until December 31, 2019

PTA ID14939
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CAB. CITY