

GUIMBA WATER DISTRICT



GUIMBA, NUEVA ECIJA

TELEPHONE NO. (044) 611-12-07

TELEFAX NO. (044) 611-01-41

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes


I, **ENG'R. FELIXBERTO C. LEGARDA**, Filipino, of legal age, **GENERAL MANAGER** of the **GUIMBA WATER DISTRICT**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, 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. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is approved and duly signed by the General Manager.
- 3) The Citizen's Charter is posted as an information billboard and printed materials that could be easily understood by the public.
- 4) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of Guimba Water District's office.
- 5) The Citizen's Charter is written in English and published as an information material.
- 6) The Citizen's Charter is uploaded on the agency's website and accessible to the public.
- 7) There is an established Concessionaire's Feedback Survey Form per service found at the Public Assistance and Complaints Desk (PACD).
- 8) The Citizen's Charter of the Guimba Water District was first published on June 29, 2009 and underwent review and revision on October 21, 2019.
- 9) The Citizen's Charter shows the improvements in the processing of transactions that complies on ISO 9001:2015 Standard and to CSC Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA No. 11032).

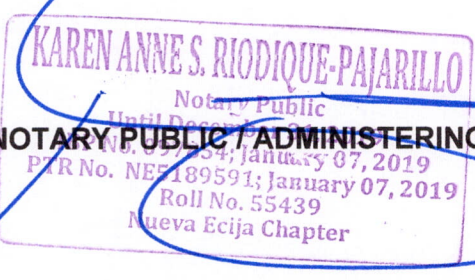
FRONTLINE SERVICES	PROCESS IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULTS
<ul style="list-style-type: none"> • Application for new service connection • Request for repairs and maintenance services (leak) • Request for Reconnection • Request for Voluntary/Temporary Disconnection • Request for Repairs and Maintenance Services- Service Line Leak • Request for change name • Request for repairs and maintenance (Transfer Location of Water Meter) • Request for senior citizen discount 	<ul style="list-style-type: none"> ✓ Aligned with Guimba Water District's ISO Manual and CSC Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA No. 11032) 	<ul style="list-style-type: none"> ✓ Performed duties faster than normal circumstances ✓ Continuous review of the step by step process 	<ul style="list-style-type: none"> ✓ Compliance with ISO 9001:2015 Standard and CSC Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA No. 11032)

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

IN WITNESS WHEREOF, I have hereunto set my hand this 29th of October 2019 in Guimba, Nueva Ecija.


ENG'R. FELIXBERTO C. LEGARDA
 General Manager B
 Guimba Water District

SUBSCRIBED AND SWORN to before me on OCT 30 2019 in Guimba, Nueva Ecija, Philippines, with affiant exhibiting to me his Community Tax Certificate with No. 27272134 issued on January 9, 2019 at Guimba, Nueva Ecija.


KAREN ANNE S. RIODIQUE-PAJARILLO
 Notary Public
NOTARY PUBLIC / ADMINISTERING OFFICER
 PTR No. NE5189591; January 07, 2019
 Roll No. 55439
 Nueva Ecija Chapter

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