

MANAPLA WATER DISTRICT
B. Gallo St., Manapla Negros Occidental
Tel./Fax. #: 034 491 0013

CERTIFICATION OF COMPLIANCE AFTER VALIDATION
(deficiencies addressed after validation)

*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, Jane Beth B. Besueña, Filipino, of legal age, General Manager D of the Manapla Water District, located at B. Gallo St., Manapla, Negros Occidental, 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 that the Manapla Water District has already addressed the following deficiencies identified during the Citizen's Charter validation conducted on March 1, 2016 by the Civil Service Commission Region VI.

| Findings | Action Taken |
|----------|--------------|
| N/A | N/A |
| | |
| | |
| | |

This Certification is being issued to attest to the accuracy of all information contained herein based on available records and information that can be verified with the Civil Service Commission Regional Office.

IN WITNESS THEREOF, I hereunto set my hand this 8th day of June, 2017 in Manapla, Negros Occidental, Philippines.

JANE BETH B. BESUEÑA
General Manager D
Manapla Water District

SUBSCRIBED AND SWORN to before me this 8th day of June, 2017 in Manapla, negros Occidental, Philippines with affiant exhibiting to me his/her MWD ID - 001 issued on 2014 at Manapla Water District, Manapla, Negros Occidental.

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MARIANO L. RATU-EL NOTARY PUBLIC
NOTARY PUBLIC-CITIES OF BACOLOD
TALISAY MUN. MURCIA & DCN SALVADOR BENSOK
NEG. OCC.NP NO. 0092-18 UNTIL 12/31/18
PTR NO. 1899635-1/03/17 TALISAY CITY
IBP NO. 1066600-1/10/17 BACOLOD CITY
ROLL NO. 20865 MCLEV-0024776 UNTIL 4/14/19
RM. 14JS, BLDG. LACSON GALLO STS.
BACOLOD CITY

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

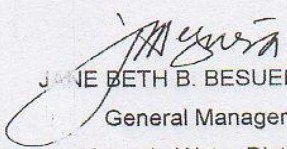
I, JANE BETH B. BESUEÑA, Filipino, of legal age, General Manager D of the Manapla Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The Manapla Water District 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 services offices of Manapla 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 material (e.i. 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 improvements in its existing The 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 |
|--|--|---|---|
| New Connection | 3-4 days processing time | Immediate response | Improve Processing time by 1-2 Days |
| Re-opening | 1 day processing time | Immediate response | Improve processing time by 3 days |
| Transfer of Ownership | 1-2 days | Immediate response | Improve processing time by 2-3 days |
| Request for minor repair of leakages and some minor complaints | Address immediately minor repairs and minor complaints encountered | Provision of handset to maintenance man and frontline for immediate communication | Leakages can be repaired immediately and some minor complaints can be addressed immediately |

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 THEREOF, I hereunto set my hand this 8th day of June, 2017 in Manapla, Negros Occidental, Philippines.


 JANE BETH B. BESUEÑA
 General Manager D

MARIANO L. NATU-EL
 NOTARY PUBLIC CITIES OF BACOLOD
 PTR NO. 1899635-1/03/17 TALSAY CITY
 IBP NO. 1066600-1/10/17 BACOLOD CITY
 ROLL NO. 20865 MCLEV-02-176 UNTIL 4/14/19
 RM. 1405, BLDG. LACSON GALLO STS.
 BACOLOD CITY

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 Series of 2017

SUBSCRIBED AND SWORN to before me this 8th day of June, 2017 in Manapla, Negros Occidental, Philippines with said exhibit to me his/her MWD I.D.- 001 issued on 2014 at Manapla Water District, Manapla, Negros Occidental.