



Certificate of Compliance

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

I, Madelaine Lu M. Lozano, Filipino, of legal age, Head of Agency and Head of the Committee on Anti-Red Tape Authority of the Sasmuan Water District, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1.) The (Name of agency/LGU including its of Regional (number Offices/Branches/Service Offices/Campuses, if applicable) has established its most current and updated Citizen's Charter pursuant to Section 6 of RA 11032 ts Implementing Rules and Regu ations, and the relevant ARTA Issuances
Citizen Charter Handbook Edition 2019 , 1st Edition
- 2.) The following required forms of posting of the Citizen's Charter are present
 - Citizen's Charter Information billboard (in the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
 - Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
 - Official website/Online Posting
- 3.) The Citizen's Charter Information Billboard enumerates the following information
 - a. External services;
 - b. Checklist of requirements for each type of application or request,
 - c. Name of the person responsible for each step:
 - d. Maximum processing time;
 - e. Fees to be paid, if necessary; and
 - f. Procedure for filing complaints and feedback.
- 4.) The Citizen's Charter Handbook enumerates the following information:
 - a. Mandate, vision, mission, and service pledge of the agency.
 - b. Government services offered (External and Internal Services):
 - i. Comprehensive and uniform checklist of requirements for type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - ix. Fee/s to be paid and total, if necessary,
 - c. Procedures of Filing of Complaints and feedback;
 - d. Contact information of ARTA,
 - e. List of Offices

***** (" Bahie Bie ing Banum ") *****




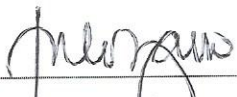
Republic of the Philippines
SASMUAN WATER DISTRICT
Sta. Lucia, Sasmuan, Pampanga
Tel. No. (045) 436-0421
Fax No. (045) 900-1101

- 5.) The Citizens Charter information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6.) The printed Citizen's Charter Handbook is placed at the windows/ counters of each frontline offices to complement the information on the services indicated in the information Billboard.
- 7.) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8.) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material
- 9.) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements can be validated by the Authority.

IN WITNESS THEREOF, I have hereunto set my hand this MAY 17 2023 of May 2023, in Guagua, Pampanga, Philippines.


ALLY BERNADETTE
Notary Public
Until Dec. 31, 2023
PTR No. 5521962-1-4-2022-Pamp.
RCh No. 36803
Lifetime # 04897-1-4-13
MCLE/JL No. 6565-1-14-2010


Madelaine Lu M. Lozano
General Manager
Sasmuan Water District

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