



Republic of the Philippines  
**SASMUAN WATER DISTRICT**  
 SASMUAN, PAMPANGA  
 TEL. NO. 963-1257

**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

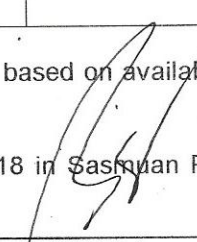
I, **Beda M. Carlos**, Filipino, of legal age, **General Manager** of the Sasmuan Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The *Sasmuan Water District* including its one(1) Offices/Branches/Service Office 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 (*name of agency*) 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:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Applying for Service Connection	Shortened application time	Used of Computerized application form	Accuracy of data on the SACO Form
Water Bill Payment	Reduce the duration/time of Payment	Computerized receipt and automatic print out	Made paying of bills faster

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 27th of July, 2018 in Sasmuan Pampanga, Philippines.

  
 Beda M. Carlos  
 General Manager

SUBSCRIBED AND SWORN to before me this 30 of 2018 in (city, province), Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

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**NOTARY PUBLIC**  
**Ornela T. Dayrit**  
 Notary Public  
 Commission No. G-05-2016 up to Dec. 31, 2018  
 PTR No. 8967529 Pampanga 1/3/2016  
 Roll No. 55689 MCLE V-0003139  
 IBP Lifetime No. 07465 / 4/8/2008