



Republic of the Philippines  
**PULUPANDAN WATER DISTRICT**  
 Cor. Sta Felomina-Yanson Sts., Brgy. Zone 4,  
 Pulupandan, Negros Occidental  
 Tel.# (034) 454-0002 email add: [pulupandanWD@yahoo.com.ph](mailto:pulupandanWD@yahoo.com.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 Providing Penalties Therefor*

I AMADOR G. GEROY, Filipino, of legal age, General Manager of the Pulupandan 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 Pulupandan 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 all the services of Pulupandan Water District 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 of Improve Process	Results/Benefits
Processing of Water Bill	Identified the needs of Pregnant Women PWDs & Senior Citizens	Prioritize the Pregnant Women PWDs & Senior Citizens that receives water bill payment	Prioritize the payments of Pregnant Women PWDs & Senior Citizens

Processing of Application for new water service connection	 PULUPANDAN WATER DISTRICT Pulupandan WD has complied with what is indicated in the Citizen's Charter	Enhance concessioners service strategy	Efficient and faster services satisfy concessionaires
Processing of Application for new water service reconnection			
Processing of action on complaints			
Processing of transfer of service connection			
Processing of billing complaints			
Processing of request for change of account name			
Processing of billings			
Processing of water bill payments			

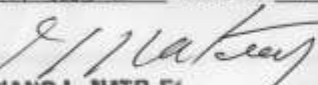
This certification is being issued to attest to the accuracy of all foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 31<sup>st</sup> of MAY 2017 in Pulupandan, Negros Occidental, Philippines.

  
 AMADOR G. GEROY  
 General Manager  
 Pulupandan Water District

SUBSCRIBED AND SWORN to before me this 1<sup>st</sup> of JUNE, 2017 in Pulupandan, Negros Occidental, Philippines, with affiant exhibiting to me his/her CIC # 20566592 issued on 01-09-2017 at Pulupandan, Negros Occidental.

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 Series of SAP

  
**MARIANO L. NATO-EL**  
 NOTARY PUBLIC-CITIES OF BACOLOD  
 TALISAY MUN. MURCIA & DON SALVADOR BENEDETTI  
 NEGROCC. NP NO. 0092-42 UNTIL 12/31/18  
 PTR NO. 1899-A-35-1/03/13 TALISAY CITY  
 IBP NO. 1066-003-110/11 BACOLOD CITY  
 ROLL NO. 20865-001-1/0024776 UNTIL 4/18/13  
 RM. 14 JS. BLDG. LACSON GALO. STS.,  
 BACOLOD CITY