

For Agencies with Frontline Services



Annex A

CERTIFICATE 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, **ALMA L. ABRASALDO**, Filipino, of legal age, **General Manager** of the **Bayawan 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 with the following facts:

- 1) The **BAYAWAN 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 service areas of **Bayawan Water District** that delivers frontline services.
- 3) The Citizens Charter is positioned at the main entrance of the office or at the most conspicuous place in all of the said service offices.
- 4) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 5) The agency has undertaken self-assessment and reporting improvements in its existing Citizen's Charter.
- 6) The Citizen's Charter shows the process of improvements, specifically on the mainstreaming or procedures and shortened turnaround time, on most availed frontline services.

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
1. All front line related transactions like new service connection, repair and maintenance and all other related matters	Cater to a faster and more efficient service	<ul style="list-style-type: none"> ▪ Re-shuffling of employee/s ▪ Hiring of new and additional employee/s ▪ Implementation of new and improved billing system/program which is the Systems Application Program (SAP) and Geographic Information System (GIS) 	<ul style="list-style-type: none"> ▪ Faster and more efficient customer service ▪ Zero or less occurrence of customer complaints
2. Payment system process	Review of Citizen's Charter	Improved the payment system process by adding one (1) more Teller	Faster and more convenient payment system
3. Public Assistance and Complaints Desk (PACD)	Establish an area and assigned personnel to cater to PACD	Improved area for Public Assistance and Complaints Desk (PACD) to attend to concerns/queries	Better, efficient and more effective Customer service
4. Suggestion Box	Provide suggestion box for process and employee improvement	Provision of suggestion box and customer survey form	Enhanced customer service

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 hereunto set my hand this ___ day of July, 2018 in the City of Bayawan, Negros Oriental, Philippines.


ALMA L. ABRASALDO
 General Manager

For Agencies with Frontline Services

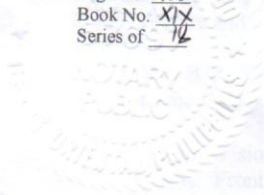
Annex A

SUBSCRIBED AND SWORN to before me this JUL 25 2018 day of JUL 25 2018, 2018 in the City of Bayawan, Negros Oriental, Philippines, with affiant exhibiting to me her _____ issued on _____ at _____

RAMON Q. CARBO NOTARY PUBLIC

ATTORNEY ROLL NO. 57697/04.26.10
IBP No. 960760/12.07.15/DUMAGUETE CITY
PTR No. 0894021/01.31.17/BAYAWAN CITY
MCLE COMPLIANCE NO. IV-6024599 UNTIL 01.07.18
324 TEOLOGIO ST., SUBA, BAYAWAN CITY
NEGROS ORIENTAL, PHILIPPINES, 6221
NOTARIAL COMMISSION EXPIRES ON 12.31.18

Doc No. 444
Page No. 100
Book No. XIX
Series of 12



Not and Mission of the Agency

Frontline Services Offered

Step-by-step procedure in rendering of frontline services

Employee responsible for each step

Tools needed to complete the procedure

Assessment of Risk

Required Documents

Responsible for the compliance

The Agency's Charter is posted as informational towards the public in the Agency's Website and other delivery channels.

The Agency's Charter is published at the same agency of the office manager in each kind of the said service offices.

The Agency's Charter is posted in the agency's website and accessible to the public.

The Agency has undertaken an internal audit and reporting on compliance in its own Agency's Charter.

The Agency's Charter shows the process of the Agency's Charter in the rendering of frontline services.