

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and providing Penalties Therefore

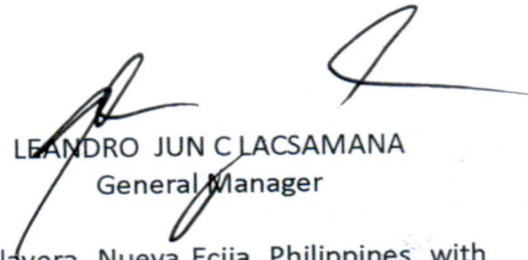
I, Leandro Jun C Lacsamana, Filipino of legal age, General Manager of the Talavera Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulation, hereby declare and certify the following facts:

- 1) The Talavera 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 on digital information billboards in all the service offices of Talavera 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 in English and Filipino, and published as an information material (e.g. booklet or brochure).
- 5) The Citizen`s Charter is uploaded in the agency`s web site 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
Water Bill Payment	Courtesy Lane for Senior Citizens, Person With Disabilities pregnant women, w/ children below 7 yrs old, Uniform Personnel and Govt Agencies	Construction of separate building as Courtesy Lane	Convenience & Fast service of the paying customer

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 WHEREOF, I have hereunto set my hand this 1st of June, 2017 Talavera, Nueva Ecija.


 LEANDRO JUN C LACSAMANA
 General Manager

SUBSCRIBE AND SWORN to before me this 1st day of June 2017 in Talavera, Nueva Ecija, Philippines, with affiant exhibiting to me his Company ID issued on Sept 2012 at Talavera , Nueva Ecija.

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 PAGE NO. 77
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ATTY. GERARDO S. DE LEON
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2017
 PTR No. CBN-087509-JAN. 3, 2017
 IBP No. 1056611-JAN. 3, 2017
 CABANATUAN CITY, NUEVA ECIJÁ
 MCLE COMPLIANCE No. 0018049