

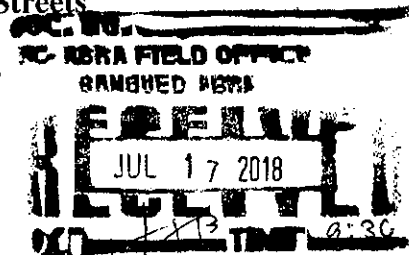


METRO BANGUED WATER DISTRICT

Corner Taft & Actividad Economia Streets

Bangued, Abra

Tel. No. 752-8001 / Fax No. 752-8169



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, LEANIDA A. BALBIN, Filipino, of legal age, General Manager of the Metro Bangued 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 Metro Bangued Water District has established its services 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 the Metro Bangued 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.

"WHENEVER YOU DRINK A GLASS OF WATER, REMEMBER THE FOREST..."



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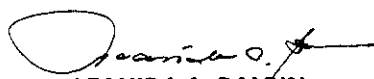
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Frontline Service	Process Improvement	Action taken to Improve Process	Result/Benefits
Payment of Water Bill (Active Account/Inactive Account)	Clients who need special attention are transacted in priority lanes.	Designated chairs/lane for privileged clients to people with disability or medical conditions, pregnant women and senior citizens.	Metro Bangued Water District privileged clients need special attention. This is to enshrine in local law the simple courtesy of giving way to the elderly, the disabled and pregnant women.
Application of New Service Connection, Reconnection, Disconnection and complains.	Clients who need special attention are transacted in priority lanes.	Privileged clients had a priority lane/window for any transaction.	Priority lanes will be a big relief knowing that their condition usually makes it harder for them to promptly finish whatever business they are trying to transact. This is one positive step in further improving their condition and welfare.


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 12th of July, 2018 in Bangued, Abra Philippines.


LEANIDA A. BALBIN
 General Manager
 Metro Bangued Water District

SUBSCRIBER'S SIGNATURE TO BE FORN TO BEFORE ME THIS
 JUL 12, 2018
 AT BANGUED, ABRA
 PHILIPPINES.

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ATTY. ELPIDIO C. SIAGAN
 NOTARY PUBLIC
 UNTIL DEC 31 - 2018
 PTR# 3628520
 ISSUED ON: 01-03-2018
 BANGUED, ABRA

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