



Republic of the Philippines
MURCIA WATER DISTRICT

Municipality of Murcia
Province of Negros Occidental

Email add: murcia_waterdistrict@yahoo.com

Tele/Fax No: (034) 458-8844

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, **WINSTON M. MAKILAN**, of legal age, **GENERAL MANAGER** of the **MURCIA 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 **MURCIA 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 offices of **MURCIA 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)

5. The Citizen's Charter is uploaded in the agency's website and accesible 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 show the process improvements, specifically on the streamlining of procedures and shortened turnaround time. On the most frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Service Connection Complaints	Shortened Process/ Turnaround Time	Assigned Specific time frame for processing requests	Redundancy of work has been avoided
Re connection	Shortened Process Time		Customer Satisfaction


This certification is being issued to attest 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 31st of July, 2019 in Murcia, Negros Occidental, Philippines.


ENGR. WINSTON M. MAKILAN
 General Manager
 Murcia Water District

SUBSCRIBED AND SWORN to before me this 31st of July 2019 in Murcia, Negros Occidental, Philippines, with affiant exhibiting to me his Driver's License issued on 7/24/2018 at Bacolod City. (F01 98-122179)

Doc. No. 423
 Page No. 85
 Book No. XIII
 Series of 2019


NOTARY PUBLIC
SILVERIO E. SORBITO IV
 FOR THE CITIES OF BACOLOD AND TALISAY
 AND MUNICIPALITIES OF MURCIA AND
 DON SALVADOR BENEDICTO
 NOTARIAL COMM. NO. 0074-19
 UNTIL DECEMBER 31, 2019
 ROLL OF ATTORNEY'S NO. 51569
 MCLE COMP. VI-0002324, 05/16/17
 IBP OR NO. 068761, 01/18/19
 PTR OR NO. 754432, 01/14/19
 CORDOVA STREET, BRGY. MANDALAGAN,
 BACOLOD CITY
 TEL. NO. (034) 707-5333