



TUBOD-BAROY WATER DISTRICT

Provincial Trade Center, Sagadan, Tubod, Lanao del Norte 9209
Tel./ Fax No. 063-341-5313 email: tbwd07@yahoo.com

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 Therefore

I, **GEOVANNI A. HERA**, Filipino, of legal age, General Manager of Tubod-Baroy 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. Tubod-Baroy 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 service offices of Tubod-Baroy 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 to Improve Process | Results/ Benefits |
|---------------------------------|-----------------------|---------------------------------|----------------------------------|
| Service Connection Survey | 30 minutes to process | 25 minutes to process | Shorten time in service delivery |
| Service Connection Installation | 3.5 hours to install | 3 hours to install | Shorten time in service delivery |

| Frontline Service | Process Improvement | Action Taken to Improve Process | Results/Benefits |
|-------------------|------------------------------------------------|------------------------------------------------|----------------------------------|
| Payments | 3 minutes to receive payments | 2 minutes to receive payments | Shorten time in service delivery |
| Leak Repairs | 60 minutes for minor 4 hours for major leak | 45 minutes for minor 3 hours for major leak | Shorten time in service delivery |

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
Lanao del Norte, Philippines.

27th of July 20 18 in Poblacion, Tubod,



GEOVANNIA. HERA
General Manager
Tubod -Baroy Water District

SUBSCRIBED AND SWORN to before me this _____ of
Poblacion, Tubod, Lanao del Norte, Philippines, w
02004515371 issued in Cagayan de Oro City, Philippines.

_____ 2018 in
with affiant exhibiting to me his UMID No.

NOTARY PUBLIC.

Doc. No. 167
Page No. 34
Book No. VIII
Series of 2018


CHRISTOPHER A. BASON
Notary Public UMID No. DEC 3 1 2018
Agoo, Tubod, Lanao del Norte
UMID No. 35004557 - 1/05/18 - LDN
BP No. 025989 - 1/08/18 LDN
ROLL No 65738



TUBOD -BAROY WA TER DISTRICT

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CERTIFICATE OF COMPLIANCE

Anti -Red Tape Act of 2007 (ARTA)

This is to certify that Tubod -Baroy Water District has complied with Section 6 of the **Anti -Red Tape Act of 2007** and Rule IV of its implementing Rules and Regulations, and the person whose signature appears below hereby declares and certifies the following truths:

1. That Tubod -Baroy 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 Service s
- D. Employee responsible for each step
- E. Time needed to complete the procedure
- F. Amount of Fees
- G. Required Documents
- H. Procedure of Filing Complaints

2. That the **Citizen's Charter** is posted as information billboards in the service office of Tubod -Baroy Water District that deliver frontline services.

3. That the **Citizen's Charter** is positioned at the main entrance of the office or at the most conspicuous place in the Office.

4. That the **Citizen's Charter** is published written either in English, Filipino, or in the local dialect.

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

IN WITNESS WHEREOF, I have hereunto set my hand this 27th day of July 2018 in Tubod, Lanao del Norte, Philippines.

Giovanni A. Hera
General Manager