



# PANDI WATER DISTRICT

M. Santos St. Poblacion, Pandi, Bulacan

Telefax : (044) 661-1050

pandiwaterdistrict@yahoo.com

## CERTIFICATE OF COMPLIANCE

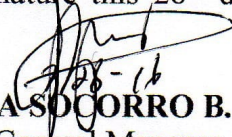
Section 6 of Anti-Red Tape Act of 2007 (Citizen's Charter)

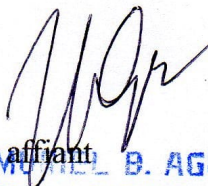
This is to certify pursuant to Republic Act 9485: An Act to improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore I, Elvira Socorro B. Santos, Filipino, of legal age, General Manager of Pandi 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 truths:

1. The Pandi Water District have 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 of the services offered by Pandi Water District.
3. The Citizen's Charter is positioned at the side of the main entrance of the office.
4. The Citizen's Charter is written in English.
5. The Citizen's Charter is uploaded in the official website of Pandi Water District and it is accessible to the public.
6. The Citizen's Charter is also published in a brochure-type information material and distributed to the concessionaires of Pandi Water District.
7. The Citizen's Charter was first published on 2009 and undergoes continuous review and revisions as required under Section 4, Rule IV of the IRR, which provides for a review of the Citizen's Charter whenever necessary, but not less than once every two years.

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 affixed my signature this 28<sup>th</sup> day of March 2016 at Pandi, Bulacan, Philippines.

  
**ELVIRA SOCORRO B. SANTOS**  
 General Manager

  
**NOTARY PUBLIC**

SUBSCRIBED AND SWORN to before me this 19 APR 2016 in Pandi, Bulacan, Philippines, with affiant exhibiting me government identification card.

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