



VICTORIAS CITY WATER DISTRICT

QUIRINO STREET, VICTORIAS CITY, NEGROS OCCIDENTAL

TIN 001-005-020-0000

Tel. Nos. (034) 399-2865 / 717-6152 • Telefax (034) 399-3554

email address: victoriacitywd@yahoo.com

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, **Abraham J. de Dios, Jr.** Filipino, of legal age, **General Manager** of the **Victorias City 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 **VICTORIAS CITY 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 **Victorias City 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
PACD	Application for New Connection	Re-assessment and reviewed for streamlining of Citizen's Charter	Validated as streamlined Process
	Application for Reconnection		
	Customer Complaints		
Bill Collection	Accepts Payments		



VICTORIAS CITY WATER DISTRICT

QUIRINO STREET, VICTORIAS CITY, NEGROS OCCIDENTAL

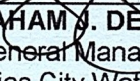
TIN 001-005-020-0000

Tel. Nos. (034) 399-2865 / 717-6152 • Telefax (034) 399-3554

email address: victoriacitywd@yahoo.com

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 6th of June, 2017 in Victorias City, Negros Occidental, Philippines.


ABRAHAM J. DE DIOS, JR.
General Manager
Victorias City Water District

SUBSCRIBED AND SWORN to before me this 6th of June 2017 in Victorias City, Negros Occidental, Philippines, with affiant exhibiting to me his/her GSIS-UMID ID issued on ~~July, 2015~~ at Bacolod City.

ATTY. JOHN MARK M. TAMAÑO
NOTARY PUBLIC
For Bacolod City, Talisay City
Murcia and Don Salvador Benedicto
Notarial Commission No. NP0004-17
Until December 31, 2017
IBP No. 1052505-Nov. 25, 2016
PTR No. 6691440-Jan. 3, 2017
All issued at Bacolod City
Attorney's Roll No. 44895
MCLE Compliance No. V-0011099
Issued on October 8, 2015
Office Tel. No. (034) 434 0227

Doc. No. 488
Page No. 92
Book No. 073
Series of 2017