



# Villasis Water District

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CCC # 95 \* Poblacion Zone I, Villasis, 2427  
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## 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, **SUSAN Q. SISON**, Filipino, of legal age, **General Manager C** of the **VILLASIS 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:

1. The **VILLASIS WATER DISTRICT** has established its standards known as the Citizen's Charter 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 Villasis Water District that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office and front of the billing collection.
4. The Citizen's Charter is written in English and published as information material (e.g. brochure)
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has understand 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.

FRONT LINE SERVICE	PROCESS OF IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULT/BENEFITS
NO REVISION AS TO DATE			

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

  
SUSAN Q. SISON, RN, DPA  
General Manager C  
VILLASIS WATER DISTRICT