



## 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 Thereof.*

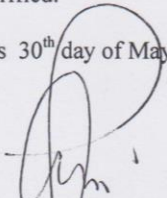
I, Isagani R. Pradillada, of legal age, General Manager of Infanta (Quezon) Water District, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its implementing Rules and Regulation, hereby declare and certify the following facts:

- 1) The Infanta (Quezon) 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 Service 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 Infanta (Quezon) Water District that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance and inside of IQWD office.
- 4) The Citizen's Charter is written either in Filipino and published as an information material.
- 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
1. Pagpapakabit ng linya ng tubig			
2. Pagbabayad ng kunsumong tubig			
3. Pag aaplay ng Senior Citizen's Discount			
4. Pagpapa-ayos ng linya ng tubig			
5. Pagpapalipat ng Metro ng tubig sa ibang lugar			
6. Pagpapalipat ng Metro ng tubig sa tamang lugar			
7. Pakunsulta sa pagtaas ng bayarin sa tubig	Paghingi ng diskwento sa bayarin ng may unang beses pa lang nagka-leak at pag-alam ng iskedul kung kailan ito maari ng bayaran sa General Manager.	Pagtanggal sa patakarang Ito, noong July 2017.	Pangangalagang mabuti ng mga konsesyonaryo sa kanilang linya, upang maiwasan ang kontaminasyon, paglaki ng bayarin, at pagkasayang ng inuming tubig na natatapon.
8. Pagpapanumbalik ng serbisyo ng tubig			
9. Pag aaplay ng trabaho sa IQWD			
10. Pagpapa-abot ng anumang puna o mungkahi para sa ikauunlad ng Tanggapan			

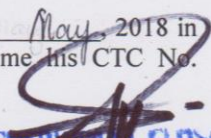
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 30<sup>th</sup> day of May 2018 in Infanta, Quezon, Philippines.

  
**ISAGANI R. PRADILLADA**  
 General Manager  
 INFANTA (QUEZON) WATER DISTRICT

SUBSCRIBED AND SWORN to before me this 30<sup>th</sup> of May 2018 in Infanta, Quezon, Philippines, with affiant exhibiting to me his CTC No. 25748790, issued on January 05, 2018 at Infanta, Quezon.

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**ATTY. SHERWIN M. CLOSA**  
 NOTARY PUBLIC  
 UNTIL DECEMBER 31, 2018  
 PTR NO. 5615836 / JAN. 3, 2018  
 ROLL NO. 015423 / IBP NO. 015425  
 MCLENO. V-0019321 2017