



CERTIFICATION OF COMPLIANCE

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

I, **ENGR. LORETO G. LIMCOLIOC**, Filipino, of legal age, General Manager of San Jose Del Monte 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 truths:

1. The San Jose Del Monte 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 in filing complaints
2. The Citizen's Charter is written in English, is posted as information billboards in all service offices of San Jose Del Monte City Water District that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office and at the most conspicuous of its extension office in Francisco Homes, and its collection office in Sarmiento Homes, all located within the service area of San Jose Del Monte City Water District in the City of San Jose Del Monte, Bulacan.
4. The Citizen's Charter is also published in a brochure-type information material and distributed to the customers of San Jose Water and is uploaded in the agency's website and accessible to the public.
5. The Citizen's Charter was published on July 10, 2009 and has been thrice reviewed and revised, the latest of which is December 2013 as required under Section 4, Rule IV of the IRR which states that the office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
6. The Citizen's Charter already shows the improvements that resulted from the process review of frontline 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 WHEREOF, I have hereunto set my hand this ____ day of _____, 2014 in City of San Jose Del Monte, Bulacan, Philippines.

ENGR. LORETO G. LIMCOLIOC
General Manager

SUBSCRIBED AND SWORN to before me this 28th day of FEBRUARY, 2014 in City of San Jose Del Monte, Bulacan, Philippines, with affiant exhibiting to me PASSPORT NO. EB2770078, issued on OCT. 3, 2011 at DFA as his competent evidence of identity.

Doc. No.: 369
Page No. 75
Book No. 27
Series of 2014

NAPOLEON M. MARAPAO
NOTARY PUBLIC
UNTIL **DECEMBER 31, 2014**
TR NO. **0396731 / 01-03-12**
SJDM, BULACAN
IBP NO. **898112 / 12-28-12**
FOR **2013**
BULACAN CHAPTER
ROLL NO. **18705**

Road 1, Minuyan, City of San Jose Del Monte, Bulacan PHILIPPINES 3022

Telefax (6344) 8150378; Mobile Hotline: (63917) 5069797

Email: sjdm_water@yahoo.com URL www.sjdmwater.com