



# BATO WATER DISTRICT

Santiago, Bato, Camarines Sur

(054) 277-4269

Email: [bwd\\_batocamsur@yahoo.com](mailto:bwd_batocamsur@yahoo.com)

## CERTIFICATION of COMPLIANCE

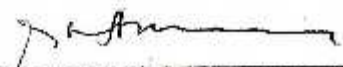
*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, **PAUL RAYMOND L. BONNEVIE**, Filipino, of legal age, General Manager of **BATO 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 **BATO 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 **BATO 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 (information board).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on 2009 and underwent review and revision on August 2015 as required under Section 4, Rule IV of the IRR: *The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.*
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically: a. *streamlining of procedures*, b. *shortened turnaround time* and c. *reduction in the number of signatories*

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

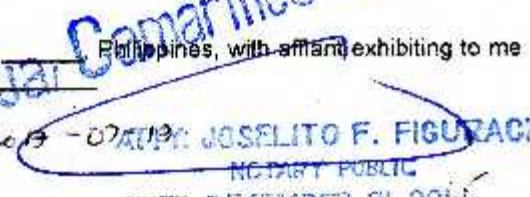
IN WITNESS WHEREOF, I have hereunto set my hand this 9th day of September 2015 in Santiago, Bato, Camarines Sur, Philippines

  
ENGR. PAUL RAYMOND L. BONNEVIE  
General Manager, BATO WATER DISTRICT

SUBSCRIBED AND SWORN to before me this 10th day of September 2015 in Nabua, Camarines Sur, Philippines, with affiant exhibiting to me his/her (govt-issued ID) \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_

Doc. No.: 85 Page No. 37 Series of: 2015 Fee Paid: \_\_\_\_\_ O.R. No.: \_\_\_\_\_

*Book no. XXXI*

  
JOSELITO F. FIGUEROA  
NOTARY PUBLIC  
UNTIL DECEMBER 31, 2015  
ROLL OF ATTORNEYS No. 82226



September 3, 2015

ENGR. PAUL RAYMOND L. BONNEVILLE  
General Manager III  
Bato Water District  
Bato, Camarines Sur

Dear *Manager Bonswiler*:

We respectfully acknowledge receipt of the updated Citizen's Charter of Bato Water District. Relative thereto, please ensure that the contents of this Citizen's Charter shall form part of your Office Performance and Commitment Review (OPCR) and Individual Performance Commitment and Review (IPCR) forms.

Thank you.

Very truly yours,

  
CECILIA R. NIETO  
Director IV

PREPARED AND ISSUED  
IN SUPPORT OF OFFICE OF CITIZEN'S CHARTER REVIEW  
2015-09-03-004

*It's a Pleasure to Serve*

*Responsive, Accountable, Courteous and Efficient Public Service*