



## **BATO WATER DISTRICT**

Santiago, Bato, Camarines Sur  
Telefax: (054) 277-4269, Globe:  
Email: [hw\\_d\\_batocamsur@yahoo.com](mailto:hw_d_batocamsur@yahoo.com)  
Website: [www.batowdcamsur.gov.ph](http://www.batowdcamsur.gov.ph)

*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 D of the **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 facts:


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 of filing complaints
2. The Citizen's Charter is posted as information billboards in the service office of the **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 the said service office.
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 updated 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

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

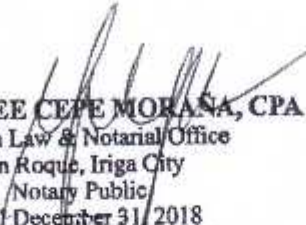
IN WITNESS HEREOF, I have hereunto set my hand this 24<sup>th</sup> of May, 2017 in Bato, Camarines Sur, Philippines.

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

24 MAY 2017

SUBSCRIBED AND SWORN to before me this \_\_\_\_ of \_\_\_\_ 2017 in IRIGA CITY, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

Doc. No. 492  
 Page No. 99  
 Book No. V  
 Series of 2017

  
 ATTY. AIMEE CEFÉ MORANA, CPA  
 Morana Law & Notarial Office  
 San Roque, Iriga City  
 Notary Public  
 Until December 31, 2018  
 Roll of Attorneys No. 64638  
 PTR No. 2837690 / 12 January 2017  
 IBP Lifetime Roll No. 013839 /  
 07 May 2015 / Camarines Sur Chapter