

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 Agency has undergone self-assessment and reporting of improvements in its existing Citizen's Charter.
7. The Citizen's Charter shows process improvements, specifically on the streamlining of procedures and shortened turnaround time , on the most availed frontline services:

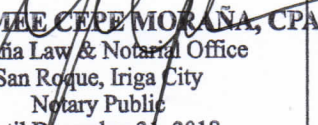
Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits

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

In WITNESS WHEREOF, I have hereunto set my hands this 27th of March 2018 in Bato, Camarines Sur.


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

SUBSCRIBED AND SWORN to before me this 27 MAR 2018 day of IRIGA CITY Philippines, with affiant exhibiting to me his/her (govt-issued ID) PDL ID No. 204-88 000644 issued on _____ at _____


 ATTY. AIMEE CEPHE MORANA, CPA
 Moraña Law & Notarial Office
 San Roque, Iriga City
 Notary Public
 Until December 31, 2018
 Roll of Attorneys No. 64638

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