



Republic of the Philippines
Province of Camarines Norte
Municipality of Jose Panganiban
JOSE PANGANIBAN WATER DISTRICT

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 Therefore

I, **EDUARDO C. CAMPITA**, Filipino, of legal age, General Manager D of the Jose Panganiban Water District (JPWD), being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act 2007 and Rule IV of its implementing Rules and Regulations, hereby declare and certify the following truths:

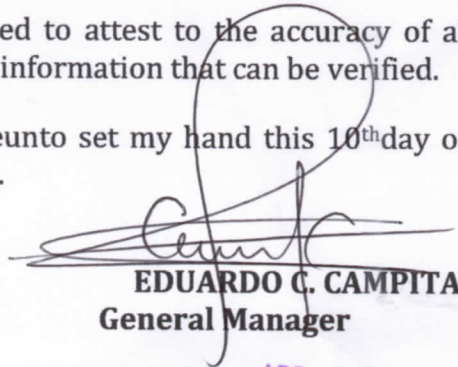
1. The Jose Panganiban Water District (JPWD) has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible 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 the service office of Jose Panganiban Water District (JPWD) 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 (e.g., booklet, brochure or pamphlets).
5. The Citizen's Charter is uploaded in the agency's website, www.jpwd.gov.ph and accessible to the public.
6. The Citizen's Charter was first published on July 26, 2014 and underwent review and revision on June 10, 2017 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

PROCESS	EXISTING	IMPROVEMENTS
1. WATER SUPPLIES INTERRUPTIONS		Minor repair within one hour and the major repair within 4 hours.
2. AVAILMENT OF SENIOR CITIZEN DISCOUNT		Printed in tarpaulin and pamphlets and can be viewed in the JPWD website - www.jpwd.gov.ph
3. PAYMENT SCHEDULE / COLLECTION	Collection of payment is from Monday to Saturday - 8:00 am to 5:00 pm	Opens on Saturday from 9:00 am to 4:00 pm - collection of payment. Collectors on field

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

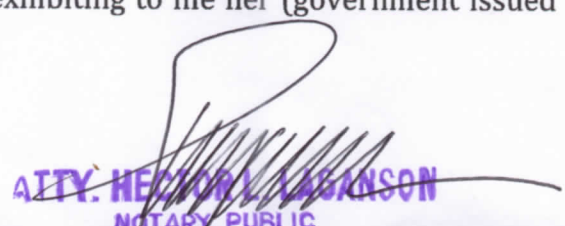
IN WITNESS HEREOF, I have hereunto set my hand this 10th day of April, 2018 in Daet, Camarines Norte, Philippines.


EDUARDO C. CAMPITA
 General Manager

APR 12 2018

SUBSCRIBED AND SWORN to before me this ___ day of _____, 2018 in Daet, Camarines Norte, Philippines with affiant exhibiting to me her (government issued ID) issued on _____ at _____.

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