

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 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, **ENGR. SOLITO T. TORCUATOR**, Filipino, of legal age, General Manager of the **POLOMOLOK 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 POLOMOLOK WATER DISTRICT has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the Polomolok Water District
 - 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; and
 - h. Procedure for filing complaints.
2. The Citizen's Charter is posted as information billboards in all the service offices of **Polomolok 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 **in English** published as an information material (Tuburan- agency news letter).
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 **September 14, 2009** and underwent review and revision on **September 2011 and October 2014** 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 in Frontliner Services such as
 - Application for new water service connection
 - Request for maintenance repair
 - Handling of complaints; that resulted from the process review of frontline service delivery, specifically:
 1. Application for new service connection from 5 days now 2 working days
 2. Payment of water bills, materials other fees and charges, as an initiative of the agency established sub- collection office every Tuesday and Thursday from 9:00 am to 4:00 PM at Dole Cannery Site, Polomolok South Cotabato and has three collecting banks for that purpose namely: Penbank of Polomolok, Rural Bank of Alabel, Inc. (RBAI) and Rural Bank of Polomolok

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



REPUBLIC OF THE PHILIPPINES
POLOMOLOK WATER DISTRICT (P. W. D.)

National Highway, Polomolok, South Cotabato
Tel. Nos. (083) 500-9261, 500-9314, 500-9400, 500-9430
Telefax No. (083) 500-8008 / E-mail Add: pol_wd@yahoo.com.ph

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 - Handling of complaints; that resulted from the process review of frontline service delivery, specifically:
 1. Application for new service connection from 5 days now 3 working days
 2. Payment of water bills, materials other fees and charges, as an initiative of the agency established sub- collection office every Tuesday and Thursday from 9:00 am to 4:00 PM at Dole Cannery Site, Polomolok South Cotabato and has three collecting banks for that purpose namely: Penbank of Polomolok, Rural Bank of Alabel, Inc. (RBAI) and Rural Bank of Polomolok

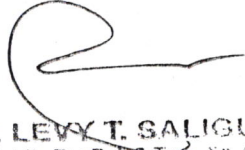
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IN WITNESS WHEREOF, we have hereunto affixed our signatures this 13 day of December 2013, at Polomolok South Cotabato (City/Municipality, Province), Philippines.


ENGR. SOLITO T. TORCUATOR
General Manager B

SUBSCRIBED AND SWORN to before me this 13 day of December 2013 in Polomolok South Cotabato, Philippines, with affiant exhibiting to me his/her PRC LICENSE - IP NO. 0037200 (government-issued ID) issued on DECEMBER 9, 2011 (date of issuance) at PANAO CITY (place of issuance).

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ATTY. LEVY T. SALIGUMBA
Notary Public For Pol. & Prov. So. Cotabato
21st St., Polomolok, S. Cot.
Until December 31, 2014
Roll No. 46902 / 03-20-03
PRC NO. 0434352/01-07-13/KC
Lifetime Member No. 05864
MULE NO. IV-0010999/12-05-12
TIN NO. 123923867