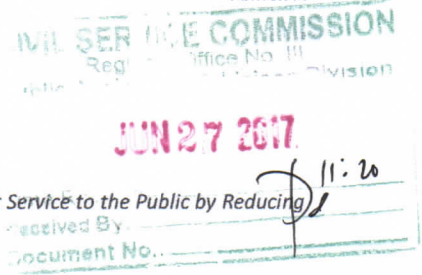


For Agencies With Frontline Services



**GENERAL TINIO WATER DISTRICT**  
GENERAL TINIO NUEVA ECIJA  
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. JOCELYN C. PAJARILLAGA, Filipino, of legal age, GENERAL MANAGER, of the GENERAL TINIO 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 GENERAL TINIO WATER DISTRICT including its REGION 3 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 filling complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of GENERAL TINIO 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 services 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 or brochure).
- 5) The Citizen's Charter is uploaded 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 show the process improvements, specifically on the streamlining of procedures and shortened turn around time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Service request for reconnection	Reconnection	Fees, P 100.00	Additional income
	Cut in mainline	Fees, P 300.00	No illegal tapping

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 14th of June, 2017, in General Tinio Nueva Ecija, Philippines.

*Jocelyn C. Pajarillaga*  
JOCELYN C. PAJARILLAGA  
General Manager

GENERAL TINIO WATER DISTRICT

**GENERAL TINIO, NUEVA ECIJA**

SUBSCRIBED AND SWORN to before me this 20 JUN 24 2017, Philippines, with affiant exhibiting to me his/her Unified Multi-Purpose ID CRN-006-0020-9802-7

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Series of 2017

**ATTY. NABY MICHAEL J. CUANO**  
NOTARY PUBLIC  
GEN. TINIO NUEVA ECIJA  
COMMISSION NO. EJ-03-17/UNIT 31. DEC. 2016  
I.P.P. NO. 105861713  
JUN 2017/NUEVA ECIJA CHAPTER  
PTR NO. NE-3806168/3 JAN. 2017  
NUEVA ECIJA  
ROLL NO. 57084