



# DINALUPIHAN WATER DISTRICT

Website: dinalupihanwd.gov.ph  
email address: dinalupihan\_waterdistrict@yahoo.com

## 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, **Virgilio P. Manalili**, Filipino, of legal age, **General Manager** of the **Dinalupihan 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 **Dinalupihan 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 the service office of **Dinalupihan Water District** that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance at the most conspicuous place of the office.
- 4) The Citizen's Charter is written in English and published as an information material like fliers.
- 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 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
Citizen's Charter	The Citizen's charter is not readable/unclear	Completely replaced with a larger size printed tarpaulin with larger font sizes	More people notice and read the CC
Repairs and maintenance of pipelines	Repairs and maintenance are conducted from Monday thru Friday	Emergency repairs are also conducted during weekends (Saturday and Sunday)	Responded to the customer request without delay and decreased losses/unaccounted water

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 31<sup>st</sup> day of July, 2018 in **Dinalupihan, Bataan**, Philippines.

**VIRGILIO P. MANALILI**  
General Manager  
Dinalupihan Water District

SUBSCRIBED AND SWORN to before me this 31<sup>st</sup> of July 2018 in **Dinalupihan, Bataan**, Philippines, with affiant exhibiting to me his GSIS ID no. **9560364106010**.

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NOTARY PUBLIC  
**Atty. Richard A. Ariete**  
Notary Public  
Commission Expires on 12/31/2019  
PTR No. 4174649, 01/08/2001  
IBP No. 1086798, 01/01/2001  
Roll of Attorney No. 8  
Sta. Isabel, Dinalupihan, Bataan