



Republic of the Philippines  
**CITY OF KORONADAL WATER DISTRICT**

Blk. 1 Casa Subdivision, City of Koronadal

9506 Province of South Cotabato

Tel. (083) 228-8141 / 228-4049 / 520-0674



**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, MR. REY J. VARGAS, Filipino, of legal age, General Manager B of the City of Koronadal 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 (name of agency) including its (number of regional offices /branches/Service/Offices/Campuses) 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 City of Koronadal 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 (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 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
New Water Service Connection	Water Meter Installation	<ul style="list-style-type: none"> <li>• Additional Man Power</li> <li>• Availability of Materials</li> </ul>	<ul style="list-style-type: none"> <li>• Faster Releasing of Materials</li> <li>• Faster Scheduling of Water Meter Installation</li> <li>• Customer Satisfaction</li> </ul>
Delivery of Water Bills	Manual Meter Reading	Android Phone -Meter Reading and Billing System w/ Billing Print Out	Faster Billing Services and Delivery of Water Bills
	Billing and Collection System	<ul style="list-style-type: none"> <li>• Update System and Additional Payment</li> </ul>	<ul style="list-style-type: none"> <li>• Increase on-time Collection</li> <li>• Increase</li> </ul>