



Republic of the Philippines

Metropolitan Cebu Water District

Lapu-Lapu - Magallanes Sts., Cebu City

Tel. Nos. (032) 254-8434 • 412-1836 • 256-0413 to 15 • 256-0424

Fax Nos. (032) 254-5391 • 412-2774

CERTIFICATION OF COMPLIANCE

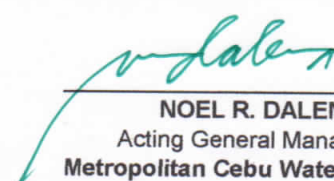
Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **NOEL R. DALENA**, Filipino, of legal age, Acting General Manager of the **Metropolitan Cebu 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 Regulation, hereby declare and certify the following facts:

1. The Metropolitan Cebu 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 of filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of Metropolitan Cebu 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 already shows the process improvements in speed and accuracy, efficiency and quality of service that resulted from the process review of frontline service delivery, specifically: streamlining of procedures and prompt services to consumers.

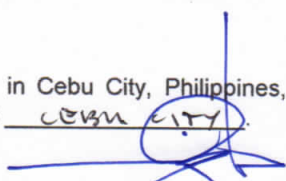
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 09 JUN 2017 of June, 2017 in Cebu City, Philippines.


NOEL R. DALENA
Acting General Manager
Metropolitan Cebu Water District

SUBSCRIBED AND SWORN to before me this 09 JUN 2017 of June 2017 in Cebu City, Philippines, with affiant exhibiting to me his/her RES. COPIES issued on JAN. 30, 2017 at CEBU CITY.

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Atty. JORGE L. GABRIENTE
Commission No. 97-08
Notary Public for Cebu City
Notary Public Until Dec. 31, 2017
PTR No. 1173862/01-03-17
Roll of Attorney Number 48663
TIN No. 108-452-556-000