



## SAN JOSE CITY WATER DISTRICT

2675 Maharlika Road, Abar 1<sup>st</sup>, San Jose City 3121

Tel. No. (044) 958-2086 e-mail: sjc\_waterdistrict@yahoo.com

### Certification of Compliance

*Pursuant to Republic Act of 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, CECILIA M. FRANCISCO, Filipino, of legal age, General Manager of the San Jose City 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 that the San Jose City Water District has already addressed the following deficiencies identified during the Citizen's Charter validation conducted on May 10 – 12, 2016 by the Civil Service Commission Regional Office No. 3:

Findings	Action Taken
<i>The Citizen's Charter of service office was posted outside the office. On the last day of the survey, the service office posted a Citizen's Charter at the right corner of the office glass wall. All clients did not notice the Citizen's Charter.</i>	The Citizen's Charter was posted at the main entrance of the office to make noticeable to the consumers. Copies of Citizen's Charter were distributed to the consumers and made available at the Lobby (waiting area) to encourage consumers to read and become aware of the water district transparency and efficiency in providing quality service.
<i>During the inspection period, the service office had an "Information" instead of labeled "Public Assistance and Complaints Desk". It was noted that clients were asking their questions to the security guard, instead of the PACD officer. Also, the service office had no procedure for filing complaints posted.</i>	The water district already provided a "Public Assistance and Complaints Desk", located at the left side of the waiting area where it can easily screen clients. To enhance public transparency, the office created a Survey Questionnaires with comments and suggestions of the consumers to be dropped on the Suggestion Box.
<i>Public Assistance and Complaints Desk Officer did not consistently observe the "No Noon Break" policy.</i>	The office strictly implemented and follow the "No Noon Break" policy to assure continuity of service as provided for in R.A. 9485. The office make it sure that there is an employee on duty even during break time to attend to the consumers.
<i>It was noted that the Comfort Room of the service office was not clean and its light was busted.</i>	The management immediately ordered the replacement of the busted light at the Comfort Room. Employees were ordered to keep the cleanliness and orderliness not only the Comfort Room but the office as well.
<i>In spite the fact the majority of the interviewed clients expressed their satisfaction with all the sub-areas subsume under the core areas of Compliance with ARTA provisions and Overall Client Satisfaction, there were still sparse dissatisfied comments pertaining to them that are worthy to be considered by the management of the office.</i>	<p><b>On the ID/Nameplates:</b> The management remind the employees on proper wearing of IDs/Nameplates for the consumers to identify the action officers facilitating their transactions.</p> <p><b>No Hidden Costs:</b> The management ordered the office collectors to give the change of the consumers up to the last centavo and issue the corresponding Official Receipt.</p> <p><b>Lunch Break:</b> The management strictly implemented the "No Noon Break Policy" which is vital for the continuous delivery of quality service. Counters</p> <p><b>Physical Setup/Layout &amp; Basic Facilities:</b> The waiting area (lobby) was renovated to give more space and make the consumers comfortable. It is our commitment to give quality service to our consumers. The frontline service providers were always remind to respond immediately to their needs with courtesy and integrity.</p>

# SAN JOSE CITY WATER DISTRICT

2675 Mabini Road, 2nd Fl., San Jose City 3121  
Tel. No. (044) 858-2268 e-mail: sjc.waterdistrict@phsps.com

This Certification is being issued to attest to the accuracy of all information contained herein based on available records and information that can be verified with the San Jose City Water District.

## Certification of Compliance

IN WITNESS WHEREOF, I have hereunto set my hand this MAY 29 2017 th day of May, 2017 in San Jose City, Nueva Ecija, Philippines.

*emgancisco*  
**ENGR. CECILIA M. FRANCISCO**  
General Manager

SUBSCRIBED AND SWORN to before me this MAY 29 2017 th day of May, 2017 in San Jose City, Philippines, with affiant exhibiting to me his/her Professional Regulation Commission ID issued on at PRC, Manila.

Doc. No. 29/  
Page No. 47  
Book No. N  
Series of 207

**ATTY. AVEGALE B. ESCUDERO GARCIA**  
NOTARY PUBLIC  
Commission Expires on 12-31-17  
Roll of Attorneys No. 54696  
IBP Lifetime No. 010236  
PTR No. 8057306 / 01-03-17

Public Assistance and Complaints Desk Officer did not consistently observe the "No Noon Break" policy.

It was noted that the Complaint Room of the service office was not clean and its light was busted.

In spite of the fact the majority of the interviewed clients expressed their satisfaction with all the sub-areas and some under the core areas of Compliance with ARFA provisions and Overall Client Satisfaction, there were still several dissatisfied comments pertaining to them that are worthy to be considered by the management of the office.

The office strictly implemented and follow the "No Noon Break" policy to assure continuity of service as provided for in R.A. 9483. The office make it sure that there is an employee on duty even during break time to attend to the consumers.

The management immediately ordered the replacement of the busted light at the Complaint Room. Employees were ordered to keep the cleanliness and orderliness not only the Complaint Room but the office as well.

### On the ID/Nameplates:

The management remind the employees on proper wearing of ID/Nameplates for the consumers to identify the active officers facilitating their transactions.

### On Hidden Costs:

The management ordered the office collectors to give the change of the consumers up to the last centavo and issue an accompanying Official Receipt.

### On the Queue:

The management strictly implemented the "No Noon Break Policy" which is vital for the continuous delivery of quality service. Counter

### Physical Setup/Layout & Basic Facilities:

The waiting area (lobby) was renovated to give more space and make the customers comfortable.

It is our commitment to give quality service to our





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I, CECILIA M. FRANCISCO, Filipino, of legal age, General Manager of the San Jose City 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 San Jose City 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 all the service offices of San Jose City 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
Service Connection	Applying for New Service Connection	Minimize the process from 6 steps to 5 steps	Immediate delivery of water service to consumers
	Time consumed	Minimize time consumed from 1 day & 45 mins. To 1 hr. & 24 mins.	Created additional water consumers
	Service Application Fee	Reduce Service Application Fee	
	Orientation	The WD is conducting orientation for new service connection applicants	Awareness on the policies and regulations of water consumers

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
<b>Re-Apply</b> (disconnected after 6 months)	Fees & Charges Residential  Commercial	From 1,110.00 + full payment to 200.00 + cost of materials & amount of arrears  From 1,395.00 + full payment of arrears to 200.00 + cost of materials & amount of arrears	More consumers grab the chance to pay the minimum charge to re-apply
<b>Reconnection</b> (disconnected within 6 months)	Fees & Charges	Minimize Reconnection Fee to 200.00 if disconnected within 6 months  Free if applied within 24 hours after disconnected	Consumers grab the chance to pay minimum charge for reconnection of their service lines
<b>Transfer of Tapping</b>	Fees	From 675.00 + all materials required to 575.00 + cost of additional materials	More consumers grab the chance to pay the discounted amount for transfer of tapping
<b>Change Name</b>	Fees & Charges	From 642.00 to 100.00	More consumers grab the chance to pay the minimum amount for change name

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 MAY 29 2017 in day of \_\_\_\_\_, 2017 in San Jose City, Philippines.

*eng. cecilia m. francisco*  
**ENGR. CECILIA M. FRANCISCO**  
General Manager

SUBSCRIBED AND SWORN to before me this MAY 29 2017, 2017 in San Jose City, Philippines, with affiant exhibiting to me his/her Professional Regulation Commission ID issued on \_\_\_\_\_ at PRC, Manila.

Doc. No. 232  
Page No. 47  
Book No. 11  
Series of 2017

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