



SAN JOSE CITY WATER DISTRICT

2675 Maharlika Road, Abar 1st, 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 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
Re-Apply (disconnected after 6 months)	Fees & Charges Residential	From 1,110.00 + full payment to 200.00 + cost of materials & amount of arrears	More consumers grab the chance to pay the minimum charge to re-apply
	Commercial	From 1,395.00 + full payment of arrears to 200.00 + cost of materials & amount of arrears	
Reconnection (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
Transfer of Tapping	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
Change Name	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 day of May, 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 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.

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Avegaile B. Escudero Garcia
ATTY. AVEGAILE B. ESCUDERO-GARCIA
 NOTARY PUBLIC
 Commission Expires on 12-31-17
 Roll of Attorneys No. 54696
 IBP Lifetime No. 010236
 PTR No. 8057366 / 01-03-17

