



SAN JOSE CITY (N.E.) WATER DISTRICT

2675 Maharlika Road, Abar 1st, San Jose City, Nueva Ecija 3121
 Tel. No. (044) 958-2086 e-mail: sjc_waterdistrict@yahoo.com

Certificate 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 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 following facts:

1. That 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	From 1,500.00 plus cost of materials to: 4,500.00 - Res./Govt 5,175.00 - Commercial A 4,837.00 - Commercial B 4,380.00 - Tondod WS Plus cost of materials	The Service Application Fee increase due to increase in prices of materials and labor cost for new connections. The WD also ensure to maintain the good quality of the materials.
	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 P200.00 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 DEC 17 day of December, 2019 in San Jose City, Nueva Ecija, Philippines.

Cecilia M. Francisco
ENGR. CECILIA M. FRANCISCO
 General Manager

SUBSCRIBED AND SWORN to before me this DEC 18 2019 th day of 2019, 2019 in San Jose City, Philippines, with affiant exhibiting to me his/her Professional Regulation Commission ID issued on _____ at PRC, Manila.

ATTY. AVEGAILE E. ESCUDERO-GARCIA
 NOTARY PUBLIC
 Commission Expires on 12-31-19
 Under SP Proc. No. 1281, RTC Br. 39, SJC, N.E.
 Maharlika Rd. Brgy. R. Rueda Sr. San Jose City, N.E.
 Roll of Attorneys No. 34696-1/25/07
 IBP Lifetime No. 040226-10/27/2011
 PTR No. 0318600, 01/03/2019; San Jose City

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