



# LICAB WATER DISTRICT

Don Dalamacio Ave., Poblacion Sur, Licab, Nueva Ecija

Mobile no.: 0925-815-8581

E-mail: licabwd@yahoo.com

## CERTIFICATE OF COMPLIANCE

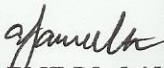
*Pursuant to Republic Act 9485: An act to improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, Anne Lorelie DL. Laureta, Filipino of legal age, Officer in Charge of the Licab 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 truths:

1. The Licab 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 front line services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filling complaints
2. The Citizen's Charter is posted as information billboards in all services offices of Licab 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 materials (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the Agency's website and accessible to the public.
6. The Citizens' Charter was first published on January 6, 2015 under Board Resolution #50 dated November 3, 2014 and was revised on June 29, 2016. The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically: lessen the process in delivering services, coordination is well maintained towards the service provider and person in charge to do the service request and shortened the time of processing.


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

IN WITNESS WHEREOF, we have hereunto set my hand this NOV 22 2016 day of \_\_\_\_\_ in Licab, Nueva Ecija, Philippines.

  
**ANNE LORELIE DL. LAURETA**  
 OIC-LWD  
 Administrative Services Officer A

SUBSCRIBE AND SWORN TO BEFORE THIS \_\_\_\_\_  
 NOV 22 2016 AT CABANATUAN CITY

COE NO: 11  
 PAGE NO: 3  
 BOOK NO: 2  
 SERIES OF: 2016

  
**ATTY. GERARDO S. DE LEON**  
 Notary Public  
 Until December 31, 2017  
 PTR No. CBN-0702700-4-19-16  
 Cabanatuan City, Nueva Ecija  
 MCLE Compliance No. 0018043