



Republic of the Philippines
LIANGA WATER DISTRICT
Annex-A Market Mal, Lianga, Surigao del Sur

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 Therefore

I, **WILFREDO G. SANCHEZ**, Filipino, of legal age, General Manager of the Lianga 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 **Lianga 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 **Lianga 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 will be uploaded upon approval of 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 improvements, specifically streamlining of procedures, shortened turnaround time, on the most availed frontline services.

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/ Benefits
None	None	None	None

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 **7th** day of **June 2017** in Lianga, Surigao del Sur, Philippines.

WILFREDO G. SANCHEZ
 General Manager-D,
 Lianga Water District

JUN 09, 2017

SUBSCRIBED AND SWORN to before me this ___ day of June 2017 in San Francisco, Agusan del Sur Philippines, with affiant exhibiting to me his LIWAD Employee ID issued on February 20, 2013 at Lianga, Surigao del Sur.

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ATTY. ALFREDO J. SARNELL
 NOTARY PUBLIC
 COMMISSIONED UNTIL DECEMBER 31, 2017
 BP LIFETIME NO. 843928/12-11-2014/AD
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