



# ORANI WATER DISTRICT

Orani, Bataan, Philippines  
 Tel. No. (+6347) 431-1262  
[www.oraniwater.com.ph](http://www.oraniwater.com.ph)  
 e-mail: [helpdesk@oraniwater.com.ph](mailto:helpdesk@oraniwater.com.ph)

## CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 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, **BENIGNO P. ANDRES**, Filipino, of legal age, General Manager of the ORANI WATER DISTRICT (ORANIWD), 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 ORANIWD 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; and
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of ORANIWD 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 improvements specifically on the streamlining of procedures, shortened turnaround time, on the most availed frontline services.

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/ Benefits
PROCESSING/ INSTALLATION OF WATER SERVICE RE-CONNECTION	Time Duration to Conclude the Process reduced from a Maximum of 24 hours and 5 minutes to a Maximum of 12 hours and 5 minutes only  Allowable period for Extension reduced from 48 hours to 24 hours only	Shortened Turnaround Time	Delighted Clients
PROCESSING/ RELOCATION OF WATER METER/ SERVICE LINE  • Releasing of approved Maintenance Service Order	The processing time, from 20-40 minutes, the following day after the payment of the required relocation charges and cost of materials to be used was reduced into to 5-10 minutes only.	Shortened Turnaround Time	Delighted Clients



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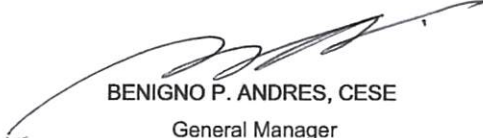
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Frontline Service	Process Improvement	Action Taken to Improve Process	Results/ Benefits
PROCESSING REQUEST FOR:  *CALIBRATION OF WATER METER; *CHECK-UP OF SERVICE LINE, WATER METER AND PRESSURE; *REPAIR OF SERVICE LINE, METER STAND, DISTRIBUTION AND MAIN LINE LEAKS *WATER QUALITY TESTING	Service request documentation was changed into a maximum of 3 minutes only after the filing of request from a maximum of 1 day.	Shortened Turnaround Time	Delighted Clients


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, we have hereunto set my hand this 30th day of May, 2017 at Orani, Bataan, Philippines.

  
BENIGNO P. ANDRES, CESE  
General Manager

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of JUN 05 2017 in Orani, Bataan, Philippines, with affiant exhibiting to me his/ her Orani Water District ID No. 0001 issued on January 04, 2016 at Orani, Bataan.

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**ATTY. ROMULO L. PALMA**  
NOTARY PUBLIC  
UNTIL DECEMBER 31, 2018  
IBP No. 1030335: 01- 03 - 17  
PTR No. 3591028: 01 - 03 - 17  
ATTORNEY'S Roll No 17250

