



# CATBALOGAN WATER DISTRICT

Pier 2, Allen Avenue Extension, Brgy. 3, Catbalogan City, Samar  
Tel. No.: (055) 543 9259; (055) 251 2669  
General Manager's Direct Line: (055) 251 2670  
CWD Website: www.catbaloganwd.gov.ph  
CWD email address: catbaloganwd@gmail.com



Management System  
ISO 9001:2015

www.tuv.com  
ID 9108654169



## CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **RALPH S. UY**, Filipino, of legal age, General Manager of Catbalogan Water District (CWD), the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Catbalogan 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. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 WHEREOF, I have hereunto set my hand this 23rd of JULY 2020,  
in Catbalogan City, Samar, Philippines.

**ENGR. RALPH S. UY**  
General Manager  
Catbalogan Water District

24 JUL 2020

**SUBSCRIBED AND SWORN** to before me this 24 JUL 2020 at CATBALOGAN CITY, Philippines, with affiant exhibiting to me his/her OSCA ID NO. 9188 issued on \_\_\_\_\_ at \_\_\_\_\_.

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### NOTARY PUBLIC/ ADMINISTERING OFFICER

**ATTY. DEMETRIO M. DINO J. ACUBA**

Notary Public  
Commission No. R8-004  
For the Cities of Calbayog and Catbalogan  
And the Province of Samar  
Until 31 December 2021  
196 San Bartolome St., Brgy. 3, Catbalogan City  
Roll of Attorneys No. 71321

IBP O.R. No. 080468 Catbalogan City 29 April 2019  
PTR No. 0073680 Catbalogan City 02 January 2020