



CATBALOGAN WATER DISTRICT

Pier 2, Allen Avenue Extension, Brgy. 3, Catbalogan City, Samar
Tel. No.: (055) 543 9259
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 the 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 16 of December, 2019 in Catbalogan City, Samar, Philippines.

ENGR. RALPH S. UY
General Manager
Catbalogan Water District

SUBSCRIBED AND SWORN to before me this 16 DEC 2019 of _____, _____ in CATBALOGAN CITY, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

Doc. No. 088
Page No. 019
Book No. 029
Series of 19

NOTARY PUBLIC / ADMINISTERING OFFICER

ATTY. DEMETRIO MEDINO J. ACUBA

Commission No. 05-08-18-16
For the Cities of Cebu and Catbalogan
and the Province of Samar
Until 31 December 2019
196 San Bartolome St., Brgy. 3, Catbalogan City
Roll of Attorneys No. 71321
IBP O.R. No. 039892 Catbalogan City 08 May 2018
PTR No. 8305299 Catbalogan City, 03 January 2019