



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 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;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. 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 foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 15th of November, 2021 in Catbalogan City, Philippines.

ENGR. RALPH S. UY
 General Manager
 Catbalogan Water District

SUBSCRIBED AND SWORN to before me this 15 of NOV 2021 in CATBALOGAN CITY, SAMAR, Philippines, with affiant exhibiting to me his/her ACA ID NO. 9168
 Issued on _____ at _____

Doc. No. 170
 Page No. 035
 Book No. 076
 Series No. 2021

ATTY. GENETRIC MEDINO J. ACUBA
 Notary Public
 Commission No. RB-004
 For the Cities of Catbayog 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.P. No. 080468 Catbalogan City 29 April 2019
 PTR No. 8318260 Catbalogan City 04 January 2021