



METRO BANGUED WATER DISTRICT

Corner Taft & Actividad Economía Streets

Bangued, Abra

Tel. No. 752-8001 / Fax No. 752-8169

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, LEANIDA A. BALBIN, Filipino, of legal age, General Manager of the Metro Bangued Water District, 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 Metro Bangued 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 posters, tarpaulins standees easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office.
- 4) The Citizen's Charter is written in English, 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.



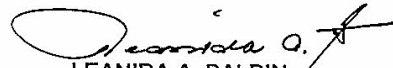
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This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

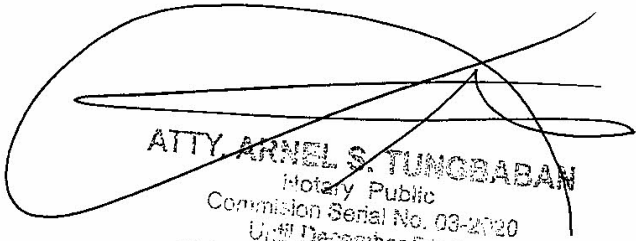
IN WITNESS WHEREOF, I have hereunto set my hand this 25th of September, 2020 in Bangued, Abra, Philippines.


LEANIDA A. BALBIN
General Manager
Metro Bangued Water District

SEP 28 2020

SUBSCRIBED AND SWORN to before me this _____ of _____, _____ in Bangued, Abra, Philippines, and the said _____ exhibiting to me his/her (government-issued ID) issued on _____, at _____.

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ATTY. ARNEL S. TUMBABAN
Notary Public
Commission Serial No. 03-2020
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