



Republic of the Philippines
LIGAO CITY WATER DISTRICT
Natera St., Dunao, Ligao City
Email: ligaocitywaterdistrict@yahoo.com
Website: www.ligaocitywater.gov.ph
Tel./Fax No.: (052) 485-13-99

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act 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, **CONSORCIA P. RAÑOSA**, Filipino, of legal age, General Manager of the **Ligao City Water District**, 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 **Ligao City 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. 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
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of **Ligao City Water District** 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 streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Water Bill Payments	Expedite process of payment	Computerization of collection	Concessionaires has shorter time waiting on the process of his/her payments

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, I have hereunto set my hand this 17th of September, 2019 in Natera St., Dunao, Ligao City, Philippines.

Consorcia P. Rañosa
CONSORCIA P. RAÑOSA
General Manager
Ligao City Water District

SEP 26 2019

SUBSCRIBED AND SWORN to before me this _____ of _____, 20____ in Ligao City, Philippines, with affiant exhibiting to me his/her UMID No. CRN 006011316606

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Series of 2019

JUANITA B. BICETA
NOTARY PUBLIC FOR THE CITY OF LIGAO
PROVINCE OF ALBAY
UNTIL DECEMBER 31, 2020
SAN LORENZO ST., LIGAO CITY
NOTARIAL COMMISSION NO. 10-02
ROLL OF ATTORNEYS NO. 48955
LIFETIME IBP NO. 010262
MCLE COMPLIANCE VI-0005920, 01/17/18
PTR NO. 0628490Y, 01/03/18