



Republic of the Philippines  
**LIGAO CITY WATER DISTRICT**  
Natera St., Dunao, Ligao City  
Email: [ligaocitywaterdistrict@yahoo.com](mailto:ligaocitywaterdistrict@yahoo.com)  
Website: [www.ligaocitywater.gov.ph](http://www.ligaocitywater.gov.ph)  
Tel./Fax No.: (052) 202-19-24

### CERTIFICATE OF COMPLIANCE

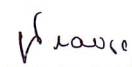
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **CONSORCIA P. RAÑOSA**, Filipino, of legal age, General Manager of the **Ligao City 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 *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. 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 billboards 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, 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.

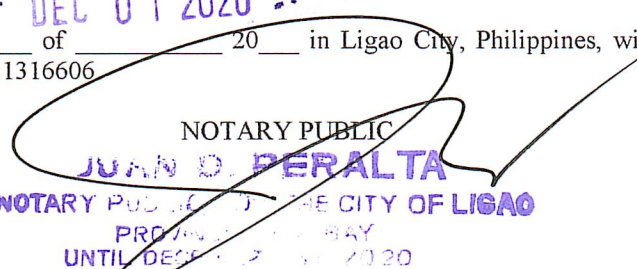
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 27<sup>th</sup> of November, 2020 in Natera St., Dunao, Ligao City, Philippines.

  
**CONSORCIA P. RAÑOSA**  
General Manager  
Ligao City Water District

SUBSCRIBED AND SWORN to before me this 27 of NOV 2020 in Ligao City, Philippines, with affiant exhibiting to me his/her UMID No. CRN 006011316606

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Book No. 1000  
Series of 2020

  
NOTARY PUBLIC  
**JUAN D. PERALTA**  
NOTARY PUBLIC OF THE CITY OF LIGAO  
PROVINCE OF ALBAY  
UNTIL DECEMBER 31, 2020  
SAN LORENZO, LIGAO CITY  
NOTARIAL COMMISSION NO. 10-02  
ROLL OF ATTORNEYS NO. 10-02-055  
LIFETIME ISP NO. 10-02-055  
CMC COMPLIANCE VI-0005920 01/17/20  
PTR NO. 3479872 C. 01/02/20