



Republic of the Philippines
LIGAO CITY WATER DISTRICT

Natera St., Dunao, Ligao City
 Website: www.ligaocitywater.gov.ph
 Email: ligaocitywaterdistrict@yahoo.com
 Tel./Fax No.: (052) 202-1924

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, 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 the process;
 - 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 the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 13th of December, 2022 in Natera St. Dunao, Ligao City, Albay, Philippines.
 GUINOBATAN, ALBAY

Yonasa
CONSORCIA P. RAÑOSA
 General Manager
 Ligao City Water District
 GUINOBATAN, ALBAY

SUBSCRIBED AND SWORN to before me this DEC 14 2022 of _____, _____ in Ligao City, Albay, Philippines, with affiant exhibiting to me his/her ID.

NOTARY PUBLIC/ ADMINISTERING OFFICER

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 Book No. IX
 Series of 2022

ATTY. PAULIN JESSA S. PALAJE
 Notary Public for and in the Province of Albay
 until December 31, 2023; Serial No. NP-2020-06
 Roll No. 74819
 IBP: 169440; 1/2/2022; ALBAY
 PTR: 6942997; 1/3/2022; ALBAY
 MCLE Compliance No. VII-0013641 Valid until April 14, 2025
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