



Republic of the Philippines  
**CAUAYAN CITY WATER DISTRICT**

A GOVERNMENT OWNED AND CONTROLLED CORPORATION (GOCC)

A Member of the Philippine Association of Water Districts (PAWD), Inc.

# 166 Africano cor., Burgos Streets, District 2, Cauayan City 3305, Isabela, Philippines

Telephone Nos. (078) 652-2196; (078) 652-0644 / Telefax No. (078) 652-1622

E-mail Address: ccwd\_88@yahoo.com.ph

**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, **ENGR. ARTEMIO A. QUINTERO**, Filipino, of legal age, General Manager B of the Cauayan 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 Cauayan 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;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through CCWD newsletters, tarpaulins, 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.
- 4) The Citizen's Charter is written either 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 agency.

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 4<sup>th</sup> of December, 2020 in Cauayan City, Isabela Philippines.

**ENGR. ARTEMIO A. QUINTERO**

General Manager B  
Cauayan City Water District

**SUBSCRIBED AND SWORN** to before me this 4<sup>th</sup> of December 2020 in Cauayan City, Isabela, Philippines, with affiant exhibiting to me his CCWD Company ID issued on January 1, 2020 at Cauayan City, Isabela.

**ATTY. WRLITO C. ESTIAGO**

Notary Public  
**NOTARY PUBLIC ADMINISTERING OFFICER**

Until December 31, 20 21

IBP Lifetime Member No. 010973

PTR No. 1287078

Roll No. 60103

Cauayan City, Isabela

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*Tubig ay ingatan, sapagkat ito'y may hangganan*