



Republic of the Philippines
 PROVINCE OF ISABELA
CITY OF ILAGAN WATER DISTRICT, CCC 090

Maharlika Highway, Brgy. Osmeña, City of Ilagan, Isabela
 Tel. Fax No. (078)-624-2083/Tel. No. (078)323-2310

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, **OSCAR WESLEY G. RIVERO**, Filipino, of legal age, OIC-General Manager of the City of Ilagan Water District (CIWD), the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Delivery of Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **City of Ilagan Water District (CIWD)** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a) Vision and Mission of the City of Ilagan Water District (CIWD);
 - 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 conduct the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - vii. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through CIWD newsletter/ magazine, leaflets or other readable materials that could be easily understood by the public;
- 3) The Citizen's Charter is posted/placed at the lobby of the office, at the most conspicuous place of all the said service offices;
- 4) The Citizen's Charter is written in English and published as an information material;
- 5) The Citizen's Charter is uploaded at the CIWD 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 6th day of December, 2019 in the City of Ilagan, Province of Isabela, Philippines.

OSCAR WESLEY G. RIVERO
 OIC - General Manager
 City of Ilagan Water District

SUBSCRIBED AND SWORN to before me this 16 DEC 2019 of December, 2019 in the City of Ilagan, Province of Isabela, Philippines, with affiant exhibiting to me his _____ issued on _____ at _____

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Notary Public
ATTY. GABRIELLE GOLLABA, JR.
 NOTARY PUBLIC
 ROLL NO. 55122
 UNTIL DECEMBER 31, 2019
 PTR NO. 10889055
 ISSUED ON JANUARY 3, 2019
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