



BACOLOR WATER DISTRICT

Bacolor, Pampanga

Tel. No. (045) 900 2911

CERTIFICATE OF COMPLIANCE

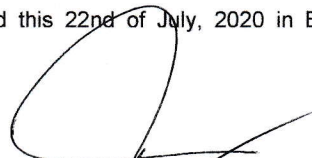
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ENGR. PEDRITO L. LUZUNG**, Filipino, of legal age, General Manager of the Bacolor 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 Bacolor Water District including its Office has established its service standards known as the **Citizen's Charter 2020** 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 2020** 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 2020** 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 2020** is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The **Citizen's Charter 2020** 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 22nd of July, 2020 in Bacolor, Pampanga Philippines.




ENGR. PEDRITO L. LUZUNG
 General Manager
 Bacolor Water District

SUBSCRIBED AND SWORN to before me this **JUL 23 2020** in Bacolor, Pampanga Philippines, with affiant exhibiting to me his _____ issued on _____ at _____

NOTARY PUBLIC/ ADMINISTERING OFFICER

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ATTY. APOLLO J. UMADHAY
 Notary Public
 Until December 31, 2021
 Notarial Comm. No. 08-20
 Roll No. 55391
 IBP No. 099607, 20DEC2019
 PTR No. 6562285, 02JAN2020
 City of San Fernando, Pampanga