



# BATAC WATER DISTRICT

Batac City, Ilocos Norte  
Tel. No. 792-3026/792-2350

## 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, **MARIA DOHNA D. SAGUN**, Filipino, of legal age, *General Manager D* of the *Batac 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 *Batac 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 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.

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*"Water Sustainability: Our responsibility, our legacy . . . . ."*

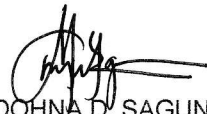




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IN WITNESS WHEREOF, I have hereunto set my hand this 19 MAY 2020 day of May, 2020 in the City of Batac, Ilocos Norte, Philippines.

  
MARIA DOHNA D. SAGUN  
General Manager D  
Batac Water District

19 MAY 2020

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of May, 2020 in the City of Batac, Ilocos Norte, Philippines, with affiant exhibiting to me her office ID issued on January 2019 at City of Batac, Ilocos Norte.

  
NOTARY PUBLIC / ADMINISTERING OFFICER

ATTY. WINDELL D. CHUA  
NOTARY PUBLIC  
COMMISSION UNTIL DEC. 31 2020  
PTR No. 8836804/1-2-20 BATACCITY  
IRP LIFETIME No. 754883  
ROLL No. 31305  
TN: 122-585-650

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