



# BUTUAN CITY WATER DISTRICT

Gov. Jose A. Rosales Avenue, Butuan City  
Tel. Nos. (085) 342-3145/46 (Bayantel) 815-9904 (Philcom) 225-2232-1622 (Cruztelco)  
Fax Nos. (085) 815-1268 / 341-5008 / 341-4298



RECEIVED  
CIVIL SERVICE COMMISSION  
CARAGA REGIONAL OFFICE  
SIGNATURE  
DATE DEC 9 6 2019

## CERTIFICATE OF COMPLIANCE

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

I, **ENGR. ANSELMO L. SANG TIAN**, Filipino, of legal age, General Manager of the **BUTUAN CITY WATER DISTRICT (BCWD)**, 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 **Butuan 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;
    - 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 of 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 5<sup>th</sup> day of December 2019 in Butuan City, Agusan Del Norte, Philippines.

**ENGR. ANSELMO L. SANG TIAN**  
General Manager  
Butuan City Water District

**SUBSCRIBED AND SWORN** to before me this 5<sup>th</sup> day of December 2019 in Butuan City, Agusan Del Norte, Philippines, with affiant exhibiting to me his/her Senior Citizens ID No. 8600-8716 issued on May 04, 2011 at Butuan City, Agusan Del Norte, Philippines.

**NOTARY PUBLIC/ ADMINISTERING OFFICER**

**DENSO G. UDARBE**  
NOTARY PUBLIC  
SERIAL NO. 65-12-2017  
BUTUAN CITY AND AGUSAN DEL NORTE  
PT. NO. 189-1000/7-1-19  
IBP NO. 05708574-3-19  
MCLE COMPLIANCE NO. 1380-0007082/  
03-24-15/DASIG CITY  
TEL. NO. 848-430-503  
ROLL NO. 56399  
UNTIL DECEMBER 31, 2019

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