



# 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



7/20/20

## 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. 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 enumerated the following:
  - a. Vision and Mission of the agency;
  - b. Government service 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 spare 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.

The certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

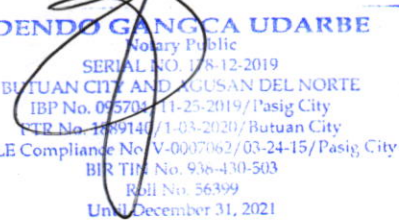
**IN WITNESS WHEREOF**, I have hereunto set my hand this 23<sup>rd</sup> day of July 2020 in Butuan City, Agusan del Norte, Philippines.

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

**SUBSCRIBE AND SWORN** to before me this 23<sup>rd</sup> day of July 2020 in Butuan City, Agusan del Norte, Philippines, with affiant exhibiting to me his/her BCWD ID No. 900101-01 issued on January 01, 1990 at Butuan City, Agusan Del Norte, Philippines.

**NOTARY PUBLIC / ADMINISTERING OFFICER**

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 Page No. 100  
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**DENDO GANGCA UDARBE**  
 Notary Public  
 SERIAL NO. 178-12-2019  
 BUTUAN CITY AND AGUSAN DEL NORTE  
 IBP No. 095704-11-25-2019/Pasig City  
 STR No. 1889146-11-03-2020/Butuan City  
 MCLE Compliance No. V-0007062/03-24-15/Pasig City  
 BIR TIN No. 938-430-503  
 Roll No. 56399  
 Until December 31, 2021