



CERTIFICATE OF COMPLIANCE

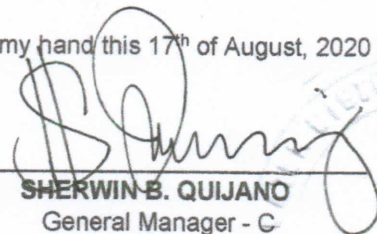
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Engr. SHERWIN B. QUIJANO**, Filipino, of legal age, 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 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;
 - 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 CIWD website, 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 and at the conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either 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 17th of August, 2020 in the City of Ilagan, Province of Isabela, Philippines.

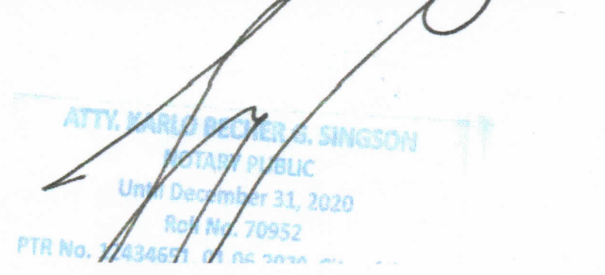

SHERWIN B. QUIJANO
 General Manager - C
 City of Ilagan Water District

AUG 24 2020

SUBSCRIBED AND SWORN to before me this ____ of _____, 2020 in the City of Ilagan, Province of Isabela, Philippines, with affiant exhibiting to me his _____ issued on _____ at _____.

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 Book No. 4
 Series of 2020

NOTARY PUBLIC/ ADMINISTERING OFFICER


ATTY. CARLO BECKER S. SINGSON
 NOTARY PUBLIC
 Until December 31, 2020
 Rol. No. 70952
 PTR No. 37434657