



Republic of the Philippines  
**BALAOAN (LA UNION) WATER DISTRICT**

Viloria St., Brgy. Antonino  
Balaoan, La Union 2517  
Tel. No. (072) 607-0360  
Email Address: balaoanwaterdistrict66@yahoo.com  
Website Address: balaoanwaterdistrict.gov.ph

**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 of 2007, and for Other Purposes.

I, Victor R. Obillo, Filipino, of legal age, General Manager of the Balaoan 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 Balaoan Water District has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision & Mission of the agency
  - b. Government services offered;
    - Comprehensive and uniform checklist of requirements for each type of application or request.
    - Step-by-step procedure to obtain a particular service
    - Person responsible for each step
    - Maximum time needed to conclude the process;
    - Document/s to be presented by the applicant or requesting party, if necessary;
    - Amount of fees, if necessary; and
  - c. Procedure for filling complaints.
- 2) The Citizen's Charter is posted as an information billboard through posters, tarpaulin, and pamphlets that are 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 the said service office
- 4) The Citizen's Charter is written in English and published as an information materials.
- 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 link under the Transparency Seal
- 6) There is an established Client Satisfaction Measurement at the Public Assistance & Complaint Desk in the office.

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 hands this 10<sup>th</sup> day of OCTOBER 2020 in Balaoan, La Union, Philippines,

ENGR. VICTOR R. OBILLO  
General Manager D  
Balaoan Water District

SUBSCRIBED AND SWORN to before me this 10<sup>th</sup> day of OCTOBER 2020 in Balaoan, La Union, Philippines, with affiant exhibiting to me his CTC No.

1411175 issued on 11/11/2020 at Balaoan, La Union.

NOTARY PUBLIC  
ROLI No. 50801 TIN # 172-170-614  
BP LIFE TIME NO. 7068479; MCLE # 11007  
021 PTR. # 5453739; SEVILLA,  
SAN FERNANDO CITY, LA UNION

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