



Republic of the Philippines  
Local Water Utilities Administration  
**BALAOAN WATER DISTRICT**

Vilaria St., Brgy. Antonino, Balaoan  
LA UNION 2517, Philippines  
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A Government Owned & Controlled Corporation

## CERTIFICATE OF COMPLIANCE

**Year: 2021**

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 2007, and for Other Purposes

I, VICTOR R. OBILLO, Filipino, of legal age, General Manager D, of the Balaoan Water District, the person responsible and accountable in ensuring compliance with Section 6 of the R.A 11032 or 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 most current and updated Citizen's Charter pursuant to Section 6 of R.A 11032, its Implementing Rules and Regulations, and the relevant ARTA issuances.

Citizen Charter Handbook Edition 2021, 1<sup>st</sup> Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

- Citizen's Charter Information Billboard (in front of office building)
- Citizen's Charter Handbook (aligned with reference B of ARTA Memorandum Circular No. 2019-002)
- Official Website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filling complaints and feedback.


- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission and service pledge of the agency
- b. Government services offered (external and internal services)
  1. Comprehensive and uniform checklist of requirements for each type of application or request;
  2. Classification of service
  3. Type of transaction
  4. Who may avail
  5. Client steps and agency actions to obtain a particular service
  6. Person responsible for each step
  7. Processing time per step and total
  8. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filling complaints and feedback
- d. Contact information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism.

Annex A  
New COC Template

- 5) The Citizen's Charter information Billboard is posted at the main entrance of the office building.
- 6) The Citizen's Charter handbook is placed at the counters/PACD Desk to complement the information on the services indicated in the information Billboard
- 7) The Citizen's Charter Handbook version is uploaded on the website or any platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

  
ENGR. VICTOR R. OBILLO  
General Manager D  
BALAOAN WATER DISTRICT