



TUBOD-BAROY WATER DISTRICT

Provincial Trade Center, Sagadan, Tubod, Lanao del Norte 9209
Tel./ Fax No. 063-341-5313 email: tbwd07@yahoo.com

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, **GEOVANNI A. HERA**, Filipino, of legal age, **General Manager** of the Tubod-Baroy 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:

- 11) The Tubod-Baroy 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 for filing complaints.
- 12) 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.
- 13) 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.
- 14) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 15) 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.
- 16) 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 29th day of September 2023 in Tubod, Lanao del Norte, Philippines.

Geovanni A. Hera
General Manager
Tubod-Baroy Water District

SUBSCRIBED AND SWORN to before me this 29th day of September 2023 in Tubod, Lanao del Norte, Philippines, with affiant exhibiting to me his _____ issued on SEP 29 2023 at _____.

NOTARY PUBLIC/ ADMINISTERING OFFICER

ATTY. DOROTHEA SALIGAN-RASALO
NOTARY PUBLIC
UNTIL DECEMBER 31, 2024
PTR NO. 5509764/JAN. 03, 2023/TUBOD, LDN
IBP LIFETIME ROLL NO. 015392
LANAO DEL NORTE CHAPTER ROLL NO. 53300
MCLE CERTIFICATE OF COMPLIANCE NO. VI-0001294

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TUBOD-BAROY WATER DISTRICT

Provincial Trade Center, Sagadan, Tubod, Lanao del Norte 9209
Telephone No. 227-6294 email: tbwd07@yahoo.com

CERTIFICATE OF COMPLIANCE

YEAR: 2023

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, **GEOVANNI A. HERA**, Filipino, of legal age, **General Manager** of the Tubod-Baroy 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) Tubod-Baroy 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's Charter Handbook Edition: **2019, 1st Edition**

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

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard <small>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins, standees, others)</small>
<input checked="" type="checkbox"/>	Citizen's Charter Handbook <small>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</small>
<input checked="" type="checkbox"/>	Official website/Online Posting

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

- a. External Service;
- b. Checklist of requirements for each type of application or request;
- c. Name of person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing 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);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;

- vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - iii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline office 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 online platform available of Tubod-Baroy Water District through a tab or link specifically for the Citizen's Charter, located at the 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.
- 10) The Head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient, and reliable service, pursuant to Sec. 8 of R.A. 11032.

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


Geovanni A. Hera

General Manager

Tubod-Baroy Water District