



**DIPOLOG CITY WATER DISTRICT**  
 Minaog, Dipolog City 7100  
 Philippines

website: www.dipologwater.gov.ph  
 e-mail address: dcwd@dipologwater.gov.ph  
 (065) 908-0154 (PLDT)  
 (065) 212-4485 (Cruztelco)



Management System  
 ISO 9001:2015

www.tuv.com  
 ID 9108648406

ISO Certified 9001:2015  
 Certificate Registration No. 01 100 1834793

**CERTIFICATE OF COMPLIANCE**

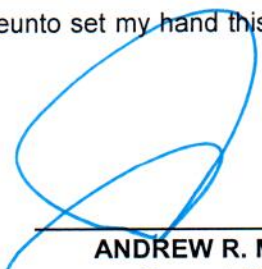
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **ANDREW R. MORALLO**, Filipino, of legal age, General Manager B of the **DIPOLOG CITY WATER DISTRICT**, being 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 DIPOLOG CITY 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;
    - 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 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 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 \_\_\_\_\_ of \_\_\_\_\_, 2019 in Dipolog City, Philippines.

  
 \_\_\_\_\_  
**ANDREW R. MORALLO**  
 General Manager B  
 DIPOLOG CITY WATER DISTRICT

**SUBSCRIBED AND SWORN** to before me this DEC 09 2019, 2019 in Dipolog City, Philippines, with affiant exhibiting to me his TIN: 142-178-572 issued on \_\_\_\_\_ at \_\_\_\_\_.

**RICARDO R. LUNA**  
 NOTARY PUBLIC  
 UNTIL DECEMBER 31, 2019  
 NOTARY PUBLIC / ADMINISTERING OFFICER  
 PTR No. 1703044-01/31/2015, DIPOLOG CITY  
 IBF No. 066789-01/10/2013, ZAMBOANGA DEL NORTE  
 TIN: 103-375-528  
 MCLE COC No. VI 0000527, AUG. 26, 2016  
 2/F MILLENNIUM BUILDING, P. O. BOX 51, DIPOLOG CITY  
 SERIAL No. SN: ZDN-DPL-028-2018

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