



**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**

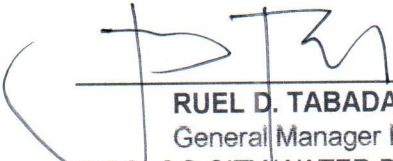
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **RUEL D. TABADA**, Filipino, of legal age, General Manager B of the **DIPOLOG CITY 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 **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 29 of NOV 2022, 2022 in Dipolog City, Philippines.

  
 \_\_\_\_\_  
**RUEL D. TABADA**  
 General Manager B  
 DIPOLOG CITY WATER DISTRICT

**SUBSCRIBED AND SWORN** to before me this 29 of NOV 2022 in Dipolog City, Philippines, with affiant exhibiting to me his TIN ID No. 118-994-526 issued on \_\_\_\_\_ at \_\_\_\_\_

Doc. No. 686  
Page No. 9  
Book No. 355  
Series of 2022

**RICARDO R. LUNA**  
 NOTARY PUBLIC  
 UNTIL DECEMBER 31, 2022  
 PTR No. 2412705-01/03/20  
 IBP No. 156707-11/2020  
 MCLE COC No. VII-0000320-01/28/2019  
 2/F MILLENNIUM BUILDING P  
 RAMON ST., DIPOLOG CITY  
 SN: ZDN-DPL-035-2020