



Republic of the Philippines  
**BAGO CITY WATER DISTRICT**  
Social Justice Complex  
Rafael Salas Drive  
Bago City, Negros Occidental  
Tel. No. 4610-365

### **CERTIFICATION OF COMPLIANCE**

This is to certify that the Bago City Water District has complied with the Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, and the person whose signature appears below hereby declares and certifies the following:

1. That the Bago City Water District has established its service standards known as Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. That the Citizen's Charter is posted as information billboards in all the service offices of the Bago City Water District that deliver frontline services.
3. That the Citizen's Charter is published at the main entrance of the office at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is published, written either in English, Filipino, or in local dialect.

This certification is being issued to attest 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 31<sup>st</sup> day of December 2010 at Bago City, Negros Occidental, Philippines.

  
**ENGR. LEO J. ESPADA**  
General Manager  
Department/Agency Head