



# KABANKALAN CITY WATER DISTRICT

Cor. Rizal-Tayum Sts., Kabankalan City, Negros Occ., Philippines, 6111

Tel. Nos. (034) 471-2134 / 471-2634 / (034) 746-7188

Telefax (034) 471-3462

## CERTIFICATE OF COMPLIANCE

This is to certify that the Kabankalan 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 Kabankalan City Water District has established its service standards known as Citizen's Charter that enumerates the following:
  - a. Mission and Vision of the agency
  - b. Frontline Service 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 Charter is posted as information billboards in service office of the Kabankalan City Water District that deliver frontline service
3. That the Citizen's Charter is published at the main entrance at the office or at the most conspicuous pace of the said service office
4. The Citizen's Charter is published and written either in English, Filipino or in local dialect.

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 THEREOF, I have hereunto set my hand this 4<sup>th</sup> day of November, 2016 in the Kabankalan City, Negros Occidental.

  
**ENGR. RICARDO M. REGALIA, JR.**  
General Manager  
Department/Agency Head