



# CABUYAO WATER DISTRICT

B1 L40 Katapatan Subd., Brgy. Banay-banay, Cabuyao City, Laguna  
Tel No.: (049) 832-1620 Website: www.cabuyaowaterdistrict.gov.ph  
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## CERTIFICATION of COMPLIANCE


*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, **ARNOLD G. VALENCIA**, Filipino, of legal age, General Manager of the **CABUYAO WATER DISTRICT**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The **CABUYAO 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. Step-by-step procedure in availing of frontline services
    - ii. Employee responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be present 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 billboards through interactive information kiosks, electronic billboards, posters, tarpaulins standees or any other readable material that could be easily understood by the public.
3. The Citizen's Charter is positioned 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, or in the local dialect and published as an information material (e.g. booklet or brochure).
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 HEREOF**, I have hereunto set my hand this 26<sup>th</sup> day of February 2021 in Cabuyao City, Laguna, Philippines.

  
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**ARNOLD G. VALENCIA**  
General Manager  
Cabuyao Water District