



BUTUAN CITY WATER DISTRICT

Gov. Jose A. Rosales Avenue, Butuan City
Tel. Nos. 143 (Hotline) (085) 342-3145/46 (Bayantel) 815-9904 (Philcom) 225-2232-1622 (Cruztelco)
Fax Nos. (085) 815-1268 / 341-5008 / 341-4298



26 November 2015

Dir. RESURRECCION P. PUEYO
Regional Director
Civil Service Commission
Caraga Regional Office XIII
Butuan City



Sir :

In compliance with the notations indicated during the Citizen's Charter validation done by the staff of the CSC Caraga Regional Office and Agusan del Norte Field Office last November 23, 2015, we are respectfully submitting a copy of our duly signed and notarized **Certification of Compliance** certifying that the Butuan City Water District has already addressed the identified deficiencies during the said validation, with attached photos of our printed booklets and posted Citizen's Charter at the entrance of the BCWD building.

Hope you will find the documents in order.

Very truly yours,

ENGR. ANSELMO L. SANG TIAN
General Manager A



" Replicating Nature 's Way "



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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, **ENGR. ANSELMO L. SANG TIAN**, Filipino, of legal age, General Manager of the **BUTUAN CITY WATER DISTRICT**, located at Gov. Jose A. Rosales Avenue, Butuan City, 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 that the **BUTUAN CITY WATER DISTRICT** has already addressed the following deficiencies identified during the Citizen's Charter validation conducted on November 23, 2015 by the CSC Caraga XIII Regional Office and Agusan del Norte Field Office :

1. The **Butuan City Water District (BCWD)** has established its Service Standards known as the **Citizen's Charter** enumerating the following :
 - a. Vision and Mission of BCWD;
 - 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; and
 - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of BCWD that deliver frontline services.
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 published, written in English, and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on May 26, 2009 and on the agency's website on March 16, 2015.

This certification is being issued to attest the truth and accuracy of all information contained herein based on available records and information that can be verified with the Butuan City Water District.

IN WITNESS WHEREOF, I hereunto set my hand this 26th day of November, 2015 in Butuan City, Philippines.


ENGR. ANSELMO L. SANG TIAN
General Manager A

SUBSCRIBED AND SWORN to before me this 26th day of November 2015 at Butuan City, Philippines, affiant exhibited to me his Residence Certificate issued on January 10, 2015 at Butuan City.

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