




Republic of the Philippines
Metropolitan Cebu Water District

Lapu-Lapu - Magallanes Sts., Cebu City

Tel. Nos.: (032) 254-8434 • 412-1836 • 256-0413 to 15 • 256-0424

Fax Nos. (032) 254-5391 • 253-0101  pad@mcwd.gov.ph | publicaffairs@mcwd.gov.ph

December 1, 2021

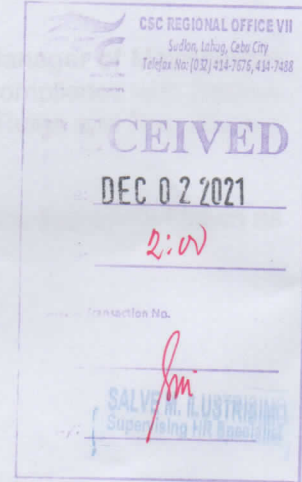
DIRECTOR IV CARLOS A. EVANGELISTA

Regional Director

Civil Service Commission

Regional Office No. VII

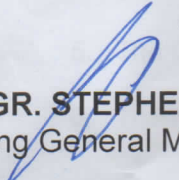
Sudlon, Lahug, Cebu City



Dear Director Evangelista:

As a requirement for the grant of the Performance-Based Bonus (PBB), attached herewith is the Anti-Red Tape Act Certificate of Compliance.

Thank you.



ENGR. STEPHEN D. YEE
Acting General Manager



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CERTIFICATION OF COMPLIANCE

I, **STEPHEN D. YEE**, Filipino, of legal age, Acting General Manager of Metropolitan Cebu 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 Metropolitan Cebu 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. 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. The Citizen's Charter is posted as information billboards in main office of Metropolitan Cebu Water District that deliver the frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of the main office.
4. The Citizen's Charter is written in English, Filipino, or in the local dialect and public as an information material (booklet or brochure).
5. The Citizen's Charter is upload in the agency's website and accessible to the public.
6. There is an established Client Satisfaction Measurement for the services of the agency.

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 29th day of November, 2021, in Cebu City, Philippines.

ENGR. STEPHEN D. YEE
Acting General Manager

