



BAGUIO WATER DISTRICT

"Serving Mankind is Serving God"



C E R T I F I C A T I O N

This is to certify that the **BAGUIO WATER DISTRICT** through its Customer Relations Section has satisfactorily conducted its Client/Customer Satisfaction Survey (CCSS) for the period 01 January 2024 to 31 December 2024 to ten percent (10%) of its active connections or a total of 5,191 respondents randomly selected through online and pen and paper surveys.

This is to certify further that the Harmonized Client Satisfaction Measurement Report (CSMR) for FY 2024 indicating the scope and period covered, methodology used, results of the measurement, and the interpretation of data has been duly completed in compliance to R.A. 11032, or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*.

This Certification is being issued to attest to the compliance of the agency to the Anti-Red Tape Authority Memorandum Circular No.2025-005, subject to validation by the regulatory agency concerned.

Issued this 6th day of March 2025 in Baguio City, Philippines.


ENGR. SALVADOR M. ROYECA
General Manager