



## BALANGA WATER DISTRICT

EGSA Tuyoy, Balanga City, Bataan 2100

Contact No. 0919-087-0348

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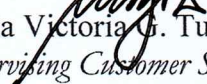
### COMMERCIAL SERVICES DEPARTMENT

### CERTIFICATION OF CUSTOMER SATISFACTION

This is to certify that the **BALANGA WATER DISTRICT** complies with R.A No. 11032 of the Ease of Doing Business (EODB) and Efficient Government Delivery of Service Act of 2018 by the acting of 8,480/8,482 or 99.9% of received customer complaints and requests through Commercial Services Department.

This certification is issued in compliance to LWUA-DBM joint Memorandum Circular No. 2020-1 re: Guidelines on the Grant of FY2023 Performance Based Bonus for Local Water District.

Issued this 15<sup>th</sup> day of January 2024 at Balanga City, Bataan.

  
Maria Victoria G. Tungol  
*Supervising Customer Service Officer*

Noted by:



Engr. Charlito G. Rodriguez  
*General Manager*