



METRO MIDSAYAP WATER DISTRICT

007 Poblacion 8, Midsayap, Cotabato
Tel. No. (064) 229-8215 / 521-4459

CERTIFICATION OF COMPLIANCE

I, **CAROL SALANATIN-TOLENTINO, CPA, MMPA**, Filipino, of legal age, General Manager E of the Metro Midsayap Water District (MMWD) being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 (ARTA) and Rule IV of its implementing Rules and Regulations, hereby declare and certify, the following truths.

1. The Metro Midsayap Water District has established its service standards known as the Citizen's Charter that enumerates the following:
 - (a) Vision and Mission of MMWD;
 - (b) Performance Pledge;
 - (c) Feedback & Redress Mechanisms;
 - (d) Frontline Services;
 - Receipt of Payment/ Issuance of Official Receipt (OR);
 - Processing of New Service Connection (NSC);
 - Installation of NSC;
 - Processing of Personal & Phone-In reports, requests, and complaints;
 - Processing of Reconnection/ Relocation;
 - Investigation of High Consumption/others, and
 - Reconnection of Disconnected Service Connection
 - (e) Step-by-step procedure in availing of frontline services;
 - (f) Employee responsible for each step;
 - (g) Time needed to complete the procedure;
 - (h) Amount of fees;
 - (i) Required documents; and
 - (j) Procedure of filing complaints
2. The Citizen's Charter is posted as information billboards at the conspicuous place of the MMWD Main building;
3. The MMWD Citizen's Charter is written in English and published as an information material along with the MMWD Utility Rules and Regulations;
4. The Citizen's Charter is uploaded in the agency's website and accessible to the public;
5. The Citizen's Charter was launched on August 28, 2009, and underwent review and revisions in January 2012 (MMWD Board Res. No. 063 s. 2012) as required under Section 4, Rule IV of the IRR. There were some internal processes and documents that were identified which were improved and/or enhanced.

This certification is being issued to attest to the accuracy of all foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have affixed my signature this 26th day of August 2014 at Midsayap, North Cotabato.

CAROL SALANATIN-TOLENTINO, CPA, MMPA
General Manager E

SUBSCRIBED AND SWORN to before me this 26th day of August 2014 at Midsayap, North Cotabato, Philippines. CAROL SALANATIN-TOLENTINO, CPA, MMPA, exhibited to me her Tax Identification Card bearing the No. 155-582-136.

ATTY. MARYLYN B. FLAUTA, CPA
Notary Public
Until December 31, 2015
PTR NO. 5821709-1/15/14
IBP NO. 9592016-2/07/14
IBP ROLL NO. 38717