

CERTIFICATE 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 Therefore


I, CAROL SALANATIN TOLENTINO, CPA, MMPA, Filipino, of legal age, General Manager C 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 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The METRO MIDSAYAP WATER DISTRICT (MMWD) - MAIN, including MMWD-Libungan Sub-Office (LSO) has established its service standards known as the MMWD Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the MMWD;
 - b. Frontline services offered
 - c. Step-by-step procedures in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure/s
 - f. Amount of fees
 - g. Required documents
 - h. Procedure/s for filing complaints
- 2) The MMWD Citizen's Charter is posted in information billboards in all of the service offices of the MMWD that deliver frontline services;
- 3) The MMWD Citizen's Charter is positioned at a conspicuous place at the main entrance of the MMWD Main Building and MMWD-Libungan Sub-Office; There is a display of electronic billboard at the back of the MMWD Teller's booth inside the MMWD Main building;
- 4) The MMWD Citizen's Charter is written in English and published as an information material.
- 5) The MMWD Citizen's Charter is uploaded in the MMWD website and accessible to the public;
<http://metromidsayap-water.gov.ph>
metromidsayapwaterdistrict@yahoo.com.ph
- 6) The MMWD has undertaken self-assessment and reporting of improvements in the existing Citizen's Charter;
- 7) The MMWD-Citizen's Charter 2020 Edition (Internal & External Services) is formulated in compliance with the ARTA MC No. 219-002 and Republic Act 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and its Implementing Rules and Regulations". This manual is an additional reference to the existing MMWD Citizen's Charter Handbook and duly approved for adoption through MMWD Board Resolution No. 079 s. 2020;

- 8) The MMWD-Citizen's Charter underwent review and revision in MMWD-Utility Rules and Regulations (URR) has revision as of June 2023, with references as follows:
- a) MMWD Board Resolution No. 020 s. 2023 dated March 6, 2023
Addendum in Section 37-Illegal Connections;
 - b) MMWD Board Resolution No. 026 s. 2023 dated April 25, 2023
Addendum to Section 20- Promissory Notes for Water Bills and Other Miscellaneous Service Charge;
 - c) MMWD Board Resolution No. 027 s. 2023 dated April 25, 2023
Addendum to Section 20-Loan Based on Staggered Payment;
 - d) MMWD Board Resolution No. 028 s. 2023 dated April 25, 2023
Amendments to Section 41- Incentive for Reported Illegal Connections; and
 - e) MMWD Board Resolution No. 035 s. 2023 dated May 19, 2023
Addendum to Section 18- Specifying the Classification of Boarding Houses.


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 HEREOF, I have hereunto affixed my signature this 8th day of March 2024, at Midsayap, North Cotabato, Philippines.



CAROL S. TOLENTINO, CPA, MMPA
General Manager C
Metro Midsayap Water District

SUBSCRIBED AND SWORN to before me this MAR 08 2024 day of _____, 2024 at Midsayap North Cotabato, Philippines. CAROL S. TOLENTINO, CPA, MMPA, exhibited to me her Tax Identification Card bearing No. TIN-155-582-136.



ATTY. MARYLYN B. FLAUTA-LIM CPA, LLM
Notary Public
Until December 31, 2025
PTR No. 2848801-01/02/2024
IBP No. 358461-01/16/2023
IBP Roll No. 38717

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