



METRO MIDSAYAP WATER DISTRICT

Ang Tubig ay Mahalaga. Huwag Mag-aksaya.

Republic of the Philippines
Metro Midsayap Water District
007 Poblacion 8, Midsayap, Cotabato, 9410
Phone: (064) 572-9643 | Fax: (064) 572-7450
Email: metromidsayapwaterdistrict@yahoo.com.ph
www.metromidsayap-water.gov.ph

CERTIFICATE OF COMPLIANCE Year: 2024

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **CAROL S. TOLENTINO, CPA, MMPA**, Filipino, of legal age, **General Manager C** of the **METRO MIDSAYAP WATER DISTRICT**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **METRO MIDSAYAP WATER DISTRICT- MAIN**, including **MMWD-Libungan Sub-Office** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: **2024, Edition, V2**

- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	MMWD-Citizen's Charter Information billboard (In the form of electronic billboard - TV monitor)
<input checked="" type="checkbox"/>	MMWD-Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
<input checked="" type="checkbox"/>	MMWD Official website/Online Posting http://metromidsayap-water.gov.ph and metromidsayapwaterdistrict@yahoo.com.ph

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
 - Processing of new service connection;
 - Receipt of payments & issuance of official receipts
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback; Availability of Complaints/Suggestion Box at MMWD Admin Building lobby

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;

"Service with Commitment and Integrity"



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- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Electronic Information is being run at the MMWD-TV screen at the MMWD - Main building lobby.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English and published as an information material.
 - 9) There is an established Client Satisfaction Measurement (CSM) per service;

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

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

FEB 25 2025

SUBSCRIBED AND SWORN to before me this ____ day of ____ 2025 at Midsayap, North Cotabato, Philippines.
CAROL S. TOLENTINO, CPA, MMPA exhibited to me her Tax Identification Card bearing the No. 155-582-136.

ATTY. MARYLYN B. FLAUTA-LIM, CPA, LLM
Until December 31, 2025
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