



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

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 2024 – Edition V2 (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 dated June 3, 2024;



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

- 8) The MMWD-Citizen's Charter underwent review and revision in MMWD-Utility Rules and Regulations (URR) has revision as of January 9, 2024 and March 22, 2024, respectively, with references as follows:
- a) MMWD Board Resolution No. 001 s. 2024 dated January 9, 2024
Addendum in Section 5, Sub-Section 3 - Additional Requirements for New Service Connection (NSC) Applications;
 - b) MMWD Board Resolution No. 019 s. 2024 dated March 22, 2024
Addendum to Section 33, Sub-Section 13 – Payment of Fifty Pesos (Php 50.00) for opening of ball valve upon consumer's closure;
 - c) MMWD Board Resolution No. 018 s. 2024 dated March 22, 2024
Addendum to Section 33, Sub-Section 4 – Payment of Fifty Pesos (Php 50.00) Inspection Fee for Reconnection of Service Connection without water meter.

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 21st day of February 2025, at Midsayap, North Cotabato, Philippines.

CAROL S. TOLENTINO, CPA, MMPA
General Manager C
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 No. TIN-155-582-136.

ATTY. MARYLYN B. FLAUTA-LIM, CPA, LLM

Until December 31, 2025
PTR No. 3500930-1/2/2025
IBP No.: 478112-11/20/2024
IBP Roll No.: 38717

Doc No.: 420
Page No.: 85
Book No.: Cx1
Series of 2025:

"Service with Commitment and Integrity"