



Republic of the Philippines
MANGALDAN WATER DISTRICT

Serafica St., Mangaldan, 2432 Pangasinan

Tel. Nos: (075) 523-5884; (075) 653-0574

ANNEX A

CERTIFICATION 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, Engr. Marcelo M. Petonio, Filipino, of legal age, General Manager of the Mangaldan Water District, 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 Mangaldan Water District has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboard in the Mangaldan Water District office.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of the office.
4. The Citizen's Charter is written in English and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:


Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
1. Application for Water Service	a. Easy identification of prospective consumer for inspection	a. Submission of 1 pc. 2x2 picture together with the community tax certificate and nearest account's water bill	a. The inspector, Mr. Juan Bauzon, will spend minimal time on identifying prospective consumers for inspection. Thus, he has more prospective consumers to visit.

"Water is life..... Use it Wisely"

	b. Wider/better understanding of the rules and regulations of the Mangaldan Water District	b. The on-duty Public Assistance and Complaints Desk employee will explain and answer applicant's query related to his/her application	b. Consumers' concerns are addressed in more detailed manner.
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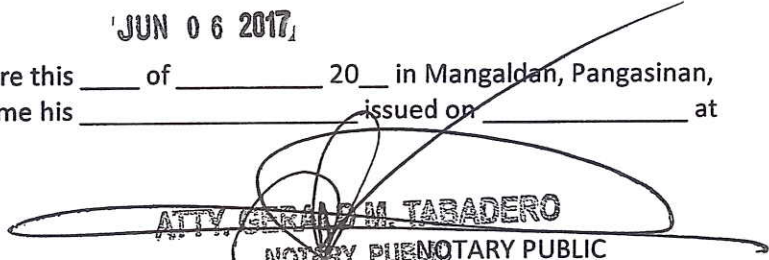
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 6th of June, 2017 in Mangaldan, Pangasinan, Philippines.


 ENGR. MARCELO M. PETONIO
 General Manager
 Mangaldan Water District

'JUN 06 2017,

SUBSCRIBED AND SWORN to me before this ___ of ___ 20__ in Mangaldan, Pangasinan, Philippines, with affiant exhibiting to me his _____ issued on _____ at _____.


ATTY. GENERAL M. TABADERO
 NOTARY PUBLIC

UNTIL DECEMBER 31, 2018
 PTR NO. 9479729 01-3-2017
 TIN NO. 947-863-958
 CELL NO. 54416
 MOLE NO. V-0022504 06-14-16

Doc. No. 100
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