



**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 Therefor*

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 services 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 service office of the Mangaldan Water District that deliver frontline services.
- 3) The Citizen's Charter is positioned at the most conspicuous place of the Mangaldan Water District service office.
- 4) The Citizen's Charter is written in English and copies are printed in a brochure form as an information material.
- 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 show the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

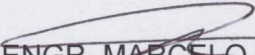
FRONTLINE SERVICE	PROCESS IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULTS/BENEFITS
Reconnection	Consumer's submission of his/her request	The consumer is interviewed accordingly upon submission of service request	Reasons for reconnecting the services are clarified, corresponding fees are explained and settled
Relocation	Corresponding fee was not specified	Relocation Fee is specified as inclusive to the amount to be settled	Confusion to the total amount that needs to be paid by the consumer is clarified
Calibration of Water Meter with high and/or zero (0) consumption	Water Meter is calibrated by authorized MAWAD personnel	Water Meter is calibrated by MAWAD personnel with the presence of consumer or authorized representative	The presence of consumer or authorized representative during calibration will eliminate doubts

*“Water is life..... Use it Wisely”*

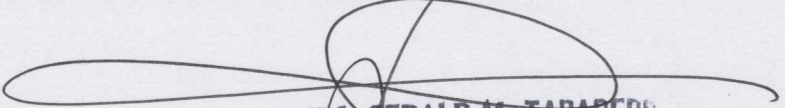


This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 29<sup>th</sup> day of June, 2018 in Mangaldan, Pangasinan, Philippines.

  
ENGR. MARCELO M. PETONIO  
General Manager B  
Mangaldan Water District

JUL 05 2018  
SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of \_\_\_\_\_, 2018 in Mangaldan, Pangasinan, Philippines, with affiant exhibiting to me his GSIS UMID Card issued on July 2010 at GSIS-Dagupan Office, M. H. del Pilar St., Dagupan City, Pangasinan.



ATTY. GERALD M. TABADERO  
NOTARY PUBLIC  
UNTIL DECEMBER 31, 2018  
PTR NO. 1204682 / 01-5-2018  
TIN NO. 947-683-988  
ROLL NO. 54416  
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