



Republic of the Philippines  
**MANGALDAN WATER DISTRICT**

Serafica St., Mangaldan, 2432 Pangasinan  
Tel. Nos. (075) 523-5884; (075)653-0574



Management System  
ISO 9001:2015  
www.tuv.com  
0 31063226



**CERTIFICATE OF COMPLIANCE**


*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, ENGR. MARCELO M. PETONIO, Filipino, of legal age, General Manager B of the MANGALDAN WATER DISTRICT, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, 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. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through posters and handbook as an information material that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the most conspicuous place of the said service office.
- 4) The Citizen's Charter is written in English and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab specifically for the Citizen's Charter, located at the most visible space or area of the website, and as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service.

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 WHEREOF**, I have hereunto set my hand this 27<sup>th</sup> day of July, 2020 in Mangaldan, Pangasinan, Philippines.

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

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_\_ day of JUL 27 2020 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.

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PTR NO. 4231789 01/02/2020 MANGALDAN, PANGASINAN  
IBP OR NO. 089857 DATED JANUARY 4, 2020 PANGASINAN  
MCLE COMPLIANCE NO. VI-0029318 11/14/19

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