



Republic of the Philippines
MANGALDAN WATER DISTRICT

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

CERTIFICATE OF COMPLIANCE

Year: 2021

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 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 **Mangaldan Water District** 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: 2019, 1st Edition (Year, Edition Number)

Example: 2021, 1st Edition

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

✓	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
✓	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
✓	Official website/Online Posting

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

- a. External services;
- 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.

- 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;

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- 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;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 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 through a tab 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 in English and published as an information material.
- 9) There is an established Client Satisfaction Measurement 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.



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



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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 MAGNO 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 poster and copies printed are also available for the public.
- 3) The Citizen's Charter is posted at the most conspicuous place of the Mangaldan Water District 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 or link specifically for the Citizen's Charter, located at the homepage of the website.
- 6) There is an established Client Satisfaction Measurement on the frontline services.

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 9th of November, 2021 in Mangaldan, Pangasinan, Philippines.

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

SUBSCRIBED AND SWORN to before me this NOV 09 2021 day of NOVEMBER, 2021 in Mangaldan, Pangasinan, Philippines, with affiant exhibiting to me his/her GSIS UMID Card issued on July 2010 at GSIS-Dagupan Office, M.H. del Pilar St., Dagupan City, Philippines.

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NOTARY PUBLIC
ADMINISTERING OFFICER
UNTIL DECEMBER 31, 2022
SNE-NP-09-2021
PTR NO. 75280251-4-2021
TIN 947-683-988
ROLL NO. 54416
MCLE NO. VI-0016519, 1-14-19

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CERTIFICATION

This is to certify that the MANGALDAN WATER DISTRICT has reviewed and maintained its Citizen's Charter in compliance with President Rodrigo R. Duterte's directive "to reduce requirements and the processing time of all applications, from the submission to the release". The format of the Citizen's Charter provided by the Anti-Red Tape Authority has been duly complied with and was submitted to ARTA last August 5, 2020.

The same was posted in the lobby area of the Mangaldan Water District for the information of its stakeholders.

This certification is being issued in compliance with the Civil Service Commission Memorandum Circular No. 14, s. 2016 and as a Citizen/Client Satisfaction requirement for our PBB FY 2021.

Issued this 9th of November, 2021 this office.


MARLYN C. DE GUZMAN
Division Manager B – Administrative

NOTED BY:


ENGR. MARCELO M. PETONIO
General Manager B

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