



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, ROGELIO B. MINA, JR., Filipino, of legal age, General Manager of the MONCADA 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 Moncada Water District including its Service Offices 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;
 - iv. Maximum time needed to conclude the process;
 - v. 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 interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect 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 most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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MONCADA WATER DISTRICT

ADDRESS: POBLACION 2 MONCADA, TARLAC WEBSITE: WWW.MONCADA.WD.GOV.PH
TEL. NOS. (045) 606-5407; 493-1950; 09175267009



FRONTLINE SERVICE	PROCESS IMPROVEMENT	ACTION TAKEN TO IMPROVE PROCESS	RESULT/BENEFITS
> Payment of water bill	> from waiting for the next day to pay for the water bill after meter reading TO paying the water bill right after the notice is served to the concessionaires	Real-time meter Reading synchronization	> paying water bill in the office, just right after the notice is served, is now possible

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 19th of November, 2020 in Moncada, Tarlac, Philippines.

ENGR. ROGELIO B. MINA, JR.
General Manager
MONCADA WATER DISTRICT

SUBSCRIBED AND SWORN to before me this NOV of 23 2020 2020 in Moncada, Tarlac Philippines, with affiant exhibiting to me his/her CTC # 26598103 issued on January 14, 2020 at Moncada, Tarlac.

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NOTARY PUBLIC ADMINISTERING OFFICER
ARTY. RUBEN R. REINA
Notary Public
Until December 31, 2020
PTR No. 3326876-TARLAC
IBP OR No. 117380-Feb. 5, 2020

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