



Republic of the Philippines
METRO KIDAPAWAN WATER DISTRICT
 Lanao, Kidapawan City
"Committed to Service, Development and Self-Reliance"

CERTIFICATE 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, **STELLA M. GONZALES, MPS**, Filipino, of legal age, General Manager of Metro Kidapawan Water District (MKWD), 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 MKWD 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 billboards in all the service offices of MKWD that deliver frontline services.
3. The Citizen's Charter is positioned 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 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. That 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. Request for Water Bill / Account No.	Manual to Computerized	Provided Kiosk	Real time results (shorter)
2. Orientation Seminar	Twice a week every (Tuesday & Thursday) 1:30 to 3: 30 PM	In addition, entertain walk in customers as long as requirements are complete.	Shorten the response action period

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Orientation Seminar	Customers did not notice the Citizen's Charter and Anti fixing measures adopted by the office.	Included already in the seminar of what is Citizens' Charter and ARTA all about.	Shorten the response action period
3. Customer Care	Address immediate health needs of employees and customers	a. Breastfeeding Room	To accommodate nursing mothers and maintain self-image.
		b. Comfort Room for differently abled person	For the Convenience of customers with special needs
		c. Infirmary Room	To respond to immediate needs of customers with health conditions
	Easy access to offices and facilities	d. Covered pathway from Gate 1 to Main Bldg.	For the convenience of customers
		e. Additional Signages	Guided customers
	Shorter time in accommodating customers	f. Number Queuing	Faster service delivery
		g. Info-commercial at the frontline	Provided television in the frontline area where customers can view basic information of MKWD
4. Bills Payment	Manual to Bar Coding	Using of Bar Code Reader during collection and availability of loose coins at smaller denominations	Real time results (shorter)

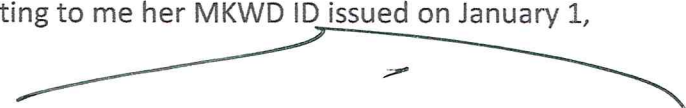
This certification is being issued to attest the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS THEREOF, I have hereunto set my hand this 30th day of May 2017 in the City of Kidapawan, Cotabato, Province, Philippines.


STELLA M. GONZALES, MPS
 General Manager

SUBSCRIBE AND SWORN to before this 01 JUN 2017 day of May 2017 in the City of Kidapawan, Cotabato, Province, Philippines, with affiant exhibiting to me her MKWD ID issued on January 1, 2017 at Lanao, City of Kidapawan.

Doc. No.: 32
 Page No.: 07
 Book No.: 12
 Series of: 2017


ATTY. CHRISTOPHER B. CABALIN
 Notary Public
 Roll No. 33118
 IBP No. 959341
 PTR No. 1575352 01-04-17
 Until December 2018