

Republic of the Philippines
METRO KIDAPAWAN WATER DISTRICT
Lanao, Kidapawan City
Tel nos. (064) 577-1533, 577-1865, Fax no. (064) 572-5555
E-mail Address: metrokidapawan_wd@yahoo.com
Website: www.metrokidapawanwd.gov.ph
"Committed to Service, Development and Self-Reliance"



ISO 9001:2015 Certified
Cert. No. 66478

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to improve the Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption and Providing Penalties Thereof

I, **STELLA M. GONZALES, MPS**, Filipino, of legal age, General Manager of the Metro Kidapawan 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 truths:

1. The METRO KIDAPAWAN WATER DISTRICT has established its services standards known as the MKWD S.P.R.I.N.G. Citizen's Charter that enumerates the following:
 - a) Vision, Mission, Goals and Quality Policy 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 either in English and published as information material (booklet or brochure)

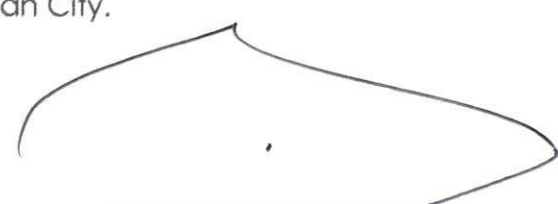
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published in 2009, modified through an approved Board Resolution Number 044 dated November 5, 2014 as required under Section 4, Rule IV of the IRR: The Office or the agency shall review the Citizen's Charter whenever necessary, but not less than once every three (3) years.
7. The Citizen's Charter already shows improvements that resulted from the process review of frontline service, specifically: streamlining of procedures, review of staff assignments, review of the process flow in the technical and administrative services.
8. Last December 2017, this agency submitted to CSC another modified Citizen's Charter for review and final approval for implementation.

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 20th day of June 2018 in Kidapawan City, Cotabato, Philippines.


STELLA M. GONZALES, MPS
General Manager

SUBSCRIBED AND SWORN to before me this 20th day of June 2018 with affiant exhibiting to me her Office ID-P-0181-92 issued on January 1, 2018 at MKWD, Lanao, Kidapawan City.


ATTY. CHRISTOPHER S. CABELIN
Notary Public
Roll No. 53118
IBP No. 959341
PTR No. 1575352 01-04-17
Until December 2018

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