



# METRO COTABATO WATER DISTRICT

Gov. Gutierrez Avenue, Cotabato City, P.O. Box 657

Tel. No. (064) 4211070; Telefax. No. (064) 4213009

Email Add: [metrocotabatowaterdistrict@gmail.com](mailto:metrocotabatowaterdistrict@gmail.com)



## 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, **MARGARITA F. ROALES**, Filipino, of legal age, Acting General Manager of the **METRO COTABATO 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 **Metro Cotabato 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 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.

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 2nd of December, 2020 in Cotabato City, Philippines.

*Margarita F. Roales*

**MARGARITA F. ROALES**  
Acting General Manager  
Metro Cotabato Water District

**SUBSCRIBED AND SWORN** to before me this 2nd day of December, 2020 in Cotabato City, Philippines, with affiant exhibiting to me his/her Professional Driver's ID with License No. MO 1-90-025980 issued September 25, 2018 at Cotabato City.

**NOTARY PUBLIC/ ADMINISTERING OFFICER**

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Book No. 207  
Series of 2020

*Renato M. Eugenio*  
**RENATO M. EUGENIO**  
Notary Public  
Cotabato City and Maguindanao  
78 ND Avenue, Cotabato City  
Until December 31, 2021  
PTR No. 6636916-1-3-20-CC  
IBP No. 101797-1-7-20-PC  
Roll of Attorneys No. 30296  
Commission No. 1