



Republika ng Pilipinas
PANGASIWAAN NG TUBIG AT ALKANTARILYA SA KALAKHANG MAYNILA
Metropolitan Waterworks and Sewerage System
REGULATORY OFFICE
Katipunan Road, Balara, Quezon City 1105, Philippines

CERTIFICATION

Republic Act No. 9485 (RA 9485) or the Anti-Red Tape Act of 2007 requires government agencies that provide frontline service, as defined in the said Act, to reengineer or review existing systems and procedures constituting frontline services and formulate a Citizen's Charter to implement the same.

Covered by the requirements under the provisions of the Concession Agreement (CA) between the Metropolitan Waterworks and Sewerage System Corporate Office and the two water concessionaires, Manila Water Company, Inc. and Maynilad Water Services, Inc., the MWSS Regulatory Office (MWSS RO) is mandated to monitor the concessionaires' compliance with their service obligations under the CA. Consequently, the MWSS RO does not specifically perform any frontline services and its functions do not involve applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or request which are acted upon in the ordinary course of its business.

Accordingly, this is to certify that the MWSS RO does not perform any of the specific frontline services as enumerated in RA 9485.

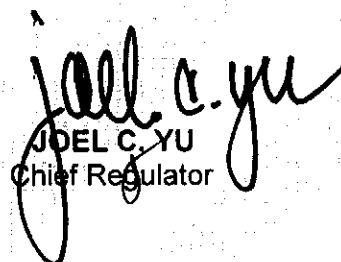
In lieu of the Citizens' Charter, the MWSS RO formulated an equivalent Service Charter with the following components:

1. Vision and Mission of the MWSS RO
2. Procedures and flowcharts in availing any of its free service (no fees collected)
3. Employee responsible for each step
4. Time needed to complete the service

Moreover, the Service Charter is:

1. Posted as information billboards in all service offices of MWSS RO that deliver the service;
2. Positioned at the main entrance of the MWSS RO office or at the most conspicuous place of all service offices; and
3. Uploaded in the MWSS RO's website and accessible to the public.

IN WITNESS WHEREOF, I have hereunto set my hands this 18th day of February 2016, in Quezon City, Philippines.


JOEL C. YU
Chief Regulator

Office of the Chief Regulator 435-8900
Administration and Legal Affairs 435-8902
Customer Service Regulation 435-8903
Financial Regulation 435-8901
Technical Regulation 435-8904