

# ORION WATER DISTRICT

## CERTIFICATION OF COMPLIANCE ARTA

I, Daphne N. Cajayon, of legal age, General Manager of the Orion 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 Orion 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. 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 Orion Water District 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, Filipino, or in the local dialect 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 Citizen's Charter was first published on *June 29, 2009* and underwent review and revision on *December, 2013* as required under Section 4, Rule IV of the IRR: *The office or agency shall review the Citizen's Charter whenever necessary, but not less than one every two years.*
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically: *streamlining of procedures, shortened turnaround time, reduction in the number of signatories.*

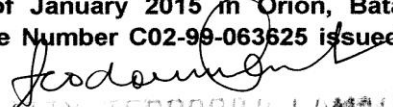
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

**IN WITNESS WHEREOF**, I have hereunto set my hand this 28<sup>th</sup> day of January 2015 at Orion, Bataan, Philippines.

  
**DAPHNE N. CAJAYON**  
**GENERAL MANAGER C**

**SUBSCRIBED AND SWORN** to before me this 28th day of January 2015 in Orion, Bataan, Philippines, with affiant exhibiting to me her Driver's License Number C02-99-063625 issued on May 10, 2014 at Pilar, Bataan.

Doc. No.: 38  
Page No.: 63  
Book No.: 289  
Series of 20 15

  
ATTY. TEDDORR L. LAMAYAN  
NOTARIAL COMMISSIONER  
IBP LIFETIME MEMBERSHIP NO. 03469  
PTR NO. 198752000-04-2013  
ROLL OF ATTORNEY NO. 22568