



DINALUPIHAN WATER DISTRICT

CERTIFICATE OF COMPLIANCE ARTA

I, Mr. Virgilio P. Manalili, of legal age, General Manager of the Dinalupihan Water District, being responsible and accountable in ensuring 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 Dinalupihan Water District has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Mission and Vision 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 Dinalupihan 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 August 7, 2009 and underwent review and revision on November 2014 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 30th day of October 2015 at Dinalupihan, Bataan, Philippines.

VIRGILIO P. MANALILI
GENERAL MANAGER B

Subscribed and sworn to before me this 2nd day of November, 2015 at Dinalupihan, Bataan.

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Book No. VII

Series of 2015.

Atty. Roniel D. Muñoz
Notary Public
Commission Expires on 12/31/2016
PTR No. 2505401, 01/06/2015
IRP No. 924866, 01/05/2015
Roll of Attorney No. 53074