



## **ARTA COMPLIANCE**

### **CERTIFICATION OF COMPLIANCE**


Pursuant of Republic Act 9485; An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore

I, CORAZON TRISITAS B. GUIRA, Filipino of legal age, General Manager of Dingras 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 Dingras 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 service offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for the transaction
  - e. Time needed to complete the procedure/transaction
  - f. Amount of fees
  - g. Required documents
  - h. Procedure of filing complaints
2. The Citizen's Charter is posted as information billboards at Dingras Water District main office located at Barangay Guerrero Dingras, Ilocos Norte.
3. The Citizen's Charter is positioned at the front of the pump house and at the right side of Dingras Water District, and can be clearly seen upon entry to the district's premises.
4. The Citizen's Charter is written in English language.
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 2010 and Dingras Water District shall review the Citizen's Charter whenever necessary.

This Certification is being issued to attest 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 6<sup>th</sup> day of December 2016 in Dingras, Ilocos Norte, Philippines.

  
**CORAZON TRISITAS B. GUIRA**  
**DWD General Manager**

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_\_ day of \_\_\_\_\_ 2016 in Dingras, Ilocos Norte, Philippines, with affiant exhibiting me her DWD-issued Identification Card (ID).