ORANI WATER DISTRICT
Orani, Bataan, Philippines
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CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 9485: An Act to Improve Efficiency in the Delivery of Government Service in the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **BENIGNO P. ANDRES**, Filipino, of legal age, General Manager of the ORANI WATER DISTRICT (ORANIWD), 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 ORANIWD 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; and
    h. Procedure for filing complaints

2. The Citizen's Charter is posted as information billboards in all the service offices of ORANIWD 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 March 2009 and underwent review and revision on October 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 than once 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 and reduction in the number of signatories.

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

IN WITNESS HEREOF, we have hereunto set my hand this 15th day of November, 2013 at Orani, Bataan, Philippines.

BENIGNO P. ANDRES, CESE
General Manager

SUBSCRIBED AND SWORN to before me this _____ day of _____, _____ in Orani, Bataan, Philippines, with affiant exhibiting to me his/ her Orani Water District ID No. 0001 issued on January 02, 2012 at Orani, Bataan.

Doc. No : _____
Series of : _____
Fee Paid : _____
O.R. No. : _____