

**Annex 4 - ARTA COMPLIANCE TEMPLATE**

*(Agency Letterhead)*

**CERTIFICATION of COMPLIANCE**

This is to certify that the **(name of the agency)** has complied with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, and the person whose signature appears below hereby declares and certifies the following truths:

1. That the **(name of agency)** 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. That the Citizen's Charter is posted as information billboards in all the service offices of **(name of agency)** that deliver frontline services.
3. That 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 published, written either in English, Filipino, or in the local dialect.

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 **(date)** day of **(month)** **(year)** in **(city, province)**, Philippines.

\_\_\_\_\_  
**Department/ Agency Head**