



Annex 9-Anti-Red Tape Act (ARTA) Certification

CERTIFICATION OF COMPLIANCE

Pursuant to republic Act 9845: 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 Therefor

I, **CELIA B. ELUMBA**, Filipino, of legal age, Director of the **PHILIPPINE TEXTILE RESEARCH INSTITUTE**, being responsible and account able in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing and Regulations hereby declare and certify the following truths:

1. The **PHILIPPINE TEXTILE RESEARCH INSTITUTE** 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 filling complaints
2. The Citizen's Charter is posted as information billboards in all service offices of **PHILIPPINE TEXTILE RESEARCH INSTITUTE** 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 in English, Filipino or in 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 July 16, 2010 and underwent review and revisions on December 3, 2012 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 once every two years.
7. The Citizen's Charter already shows the improvements that resulted from the process review of the frontline service delivery specifically on the reduction of time allotted for providing services. The duration of services was aligned based on the ISO 9001:2008 functional objectives of each unit.

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

IN WITNESS WHEREOF, I have hereunto set my hand this 9th of January 2015 in Taguig City, Philippines.

CELIA B. ELUMBA
Director IV

ATTY. MARION IVY DE LA CRUZ
Notary Public

For the Cities of Pasig, San Juan, Pateros & Taguig
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