



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Regional Office No. XI
58 MacArthur Highway, Matina, Davao City
www.region11.dilg.gov.ph

CERTIFICATE OF COMPLIANCE

Pursuant to RA No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose RA 9485, otherwise known as the Anti Red Tape Act of 2007, and for Other Purposes.

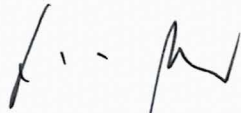
I, ALEX C. ROLDAN, CESO V, Filipino, of legal age, of DILG Region XI, being responsible and accountable in ensuring compliance with Section 6, Ease of Doing Business and Efficient Delivery of Government Service Act of 2018, hereby declare and certify of the following facts:

1. The DILG Region XI has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the Agency
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-Step procedures to obtain a particular services;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints
2. That the Citizen's Charter is posted as information billboards through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any readable materials that could easily understood by the public.
3. That the Citizen's Charter is posted 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 and published as an information material.
5. The Citizen's Charter is uploaded on the Agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6. There is an established Client Satisfaction Measurement per service in the respective offices.

This Certification is being issued to attest to 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 23rd day of November 2020 in Davao City, Philippines.

SUBSCRIBED AND SWORN to before me this **24 NOV 2020** 23rd of November, 2020, in
Davao City, Philippines, with affiant exhibiting to me his DILG ID -M10962
issued on Sept 12, 2011 in Metro Manila


ALEX C. ROLDAN, CESO V
Regional Director

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

Doc. No. : 480
Page No. : 97
Book No. : 17 ;
Series of 2020 .


JOELITO O. PINGAL
Notary Public - Davao City
PTR C.R. No. 3655633C - 12/19/19
IBP C.R. No. 097074 - 12/10/2019
Until December 31, 2020 - Roll No. 4468/
Serial No. 2019 - 114 - 2020
TIN No. 129-190-062