



Republic of the Philippines
Presidential Communications Operations Office
BUREAU OF COMMUNICATIONS SERVICES
Malacañang, Manila

CERTIFICATE OF COMPLIANCE

Year: 2021

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

I, **MA. FLORINDA PRINCES E. DUQUE**, Filipino, of legal age, **Director IV** of the **Bureau of Communications Services**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **Bureau of Communications Services** has established its most current and updated Citizens Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizens Charter Handbook Edition: 2021, 4th Edition

- 2) The following required forms of posting of the Citizens Charter are present:

- Citizens Charter Information Billboard**
(in the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
- Citizens Charter Handbook**
(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
- Official website/Online Posting**

- 3) The Citizens Charter Information Billboards enumerates the following information:

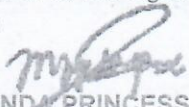
- a) External services;
- b) Checklist of requirements for each type of application or request;
- c) Name of the person responsible for each step;
- d) Maximum processing time;
- e) Fee/s to be paid, if necessary; and
- f) Procedure for filing complaints and feedback.

- 4) The Citizens Charter Handbook enumerates the following information:

- a) Mandate, vision, mission, and service pledge of the agency;
- b) Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c) Procedure for filing complaints and feedback;
- d) Contact information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- e) List of Offices

- 5) The Citizens Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizens Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizens Charter Handbook version is uploaded in the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizens Charter located at the most visible space or area of the official website or the online platform available.
- 8) The Citizens Charter is written either in English, Filipino, and/or in the local dialect published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.
- 10) The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

 OD-2022-044
MA. FLORINDA PRINCESS E. DUQUE
Director IV
Bureau of Communications Services