



**Republic of the Philippines**  
**DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT**  
**CORDILLERA ADMINISTRATIVE REGION**



**CERTIFICATION OF COMPLIANCE**

*Pursuant to Republic Act 9485: 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, **JOHN M. CASTAÑEDA**, Filipino, of legal age, **DILG-CAR**, 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 **Department of Interior and Local Government** 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. Required documents
  - g. Procedure for filing complaints
2. The Citizen's Charter is posed as information billboards in all the service offices of the Department of the Interior and Local Government-CAR 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 and published as an information material (in tarpaulin).
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 2009 and underwent review on December 2011 & December 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 once every two years.
7. The Citizen's Charter already shows the improvements such as streamlining of procedures, shortened turnaround time and reduction in the number of signatories.
  - **Processing of time to services rendered to Clienteles were shortened.**
  - **Number of signatories to required documents was reduced.**
  - **Some reports/documents were submitted through official e-mail.**

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

**IN WITNESS HEREOF**, I have hereunto set my hand this 7th day of February, 2014 in **BAGUIO CITY**, Philippines.

**JOHN M. CASTAÑEDA, CESO III**  
 Regional Director

SUBSCRIBED AND SWORN to before me this 7th day of February, 2014 in **Baguio City**, Philippines, with affiant exhibiting to me his/her DILG ID issued on November 2010 at DILG Central Office.

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**TOMAS A. KWANG, JR.**  
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 VALID UNTIL DECEMBER 31, 2014  
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