



### **CERTIFICATION OF COMPLIANCE**

**Pursuant to Republic Act 9485: An Act to improvement Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor**

I, Armando Q. Ganal, Filipino, of legal age, Regional Director of the Department of Science and Technology (DOST)-Region I, 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 DOST Region I 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. Employees responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of DOST Region I 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 (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 December 5, 2008 and underwent review and revision on August 1, 2010, December 1, 2010, May 9, 2011, June 18, 2012, and February 3, 2014, as required under Section 4, Rule IV of the IRR.
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically: continuity of service delivery with the going on leave/resignation of previous responsible employee, reduction of signatories and lessened the turn-around time of every transaction.

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 HEREOF, I have hereunto set my hand this 29<sup>th</sup> day of January 2015 in the City of San Fernando, La Union, Philippines.

**ARMANDO Q. GANAL**  
Regional Director, DOST Region I