

CERTIFICATE OF COMPLIANCE

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, **ATTY. JOFFREY M. SUYAO**, Filipino, of legal age, Regional Director of the Department of Labor and Employment - Regional Office No. X, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **Department of Labor and Employment – Regional Office No. X** including its six (6) Provincial and Field Offices 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 procedure to obtain a particular service;
 - 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
 - vii. Required documents
 - c. Procedure for filing complaints.
- 2) The Citizen’s Charter is posted as information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any readable materials that could be easily understood by the public.
- 3) The Citizen’s Charter is posted at the main entrance of the office or at the most conspicuous place of all said service offices.
- 4) The Citizen’s Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen’s Charter is uploaded in 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) The agency is an established Client Satisfaction Measurement per service in the respective offices.

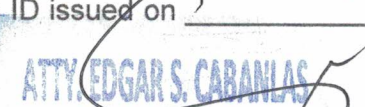
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 21st of October 2019 in Cagayan de Oro City, Philippines.


ATTY. JOFFREY M. SUYAO
 Regional Director
 DOLE – X

SUBSCRIBE AND SWORN to before me this ____ of October 2019 in Cagayan de Oro City, Philippines, with affiant exhibiting to me his employee’s ID issued on _____ at Cagayan de Oro City.

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ATTY. EDGAR S. CARANLAS
 Notary Public
 NOTARY PUBLIC 2019
 ATTY'S Roll No. 30264 (3-9-1080)
 PTR No. 9520264 (1-3-2019)
 IBP No. 068445 (1-10-2019)
 Commission No. NC 2018-053