

## CERTIFICATE OF COMPLIANCE

Year: 2022

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. ENGELBERT C. CARONAN JR., MNSA**, Filipino, of legal age, **President and CEO** of the Development Academy of the Philippines (DAP), 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 **Development Academy of the Philippines (DAP)** including its 2 Sites - **DAP Conference Center in Tagaytay city (DAPCC-Tagaytay)** and **DAP sa Mindanao (DSM)** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: *2021 DAP Citizen's Charter Handbook, 1<sup>st</sup> Edition*

- 2) The following required forms of posting of the Citizen's Charter are present:

Y	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
Y	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
Y	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

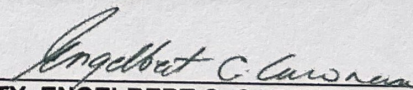
- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, Mission, Vision and Service Pledge of DAP;
- b. DAP 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 Citizen's Charter Information Billboard is posted at the main entrance of DAP or at the most conspicuous place of all the said service offices.
  - 6) The printed Citizen's 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 Citizen's Charter Handbook version is uploaded to the website or any online platform available through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the DAP official website or the online platform available.
  - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
  - 9) There is an established Client Satisfaction Measurement per service.

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

  
**ATTY. ENGELBERT C. CARONAN JR., MNSA**  
 President and CEO  
 Development Academy of the Philippines (DAP)

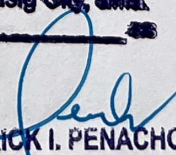
**Acknowledgement**

Republic of the Philippines)  
 City of Pasig )

MAR 29 2022

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_ in Pasig City, att. exhibited to me his/her \_\_\_\_\_ ID No. \_\_\_\_\_ duly issued by \_\_\_\_\_ evidence of his/her identity.

**Joc No.** 133  
**Page No.** 27  
**Book No.** 16  
**Series of:** 2022

  
**ATTY. PATRICK I. PENACHOS**  
 Notary Public  
 Appointment No. 131 (2020-2021)  
 extended until June 30, 2022 per SC B.M. No.3795  
 Roll No. 64888/TIN No.245-743-042  
 PTR No. 8121731BCE/ 01-03-22;Pasig City  
 MCLE Compliance No. VI-0029420  
 4/F DAP Bldg., San Miguel Avenue  
 Ortigas Center, Pasig City 1605