



CERTIFICATION OF COMPLIANCE

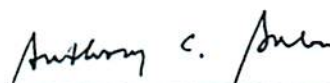
Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **ANTHONY C. SALES**, Filipino, of legal age, Regional Director of the **Department of Science and Technology, Region No. XI**, 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 Science and Technology, Region No. XI**, 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. 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 **Department of Science and Technology, Region No. XI** 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 either in English, Filipino, or in the local dialect 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 *August 18, 2009* and underwent review and revision on *September 4, 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 that resulted from the process review of frontline service delivery, specifically:
 - a. Deputized additional accredited alternate signatory to the calibration certificate in the absence of the main signatory to address possible delay in release.
 - b. Developed a vernacular version of the CUSTOMER SATISFACTION FEEDBACK (CSF) to make it more comprehensible to a certain sector of our customers.
 - c. Developed an operations manual for the ENERGY AUDIT AND FOOD SAFETY TEAMS under our consultancy service.

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 15th day of November 2013 in **Davao City**, Philippines.



DR. ANTHONY C. SALES, CESO III
Regional Director