

RELEASED

Date 2024-03-22 Time 4:17 PM

By: REYMART V. MACLASANG
Records Staff



R10-FAD-2024-03-

Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION X - NORTHERN MINDANAO

KM3 Fr. W.F. Masterson Avenue, Upper Carmen, Cagayan de Oro City
www.region10.dilg.gov.ph

March 22, 2024

ESTER A. ALDANA, CESO II

Assistant Secretary for Administration, Finance and Comptrollership
Vice-Chairperson, DILG-CART
Department of the Interior and Local Government
DILG-NAPOLCOM Center, EDSA
Corner Quezon Avenue, West Triangle,
Quezon City
dilgcomanagement@gmail.com

Dear Asec. Aldana:

Greetings from DILG-10!

In compliance to the responsibilities indicated in the DILG Memorandum dated March 13, 2024 re Submission of Citizen's Charter -Certificate of Compliance. We are respectfully submitting the DILG 10's Certificate of Compliance (COC) for FY 2024. Please see attached file.

Very truly yours,


WILHELM M. SUYKO, CESO IV
Regional Director *JS AW 6*

FAD/MAF/MAC/mcbw



"Matino, Mahusay at Maasahan"

T: (088) 859-0506 E: records.dilg10@gmail.com FB: www.facebook.com/DILGX



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
DILG-NAPOLCOM Center, EDSA cor. Quezon Avenue, West Triangle, Quezon City
www.dilg.gov.ph

CERTIFICATE OF COMPLIANCE

Year: 2024

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, **WILHELM M. SUYKO**, Filipino, of legal age, **Regional Director /Head of the Committee on Anti-Red Tape Authority** of the **DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT-REGION 10**, 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 **DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT-REGION 10** 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: **2024 (1st Edition)**

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

☒	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
☒	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
☒	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, vision, mission, and service pledge of the agency;
- b. Government 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;



"Matino, Mahusay at Maasahan"

T: (088) 859-0506 E: records.dilg10@gmail.com FB: www.facebook.com/DILGX

- 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 the office 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 on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written in English 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 agency with the foregoing statements that can be validated by the Authority.



WILHELM M. SUYKO, CESO IV
Regional Director

Department of the Interior and Local Government Region 10

SUBSCRIBED AND SWORN to before me this
Cagayan de Oro City, Philippines.

22 MAR 2024

Doc. No. 330
Page No. ceb
Book No. CPM
Series of mm

RAMIL G. CARREON
Notary Public NC-2024-37
Valid Until December 31, 2025
PTR No. 5803342A, 11-23-2023 CDOC
ISP No. 369782, 11-22-2023 Mis Or.
PTR & ISP Both for 2024
TIN 922-710-579
ROLL NO. 51523, 5-10-2006
CAGAYAN DE ORO CITY
MCLE Comp. No. VII-0015256, 04-11-2022