



R10-FAD-2025-04-08-003

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

April 8, 2025

ESTER A. ALDANA, CESO II
Assistant Secretary for Administration,
Finance and Comptrollership
DILG-CART Vice Chairperson
Department of the Interior and Local Government
DILG-NAPOLCOM Center, EDSA corner Quezon Avenue,
West Triangle, Quezon City

ATTENTION: DILG-CART Secretariat
Financial Management Service-Management
Division (FMS-MD)

Dear ASEC Aldana:

Good day!

In Compliance to Department Memorandum dated April 02, 2025, subject: DILG Citizen's Charter – Internal Services (2025, 1st Edition) and Submission of Certificate of Compliance, we are submitting the aforementioned certificate for CY 2025 stipulating the needed information and requirements pursuant to Republic Act No. 11032.

For your information and reference.

Very truly yours,


BRUCE A. COLAO, CESO V
Regional Director/ Head of the
DILG 10 Committee on Anti-Red Tape (DILG 10-CART)

FAD:MAF:MACC

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"Matino, Mahusay at Maasahan"

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BAGONG PILIPINAS

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: 2025

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, **BRUCE A. COLAO, CESO V**, Filipino, of legal age, **Regional Director/Head of the Committee on Anti-Red Tape Authority** of the **DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT** **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 **DEPATRMENT OF THE INTERIOR AND LOCAL GOVERNMENT 10** including its **98 Provincial and Field Offices**, 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 (External Services)**
2025, 1st Edition (Internal Services)

- 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;
 - 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 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 agency with the foregoing statements that can be validated by the Authority.


BRUCE A. COLAO, CESO V

Regional Director/
Head of the Committee on Anti-Red Tape Authority
Department of the Interior and Local
Government, Region 10



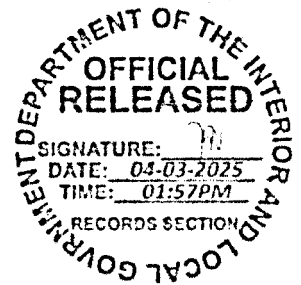
DAGONG PILIPINAS

Republic of the Philippines

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, West Triangle, Quezon City

<http://www.dilg.gov.ph>



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JSCN 2025 01 03 142

MEMORANDUM

TO : ALL REGIONAL DIRECTORS

ATTENTION : STREAMLINING FOCAL PERSONS

SUBJECT : DILG CITIZEN'S CHARTER – INTERNAL SERVICES (2025, 1ST EDITION) AND SUBMISSION OF CERTIFICATE OF COMPLIANCE

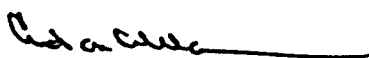
DATE : 02 April 2025

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Please be informed that the Citizen's Charter for Internal Services has been updated (2025, 1st Edition). You may access the same through the link: <https://tinyurl.com/CitChalInternal2025>.

Relative thereto, kindly update your Citizen's Charter for Internal Services. Moreover, your office is requested to submit the Certificate of Compliance (CoC) to the DILG-CART Secretariat, the Financial and Management Service - Management Division (FMS-MD), **on or before 11 April 2025**. Kindly use the template, which can be also accessed through the above-stated link.

For your strict compliance.


ESTER A. ALDANA, CESO II
Assistant Secretary for Administration, Finance, and Comptrollership
DILG-CART Vice Chairperson

OAS AFC/EAA/FMS/SJMC/MD/RBP/ytg