

RELEASED

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Date: Time:

By: IVY GELLA J. SOMO
Records Unit Head



R10-2026-07-13-004

Republic of the Philippines

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT

Km 3 Fr. W.F. Masterson Avenue, Upper Carmen, Cagayan de Oro City

www.region10.dilg.gov.ph

July 13, 2026

ASEC 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 Ave.,

West Triangle, Quezon City

Attention: **DILG-CART Secretariat**

Financial Management Service – Management
Division (FMS-MD)

dilgcomanagement@gmail.com

Dear ASEC Aldana:

Good day!

In compliance with Department Memorandum dated June 18, 2026, subject: DILG Citizen's Charter – External and Internal Services (2026, 1st Edition) and Submission of Certificate of Compliance (CoC), this office is submitting the aforementioned document.

For your information and reference.

Thank you and please acknowledge receipt hereof.

Very truly yours,

Digitally signed by
Colao Bruce
Augusto
Date: 2026-07-14
08:00:08:00

BRUCE A. COLAO, CESO V

Regional Director

DILG 10 Sub-CART Chairperson

FAD/MAF/macc

inten/ity

"Mating Mahayagat Magsasaka"



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
 REGION X – NORTHERN MINDANAO
 KM3, Fr. Mastersons Avenue, Upper Carmen, Cagayan de Oro City
 www.region10.dilg.gov.ph

CERTIFICATE OF COMPLIANCE

Year: 2026

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, Filipino, of legal age, **Regional Director** 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, **Department of the Interior and Local Government RO 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: **2026, 1st Edition (External and Internal Services)**

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

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

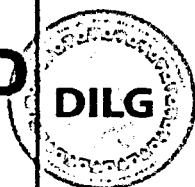

 Digitally signed by
 Colao Bruce
 Augusto
 Date: 2026-07-14
 08:00+08:00
BRUCE A. COLAO, CESO V
 Regional Director  
 Head of the DILG 10 Sub-CART
 Department of the Interior and
 Local Government 10

DILG - Region 10
RECORDS UNIT

RECEIVED

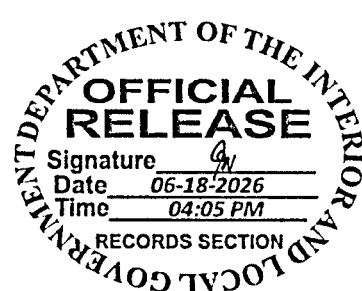
2026-06-18 Time: 4:30PM

By: BERNIE C. NAGUITA
Admin Aide VI



DAGONG 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

CR/FMS-2026-06-18-005
RSCN-2026-06-18-163

MEMORANDUM

TO : ALL DILG REGIONAL DIRECTORS

ATTENTION : STREAMLINING FOCAL PERSONS AND ALTERNATE

SUBJECT : DILG CITIZEN'S CHARTER – EXTERNAL AND INTERNAL SERVICES (2026, 1ST EDITION) AND SUBMISSION OF CERTIFICATE OF COMPLIANCE (CoC)

DATE : 18 June 2026

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This refers to the Anti-Red Tape (ARTA) Advisory No. 2026-006 on the Amendment to the ARTA Advisory No. 2025-017: *Guidelines on the Encoding and Submission of the Citizen's Charter – Handbook in the Anti-Red Tape Electronic Management Information System (ARTEMIS)*.

In this regard, please be informed that the Citizen's Charter for both external and internal services has been updated in ARTEMIS (2026, 1st Edition) as of 29 May 2026. The updated Citizen's Charter may be accessed through the following link: https://bit.ly/DILGCitCha_2026-1stEdition.

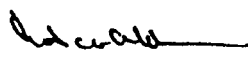
Accordingly, all Offices are hereby directed to update the following:

1. Citizen's Charter Information Billboard (e.g., interactive information kiosks, electronic billboards, posters, tarpaulins standees, and similar platforms);
2. Citizen's Charter Handbook; and
3. Official website/online posting.

Moreover, all Offices are requested to submit their duly accomplished Certificate of Compliance (CoC) to the DILG-CART Secretariat (FMS - Management Division) **on or before 15 July 2026**.

For reference, a summary of the revisions and the CoC template may be accessed through the following link: <https://bit.ly/SummaryOfChangesCY2026>.

For your strict compliance.


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

"Matino, Mahusay at Maaasahan"
Trunkline No. (02) 8878 3454



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

MEMORANDUM

TO : ALL PDs/CDs, DCs, ORD, OARD

ATTENTION : STREAMLINING FOCAL PERSONS AND ALTERNATE

SUBJECT : DILG CITIZEN'S CHARTER – EXTERNAL AND INTERNAL SERVICES (2026, 1ST EDITION) AND SUBMISSION OF CERTIFICATE OF COMPLIANCE (CoC)

DATE : JUNE 23, 2026

Attached is Department Memorandum from ASEC Ester A. Aldana, CESO II, Assistant Secretary for Administration, Finance, and Comptrollership, DILG-CART Vice Chairperson, with the above stated subject dated June 18, 2026.

In this regard, please be informed that the Citizen's Charter for both external and internal services has been updated in the Anti-Red Tape Electronic Management Information System (ARTEMIS) (2026, 1st Edition) as of May 29, 2026. The updated Citizen's Charter may be accessed through the following link: https://bit.ly/DILGCitCha_2026-1stEdition.

Further, all offices are hereby directed to update the following, and send sample photos on the actions taken as Means of Verification (MOVs). You are requested to send the MOVs to this link: <https://tinyurl.com/MOVsCitCha20261stEdition> on or before July 06, 2026, to wit:

1. *Citizen's Charter Information Billboard (e.g. interactive information kiosks, electronic billboards, posters, tarpaulins, standees, and similar platforms);*
2. *Citizen's Charter Handbook; and*
3. *Official website/online posting*

Furthermore, a summary of the revisions may be accessed through the following link: <https://bit.ly/SummaryofChangesCY2026>, for your reference.

For your strict compliance.


Digitally signed by
Colao Bruce Augusto
Location:
Date: 2026-06-24
08:32+08:00
BRUCE A. COLAO, CESO V
Regional Director
DILG 10 CART Chairperson