

29 November 2013

For : Dir. Marie Angela S. Gopalan
Regional Director
Quezon City


From : The Regional Director
DSWD Field Office VI
Molo, Iloilo City

Subject : **Certification of Compliance**

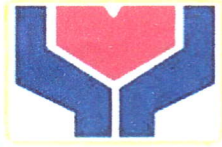
Submitting Certification of Compliance pursuant to Republic Act 9485 in compliance to Good Governance Conditions for 2013 as requested.

MA. EVELYN B. MACAPOBRE

By:


JOEL P. GALICIA
Assistant Regional Director

JPG/RPG/ACG/ddc



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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, **JOEL P. GALICIA**, Filipino, of legal age, **Assistant Regional Director of the Department of Social Welfare and Development, Field Office VI**, 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 Social Welfare and Development Field Office VI* 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 Social Welfare and Development Field Office VI* 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 June 2012 and underwent review and revision on *October 2012* 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 (minimum of three) that resulted from the process review of frontline service delivery, specifically: *(indicate process improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.)*

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 29th day of November 2013 in Iloilo City, Philippines.

JOEL P. GALICIA

Assistant Regional Director, DSWD-Field Office VI

SUBSCRIBED AND SWORN to before me this ____ day of _____, 20__ in Iloilo City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

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OR. No.: OSM/CSC