



Republic Of The Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Region X – Northern Mindanao

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, **ARNEL M. AGABE**, Filipino, of legal age, **Regional Director** of the **DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT-Region 10**, 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 facts:

- 1) The **DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT-Region 10** including its field operating units 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 THE INTERIOR AND LOCAL GOVERNMENT-Region 10** 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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.



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This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

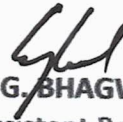
IN WITNESS WHEREOF, I have hereunto set my hand this 28th of FEBRUARY, 2019 in Cagayan de Oro City, Philippines.

ARNEL M. AGABE, CESO IV

Regional Director

Department of the Interior and Local Government-Region 10

By Authority of the Regional Director:



EDWARD G. BHAGWANI, MNSA, CESO V

OIC-Assistant Regional Director

Department of the Interior and Local Government-Region 10

SUBSCRIBED AND SWORN to before me this 08 of MAR 2019 2019 in Cagayan de Oro City, Philippines, with affiant exhibiting to me his/her DILG ID L-06978 issued on February 2016 in Cagayan de Oro City.

NOTARY PUBLIC



ATTY. LULU B. ENERIO

NOTARY PUBLIC

UNTIL DECEMBER 31 2020

ATTORNEY ID ROLL NO. 70881

PTR NO. 4960225 R 2-11-2019

IBP NO. 058472 12-11-2019

DATE ADMITTED: JUNE 05, 2010

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