



Republic of the Philippines
Province of South Cotabato
Municipality of Surallah
BARANGAY LAMBONTONG

OFFICE OF THE PUNONG BARANGAY

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 of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for other purposes.

I, **LETECIA A. PEDROSO**, Filipino, legal age, **Punong Barangay/Head of the Committee on anti-Red Tape Authority of Barangay Lambontong, Surallah, South Cotabato**, the person responsible and accountable in ensuring compliance with Section 6 of the RA11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declared certify the following facts;

1. The Barangay Lambontong has established its updated Citizen's Charter pursuant to Section 6 of RA 11032, its implementing Rules and Regulations, and the relevant ARTA Issuance.
Citizen's Charter Handbook: 2025 1st Edition

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

- ✓ Citizen's Charter information billboard (Electronic billboard and Tarpulins)
- ✓ Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
- ✓ Official Website and 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 a person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing of 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. Fees to be paid per step and total, if necessary.

- c. Procedure for filing complaints and feedback;
- d. Contact information of BLGU

5. The Citizen's Charter Information Billboard is posted at the main entrance of the Barangay Hall.

6. The printed Citizen's Charter Handbook is placed at the windows/counters of the Barangay Hall to complement the information on the services indicated in the information Billboard.

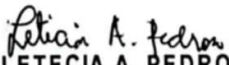
7. The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/BLGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the Official Website or the online platform available.

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 establishment Client Satisfaction Measurement per Service.

10. The head of the Office or Agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 6 of RA 11032.

This Certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the authority.


LETECIA A. PEDROSO
Punong Barangay
Barangay Lambontong