



CERTIFICATE OF COMPLIANCE

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, Dominga D. Mallonga, Filipino, of legal age, Regional Director of the Department of Science and Technology Caraga Region, 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 Science and Technology Caraga Region 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 DOST Caraga 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 in English and published as an information material.
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 the existing Citizen's Charter.
7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time on the most availed frontline services.

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/ Benefits
Laboratory Services	Update List of Services and Fees	Updating of current list of services and fees	-Updated list of services and fees -Up-to-date information provided to clients
Innovation System Support, Packaging and Labelling Assistance, Technology Training Assistance and Consultancy Services	Update name of responsible persons	Updating of name of responsible persons	Clients are properly guided

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 4th day of December 2019 in Butuan City, Philippines.

D. Mallonga
 DOMINGA D. MALLONGA
 Regional Director

SUBSCRIBE AND SWORN to before me this 4th day of December 2019 in Butuan City, Agusan del Norte, with affiant exhibiting to me her Passport ID #P5294181A issued on December 9, 2017 at Butuan City.

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