



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, **Francis Anthony S. Garcia**, of legal age, **City Mayor of the City Government of Balanga**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The City Government of Balanga has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as information billboards in all services of the City Government of Balanga that deliver frontline services.
- 3) The Citizen's Charter is posted 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 on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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



Republic of the Philippines
Province of Bataan
City of Balanga
OFFICE OF THE CITY MAYOR
(047) 2372256 / 2372969 / 2373510

IN WITNESS WHEREOF, I have hereunto set my hand this 4th of December, 2019 in Balanga City, Bataan, Philippines.

FRANCIS ANTHONY S. GARCIA
City Mayor
City Government of Balanga

SUBSCRIBED AND SWORN to before me this 4th of December, 2019 in Balanga City, Bataan, Philippines, with affiant exhibiting to me his/her Passport no. P715097DA issued on 5/12/2019-5/11/2021 at DFA Davao.

NOTARY PUBLIC/ ADMINISTERING OFFICER
ATTY. JORESCEL S. PANGANIBAN
NOTARY PUBLIC
NOTARIAL COMMISSION No. 351-17
UNTIL DECEMBER 31, 2019
PTR NO. 2716734-1/3/2019, BATAAN
ROLL OF ATTORNEY NO. 01590
MCLE COMPLIANCE NO. 71-0022338
Valid until April 14, 2022

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