



## 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

**JUL 14 2020**

IN WITNESS WHEREOF, I have hereunto set my hand this \_\_\_\_\_ of \_\_\_\_\_,  
2020 in Balanga City, Bataan, Philippines.

\_\_\_\_\_  
**FRANCIS ANTHONY S. GARCIA**  
City Mayor  
City Government of Balanga

**JUL 14 2020**

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ of \_\_\_\_\_, 2020 in  
Balanga City, Bataan, Philippines, with affiant exhibiting to me his/her  
\_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

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**Atty. JONSCENE S. BANGANIBAN**  
Notary Public  
NC No. 389-19, July 31, 2021  
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PTR No. 2932276, 1/2/2020, Balanga City  
Roll of Attorneys No. 43690  
IBP Life Member No. 01590  
MCLE Compliance No. V-0022338, 4/4/2019