



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF NATIONAL DEFENSE  
**OFFICE OF CIVIL DEFENSE**  
CAMP GENERAL EMILIO AGUINALDO, QUEZON CITY, PHILIPPINES

Annex A

**CERTIFICATE 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, **RICARDO B. JALAD**, Filipino, of legal age, **Administrator** of the **OFFICE OF CIVIL DEFENSE**, 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 **OFFICE OF CIVIL DEFENSE** including its **Seventeen (17) Regional Offices** 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 **OFFICE OF CIVIL DEFENSE** 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.
- 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
Technical Assistance on the Conduct of Training	Advance scheduling of the activities for the whole year	Scheduling of the activities for the entire year	Minimize conflict of schedule with regional offices
Technical Assistance on the request of Resource Speaker/s	Accommodation of request/s	One-month advance policy before the requested date	Minimize conflict of schedule with requesting party
Financial Assistance if victims of Typhoon Yolanda	For updating	- To include Regional Project Monitoring & Evaluation Team and Regional Project Validation & Evaluation Team	
Financial Assistance if victims of different disasters	For updating	- To conduct self-assessment and reporting of improvements in its existing Citizen's Charter	

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 \_\_\_ of \_\_\_\_\_, 2018 in Quezon City, Philippines.

  
**USEC RICARDO B. JALAD**  
 Administrator  
 Office of Civil Defense

SUBSCRIBED AND SWORN to before me this \_\_\_ of NOV 16 2018 in QUEZON CITY, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

NOTARY PUBLIC

Doc No. 115  
 Page No. 23  
 Book No. XII  
*Nov 16 2018*

  
**ATTY. RUBEN M. REYES, JR.**  
 NOTARY PUBLIC  
 UNTIL DECEMBER 31, 2018  
 PTR. NO. 95611098, 01-09-2018  
 Roll of Attorney's No. 46427  
 IBP No. AR001205 -Q.C. Chapter  
 Admin Matter No. 233  
 MCLE No. V-0024616  
 TIN No. 140-394-836  
 (PRBS) Camp Crame, Quezon City