



Republic of the Philippines
Department of Education
REGION V
SCHOOLS DIVISION OFFICE OF CATANDUANES

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **SUSAN S. COLLANO**, Filipino, of legal age, OIC- Schools Division Superintendent of DepED Division of Catanduanes, 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 DepED- Schools Division Office of Catanduanes has established its service standards known as the Citizen's Charter that enumerate the following:
 - a. Vision and mission of the agency
 - b. Government services offered
 - I. Comprehensive and uniform checklist or requirement for each type of application or request;
 - II. Step-by-step procedure to obtain a particular service;
 - III. Person responsible for the step;
 - IV. Maximum time needed to conclude the process;
 - V. Documents to be presented by the applicant or requesting party, if necessary;
 - VI. Amount of fess, if necessary; and
 - c. Procedures for filling complaints
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboard, poster, tarpaulin standees, or any other readable materials that could be easily understood by the public.
- 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, Filipino and/or in the local dialect and published as an information material.

- 5) The Citizen's Charter is uploaded in 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 link under the Transparency Seal.
- 6) The posted Citizen's Charter has been updated within the calendar year of 2019 to 2021.
- 7) There is an established Client Satisfaction Measurement per service in the respective offices.

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

IN WITNESS HEREOF, I have hereunto set my hand this 10th day of January, 2022 in Virac, Catanduanes, Philippines.



SUSAN S. COLLANO

Asst. Schools Division Superintendent
OIC, Office of the Schools Division Superintendent

SUBSCRIBE AND SWORN to before me this JAN 10 2022 day of JAN in Virac Catanduanes Philippines, with affiant exhibit to me his/her (government issued ID) issued on 12/8/99 at Legazpi City.

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FREDESWINDO A. GIANAN, JR.
NOTARY PUBLIC
San Pablo, Virac, Catanduanes
Commission Expires December 31, 2024
IBP Lifetime Member No. 011209 as of 10/18/12
PTR No. 4414675 / 5/21 Virac, Catanduanes
MCLE Compliance No. VI-0018272 dated 2/16/19
Attorney's Roll No. 48935
9/20/22