



Republic of the Philippines

NATIONAL COUNCIL ON DISABILITY AFFAIRS

January 15, 2021

ATTY. JEREMIAH B. BELGICA, EnP

Director General

Anti-Red Tape Authority (ARTA)

Ground Floor HPGV Building (Formerly Accelerando),

395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines

Thru: **MS. MARIELLE JANE TUMANG**

AO25 Secretariat:

4th Floor, DAP Building,

San Miguel Ave., Ortigas Center, Pasig City

Dear Director General Belgica:

In compliance to AO 25 Secretariat IATF Joint Memorandum Circular No. 2019-1 dated September 03, 2019 regarding the Guidelines on the Grant of the Performance-Based Bonus (PBB) or Fiscal Year (FY) 2019 under Executive Order No. 80, s., 2012 and Executive Order No. 201, s., 2016 and RA 11032 otherwise known as the Easy of Doing Business and Efficient Government Service Delivery Act of 2918, may we respectfully submit the **NCDA Certificate of Compliance on Citizen's Charter for FY 2020**.

Thank you.

Very truly yours,

EMERITO L. ROJAS

Executive Director



Republic of the Philippines

NATIONAL COUNCIL ON DISABILITY AFFAIRS

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, **EMERITO L. ROJAS.**, Filipino, of legal age, Executive Director of the **NATIONAL COUNCIL ON DISABILITY AFFAIRS**, 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 **NATIONAL COUNCIL ON DISABILITY AFFAIRS** 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 an information billboard through posters, tarpaulins 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 either 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.

IN WITNESS WHEREOF, I have hereunto set my hand this 15th day of January 2021 in Quezon City, Philippines.

EMERITO L. ROJAS

Executive Director

National Council on Disability Affairs

SUBSCRIBED AND SWORN to before me this ___ day of _____ 2021 in Quezon City, Philippines, with affiant exhibiting to me his/her Passport No. 4536836B issued on January 24, 2020 at DFA NCR Northeast .
(Government-issued ID) (Date of Issuance) (Place of Issuance)

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