



DOST-PCAARRD

Department of Science and Technology

**PHILIPPINE COUNCIL FOR AGRICULTURE, AQUATIC AND NATURAL RESOURCES
RESEARCH AND DEVELOPMENT**

ISO 9001:2015



Certificate No. AJA13-0034

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, **REYNALDO V. EBORA**, Filipino, of legal age, Executive Director of the Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (PCAARRD), the official 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 DOST-PCAARRD 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 uploaded for visitors' viewing in the PCAARRD's 40-inch touch screen monitor, which serves as the electronic board.
- 3) The Citizen's Charter is posted at the main entrance/lobby of the office or at the most conspicuous place of the said service office.
- 4) The Citizen's Charter is written in English 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.

NOV 20 2019

IN WITNESS WHEREOF, I have hereunto set my hand this _____ of November 2019 in Los Baños, Laguna, Philippines.

REYNALDO V. EBORA
Executive Director
DOST-PCAARRD

NOV 20 2019

SUBSCRIBED AND SWORN to before me this _____ of November 2019 in Los Baños, Laguna, Philippines, with affiant exhibiting to me his Passport with No. S0005685A issued on August 17, 2017, at Manila, Philippines.

NOTARY PUBLIC

ATTY. ELENO O. PERALTA

Notary Public Until December 31, 2019

Calamba City, Los Baños, Bay, Calauan, Laguna

TR No. 6809834 / 01-03-19, Rol' No. 33880 / May 198

BP No. 060711 / 01-04-19, NotCom. No. 17-2018-C

Doc. No. 276
Page No. 52
Book No. 381
Series of 2019

Paseo de Valmayor, Brgy. Timugan, Los Baños, Laguna, Philippines 4030

Tel. No. (63) (49) 554-9670

Fax No. (63) (49) 536-0016; 536-7922

Manila Liaison Office: 2F Metrology Center, ITDI-DOST, Bicutan, Taguig City, Metro Manila 1631/ Tel. No. (63) (2) 837-1651

E-mail: pcaarrd@pcaarrd.dost.gov.ph / <http://www.pcaarrd.dost.gov.ph>