



DOST-PCAARRD

Department of Science and Technology

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



CERTIFICATE OF COMPLIANCE **2024**

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 **Department of Science and Technology - Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development (DOST-PCAARRD)**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or 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 most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2023, 5th Edition

2. The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
✓	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
✓	Official website/Online Posting

3. The Citizen's Charter Information (electronic) Billboard (thru its touch screen monitor at the lobby) enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

4. The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);



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- i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanism; and
 - e. List of Offices
5. The Citizen's Charter is uploaded on the touch screen monitor for clients'/visitors' viewing, which serves as the electronic (or information) billboard and placed at the main entrance of the office or at the most conspicuous place of all the said service offices.
 6. The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 7. The Citizen's Charter Handbook version is uploaded on the PCAARRD website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website under the Transparency Seal.
 8. The Citizen's Charter is written in English as an information material.
 9. There is an established Client Satisfaction Measurement per service in the respective division/responsible unit handling the service.

This certification is being issued to attest to the compliance of PCAARRD with the foregoing statements that can be validated by the Authority.


REYNALDO V. EBORA
Executive Director
DOST-PCAARRD

