



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, Francisco P. Acosta, Filipino, of legal age, Chairperson of the Commission on Filipinos Overseas, 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 Commission on Filipinos Overseas, including its offices in Cebu and Davao, 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;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, 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, Filipino, and/or in the local dialect 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.

23 2021

IN WITNESS WHEREOF, I have hereunto set my hand this ___ of ___, 2021 in _____, Philippines.

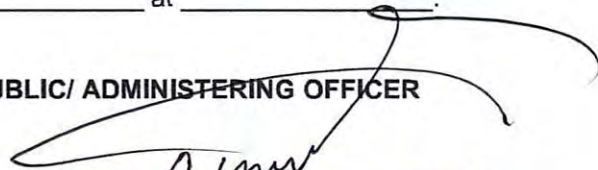
CITY OF MANILA


Justice Francisco P. Acosta (Ret.)
 Secretary and Chairperson
 Commission on Filipinos Overseas

SUBSCRIBED AND SWORN to before me this 23 of NOV 23 2021, 2021 in CITY OF MANILA, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____

NOTARY PUBLIC/ ADMINISTERING OFFICER

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ATTY. CLIFF RICHARD E. GENESELA
 NOTARY PUBLIC CITY OF MANILA / ROLL NO. 46006
 Commission No. 123-111 Issued on Dec. 10, 2020 Until Dec. 31, 2021 / Manila
 PTR No. 57300 Issued on Jan. 4, 2021 Until Dec. 31, 2021 / Manila
 IOP No. 160044 Issued on Dec. 14, 2020 Until Dec. 31, 2021
 NCLC No. VI-0027302 Valid from April 4, 2019 Until April 14, 2022
 Office: Atty. Genebola, San Luis Bldg., 1006 Drosa St., Ermita, Manila

