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Republic of the Philippines

DEPARTMENT OF LABOR AND EMPLOYMENT

Regional Office No. I

City of San Fernando, La Union

CERTIFICATION of COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, Grace Y. Ursua, Filipino, of legal age, Regional Director of the Department of Labor and Employment- Regional Office No. I, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The Department of Labor and Employment- Regional Office No. I has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Frontline services offered;
 - c. Step-by-step procedure in availing of frontline services;
 - d. Employee responsible for each step;
 - e. Time needed to complete the procedure;
 - f. Amount of fees;
 - g. Required documents; and
 - h. Procedure for filing complaints.
2. The Citizen's Charter is posted as information billboards to all the service offices of Department of Labor and Employment- Regional Office No. I that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information materials (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public;
6. The Citizen's Charter was first published on September 2010 and underwent review as required under Section 4, Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically: streamlining of procedures that resulted in the reduction of processing time.

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 2nd day of January 2014 in the City of San Fernando, La Union, Philippines.

Grace Y. Ursua
GRACE Y. URSUA

Regional Director, DOLE-ROI

JAN 30 2014

SUBSCRIBED AND SWORN to before me this _____ day of _____ 2014 in San Fernando City, La Union, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

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ATTORNEY B. ELLAZAR
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