



ISO 9001:2008 Certified
CIP14045/08/06/579

development academy of the philippines

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 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, **ANTONIO D. KALAW, JR.**, Filipino, of legal age, **President/CEO** of the **Development Academy of the Philippines (DAP)** 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:

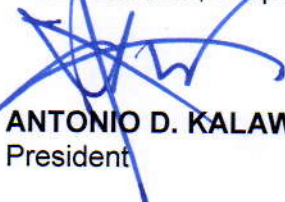
1. The **DAP** has established its service standards known as the Citizen's Charter/ Service Charter that enumerates the following:
 - a. Vision and mission of the GOCC;
 - b. Frontline services offered;
 - c. Step-by-step procedure in availing of frontline services;
 - d. Employee responsible for each 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 in all the service offices of **DAP** that deliver frontline services.
3. The Citizen's Charter is positioned 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, or in the local dialect and published as an information material (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 in 2009 and underwent review and revisions of Volume 4 in 2012 and Volumes 1 and 3 in November 2013, and Volumes 1, 3, 4, 5, 6 and 7 from June to December 2015 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: revisions of Volumes 1, 3, and 4. The 2015 revisions will be reflected in the Service Charter booklets and posters upon management approval.

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, we have hereunto affixed our signatures this ____ day of March 2016 at Pasig City, Philippines.


TRYGVE A. BOLANTE
Compliance Officer and
Vice-President, Corporate Concerns Center


ANTONIO D. KALAW, JR., CESO I
President

ACKNOWLEDGEMENT

REPUBLIC OF THE PHILIPPINES
CITY OF PASIG CITY)S.S.

BEFORE ME, this ____ day of March 2016 at PASIG CITY, personally appeared the following:

NAME	ID NO.	DATE / PLACE OF ISSUE
TRYGVE A. BOLANTE	204810	DAP
ANTONIO D. KALAW, JR.	019287	DAP


who are known to me to be same public officials who executed the foregoing instruments and they both acknowledged to me that the same is their free and voluntary act and deed.

This instrument consists of two (2) pages, including this page on where the acknowledgement is typewritten, has been signed by said officials and their instrumental witness on each and every page thereof, and sealed with my notarial seal.

IN WITNESS WHEREOF, I have hereunto set my hand, the day, the year and place above written.

NOTARY PUBLIC

Doc. No. 187;
Page No. 39;
Book No. 11;
Series of 2016.


ATTY. RON P. SALO
Notary Public/ Until December 31, 2017
Appointment No. 56 (2016-2017)
Roll No. 49565
IBP Life Member No. 0101589 RSM Chapter
P. R. No. 1365515/ 01-05-16/ Pasig City
T. N. No. 912891709
MCLE Compliance No. IV-0020334
4F DAP Bldg., San Miguel Ave.,
Ortigas Center, Pasig City