

FOR : **A/SEC RODOLFO M. SANTOS**
General Admin. & Support Services Group
DSWD – Batasan Complex, Constitution Hills
Quezon City

THRU : **MS. CONCHITINA Y. SEVILLA**
OIC-Chief, Personnel Administration Division
DSWD – Batasan Complex, Constitution Hills
Quezon City


FROM : **THE OIC-REGIONAL DIRECTOR**
DSWD FO 02, Carig, Tuguegarao City

SUBJECT : **CERTIFICATE OF COMPLIANCE**

DATE : July 19, 2018

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 Therefore", we are submitting the Certification of Compliance of the DSWD FO2 for CY 2018, for your kind information and reference.

Thank you.


LUCIA S. ALAN

HRMDDIPASIRTBISDP

CERTIFICATE 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 Therefore


 I, **LUCIA S. ALAN**, Filipino, of legal age, OIC - Regional Director of the **DSWD Field Office 02**, 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 Regulation, hereby declare and certify the following facts:

- 1) The DSWD Field Office 02 has established its service standards known as the Citizen's Charter 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
 - h. Procedure for filing complaints
- 2) The Citizens' Charter is posted as information billboards in all the service offices of the Department of Social Welfare and Development Field Office 02 that deliver frontline services.
- 3) The Citizens' Charter is positioned at the main entrance of the office and at the most conspicuous place of all the said service offices and other offices.
- 4) The Citizens' Charter is written in English and in Filipino, and published as an information material (brochure).
- 5) The Citizens' Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizens' Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services;

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/ Benefits
CRISIS INTERVENTION UNIT (CIU)	1. Shortened Turn around time; 2. Provision of Financial Assistance for special cases such as clients with HIV, Women in Especially Difficult Circumstances, Children in Need of Special Protection, Family Head and other Adults, Youth in Need of Special Protection and Victims of Trafficking; 3. Faster processing of Guarantee Letter for financial assistance above P5,000.00.	1. Renewal of designation of Special Disbursing Officers in the Satellite Offices who ensure availability of cash and undertake cash pay out to eligible clients seeking financial assistance; 2. Conduct of regular meeting and monitoring to ensure the efficient and effective implementation of Protective Services Program. 3. Use of the new form for Guarantee Letter which is system generated that directly reflects updates to the Crisis Intervention Monitoring System (CRIMS); 4. Installation of waiting area/ shed for clients availing financial assistance, complete with ceiling fans, television set, and drinking water; 5. Installation of comfort room near the CIU which include a separate room for Person With Disability (PWD).	Quick release and efficient delivery of financial assistance to eligible clients. Increased number of clients served.
ISSUANCE OF TRAVEL CLEARANCE FOR MINORS TRAVELING ABROAD	1. Shortened Turn around time; 2. Streamlining of procedures; 3. Special considerations are given to senior citizens, PWDs, pregnant women, client with babies. Same goes for clients whose residential towns are nearer the Field Office than to their SWAD Offices.	1. Social Workers of the Satellite Offices conducts the assessment and reviews the completion of documents/requirements; 2. Assessments conducted by Social Workers in the satellite offices fast tracks the processing in the issuance of traveling permit; 3. Senior citizens, PWDs, pregnant women, client with babies who are not aware of their SWAD offices that directly visit the Field Office are promptly accommodated. 3. Ensure the availability of the traveling Permit and its signatories. 4. Availability of pre-signed Traveling Permit whenever signatories are unavailable.	Prompt issuance of traveling permit. Increased number of clients served.

This certification is being issued to attest to the accuracy of all foregoing based on available records and information that can be verified.

 IN WITNESS HEREOF, I have hereunto set my hand this 18th day of July, 2018 in Tuguegao City, Cagayan, Philippines.


LUCIA S. ALAN
 OIC - Regional Director
 DSWD Field Office 02

 SUBSCRIBES AND SWORN to before me this ___ of _____ in Tuguegarao City, Philippines with affiant exhibiting to me his/her DSWD ID # 02-11006 issued on February 28, 2018 at Tuguegao City, Cagayan, Philippines.
ATTY. ED ARMANDO I. VENTOLERO
 NOTARY PUBLIC

 NOTARY PUBLIC
 COMMISSION EXPIRES ON Dec. 31, 2019
 COMMISSION No. RTC-TUG-2018-14
 PTR No. 2253752 Feb. 12, 2018
 IBP No. 026038 Jan. 9, 2018
 Roll No. 68849
TUGUEGARAO CITY, CAGAYAN

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