



**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, **SAMUEL R. MARTIRES**, Filipino, of legal age, **Ombudsman of the Office of the Ombudsman**, being 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 Office of the Ombudsman including its area/sectoral Offices in Luzon, Visayas, Mindanao, the Military and Other Law Enforcement Offices, and the Office of the Special Prosecutor, has established its service standards known as the Citizen’s Charter that enumerates the following:**
  - a. Vision and mission of the agency;
  - b. Performance Pledge;
  - c. External and Internal 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;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the client/applicant/requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - d. Procedure for filing complaints.
- 2) The Citizen’s Charter is posted as information billboards that could be easily understood by the public in all the service offices of the **Office of the Ombudsman** that deliver frontline services.
- 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 in English and published as an information material.
- 5) The Citizen’s Charter is uploaded in the agency’s website through a tab or link specifically for the Citizen’s Charter and 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.

IN WITNESS WHEREOF, I have hereunto set my hand this 16 of November, 2020 in Quezon City, Philippines.

**SAMUEL R. MARTIRES**  
 Ombudsman

SUBSCRIBED AND SWORN to before me this 16 of November 2020 in Quezon City, Philippines, with affiant exhibiting to me his OMB ID No. 180062 issued on \_\_\_\_\_ at \_\_\_\_\_.

**ATTY. ALMA GALAURA CAGAT-CAGAT, CPA**  
 Notary Public Until December 31, 2020  
 2420 P. Floresca St., Pandacan Manila Tel. 516-4210  
 PTR No. MLA 7859914 / IBP No. 0988537 Lifetime 1/E...  
 Roll No. 60541 / COM NO. 2019-038  
 MCLE Compliance No. VI-0024515

Doc. No. 11-1126  
 Page No. 089  
 Book No. VII  
 Series of 2020