



Republic of the Philippines  
**PROVINCE OF ISABELA**  
 City of Ilagan

*Office of the Governor*

**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, **RODOLFO T. ALBANO III**, Filipino, of legal age, GOVERNOR of the PROVINCE OF ISABELA, 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 PROVINCIAL GOVERNMENT OF ISABELA including its 21 offices/departments and 7 PGI managed hospitals 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;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through posters and tarpaulins standees, 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 Filipino, 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.

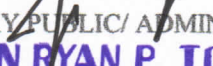
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 28<sup>th</sup> day of November, 2019 in the City of Ilagan, Isabela, Philippines.

  
**RODOLFO T. ALBANO III**  
 Governor  
 Provincial Government of Isabela 

SUBSCRIBED AND SWORN to before me this DEC 03 2019 day of 2019 2019 in City of Ilagan, Isabela, Philippines, with affiant exhibiting to me his ID No. \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_

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 NOTARY PUBLIC/ ADMINISTERING OFFICER  
**ATTY. JOHN RYAN P. TORIO**  
 NOTARY PUBLIC  
 ROLL NO. 58583  
 IBP LIFE NO. 011588  
 PTR NO. PGI 10511683/1-3-19  
 MCLE COMPLIANCE NO. VI-0016344  
 VALID UNTIL DECEMBER 31, 2019

*Nagkaisa para sa Isabela*