



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 9485, otherwise known as the Anti-Red Tape Act of 2007, and Other Purposes

I, **CTCSUPT JOHN PAUL O SANTOS**, Filipino, of legal age, Acting Director, Directorate for Administration of the Bureau of Corrections, 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 Bureau of Corrections including its Operating Prisons and Penal Farms have 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;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive electronic billboards, tarpaulins standees and other readable materials that are 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 in English and published as an information material.
- 5) The Citizen's Charter is uploaded on the Bureau of Corrections' website through a link specifically for the Citizen's Charter, located at the most visible area of the website 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 24th day of July 2020 in Muntinlupa City, Philippines.


CTCSUPT JOHN PAUL O SANTOS, PhD, LIB
Acting Director, Directorate for Administration