

CERTIFICATE OF COMPLIANCE

Year: 2021

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. Doris U. Gacho, Filipino, of legal age, Executive Director-in-Charge of the Construction Industry Authority of the Philippines, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The Construction Industry Authority of the Philippines including its Implementing Boards has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

> Citizen' Charter Handbook Edition: 2021. 3rd Edition (Year, Edition Number) Example: 2021, 1st Edition

2) The following required forms of posting of the Citizen's Charter are present:

	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, other
	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
1	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:
 - a. External services;
 - b. Checklist of requirements for each type of application or request;
 - c. Name of the person responsible for each step;
 - d. Maximum processing time;
 - e. Fee/s to be paid, if necessary; and
 - f. Procedure for filing complaints and feedback.

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CONSTRUCTION INDUSTRY AUTHORITY OF THE PHILIPPINES

An Attached Agency of the Department of Trade and Industry

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- 4) The Citizen's Charter Handbook enumerates the following information:
 - a. Mandate, vision, mission, and service pledge of the agency;
 - b. Government services offered (External and Internal Services);
 - Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

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that can be validated by the Autho	rity. Defore me this <u>FEB 2 2 2022</u> at Makati City, F	hilippine.
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	Executive Director-in-Charge	
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