



Republic of the Philippines
DEPARTMENT OF FINANCE
BUREAU OF LOCAL GOVERNMENT FINANCE
8th Floor EDC Building, BSP Complex, Roxas Boulevard, 1004 Manila
www.blgf.gov.ph | central@blgf.gov.ph | +63 2 527 2780 / 527 2790

MAR 05 2020

Atty. JEREMIAH B. BELGICA, EnP
Director General, Anti-Red Tape Authority
Ground Floor HPGV Building
395 Senator Gil J. Puyat Avenue
1200 Makati City

Subject: Updated BLGF Citizen's Charter on Internal and External Services

Dear Director General BELGICA:

In line with Republic Act (RA) No. 11032, otherwise known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and Anti-Red Tape Authority (ARTA) Memorandum Circular Nos. 2019-002, series of 2019, and 2019-002-A, respectfully submitted herewith is this Bureau's updated Citizen's Charter for Internal and External Services.

For the Director General's consideration and approval.

Thank you.

Very truly yours,


NIÑO RAYMOND B. ALVINA
Executive Director
22245





CERTIFICATION 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 Therefor

I, **NIÑO RAYMOND B. ALVINA**, Filipino, of legal age, **EXECUTIVE DIRECTOR, BUREAU OF LOCAL GOVERNMENT FINANCE (BLGF)**, 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 BLGF, including its fifteen (15) Regional Offices, has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. BLGF Vision and Mission; and
 - b. BLGF Services Offered detailing the: (i) Comprehensive and uniform checklist of requirements for each type of application/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/requesting party, if necessary; (vi) Amount of fees, if necessary; and (viii) Procedure for filing complaints.
2. The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials 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 in English and published as an information material.
5. The Citizen's Charter is uploaded at www.blgf.gov.ph/citizenscharter.
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 HEREOF, I have hereunto set my hand this 6th day of March 2020 in the City of Manila, Philippines.



Niño R. Alvina
NIÑO RAYMOND B. ALVINA
Executive Director

22246

SUBSCRIBED AND SWORN to before me this 6th day of March 2020 in the City of Manila, Philippines, with affiant exhibiting to me his Philippine Passport No. S0012122A issued on 06 November 2019 in Manila, Philippines.

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Series of _____