



CERTIFICATE OF COMPLIANCE
Year: 2023

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, **CONSOLACION Q. AGCAOILI**, Filipino, of legal age, Executive Director of the **Bureau of Local Government Finance** of the Department of Finance (BLGF-DOF), 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 Bureau of Local Government Finance, including its 15 Regional Offices, has established its Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2021 Edition 2.2

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

<input type="checkbox"/>	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
<input type="checkbox"/>	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
<input type="checkbox"/>	Official website/Online Posting

3. 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.

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);
 - c. Comprehensive and uniform checklist of requirements for each type of application or request;
 - d. Classification of service;
 - i. Type of transaction;
 - ii. Who may avail;
 - e. Client steps and agency actions to obtain a particular service;
 - f. Person responsible for each step;
 - g. Processing time per step and total;
 - h. Fee/s to be paid per step and total, if necessary.
 - i. Procedure for filing complaints and feedback;
 - j. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanism; and
 - k. List of Offices
5. The Citizen's Charter Information Billboard 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 Office to complement the information on the services indicated in the Information Billboard.
7. The Citizen's Charter Handbook version is uploaded on the BLGF through a tab or link specifically for the most visible space or area of the official website and at the BLGF official social media page (Facebook).
8. The Citizen's Charter is written in English and published as an information material.
9. There is an established Client Satisfaction Measurement per service.
10. The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service, pursuant to Sec. 8 of R.A. 11032.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.




CONSOLACION Q. AGCAOILI
Executive Director
Bureau of Local Government Finance



Republic of the Philippines
DEPARTMENT OF FINANCE
BUREAU OF LOCAL GOVERNMENT FINANCE
8F EDPG Bldg., Bangko Sentral ng Pilipinas Complex, Roxas Blvd. cor. P. Ocampo Sr. St., 1004, Manila
blgf.gov.ph | records@blgf.gov.ph



Annex "C"
Zero Backlog Certification

ZERO BACKLOG CERTIFICATION

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 2008, and for Other Purposes


I, **CONSOLACION Q. AGCAOILI**, Filipino, of legal age, **EXECUTIVE DIRECTOR** of the **BUREAU OF LOCAL GOVERNMENT FINANCE**, the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1. The **BUREAU OF LOCAL GOVERNMENT FINANCE**, including its **15 REGIONAL OFFICES** adhere to the responsibility to render fast, efficient, convenient, reliable service.
2. The government office enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter.
3. All the services/transactions are processed within the prescribed processing time set under R.A. 11032.

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered period.

IN WITNESS THEREOF, I have hereunto set my hand this **12th** of **APRIL 2024** in **MANILA, PHILIPPINES**.




CONSOLACION Q. AGCAOILI
Executive Director