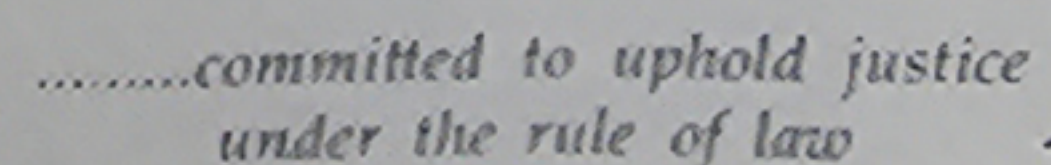


*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

- 1) The OGCC 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;
    - 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 information kiosks, electronic billboards, posters, tarpaulins 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 either in English, Filipino, and/or in the local dialect 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.

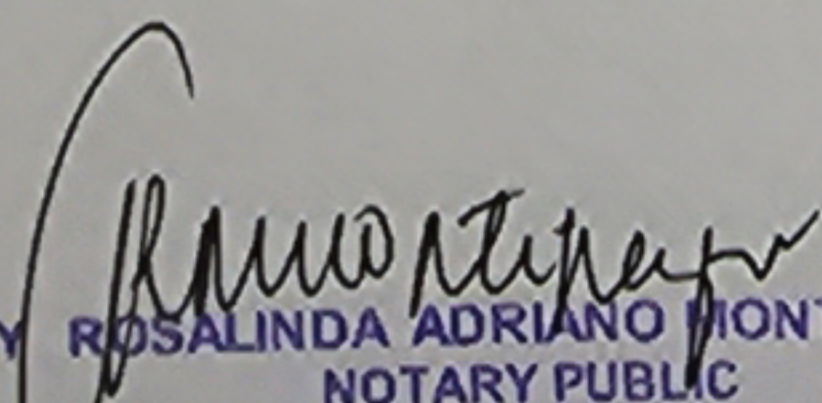
**IN WITNESS WHEREOF**, I have hereunto set my hand this 10<sup>th</sup> day of October 2023 in Quezon City, Metro Manila, Philippines.

  
**ROGELIO V. QUEVEDO**  
Government Corporate Counsel  
Office of the Government Corporate Counsel

**SUBSCRIBED AND SWORN** to before me this MAR 08 2024 in Quezon City, Metro Manila, Philippines, with affiant exhibiting to me his OGCC ID No. 001 issued at Quezon City.

**NOTARY PUBLIC**

Doc. No. 77  
Page No. 16  
Book No. XIII  
Series of 2024

  
**ATTY. ROSALINDA ADRIANO MONTENEGRO**  
NOTARY PUBLIC  
My Commission Expires on Dec. 31, 2024  
PTR No. 3544256 - 01/05/2024-Q.C.  
IBP OR No. 195704 - 01/05/2024-Q.C.  
ROLL No. 68465  
MCLE Compliance No. V1-005347- 14 April 2023

.....committed to uphold justice  
under the rule of law





Office of the Department Secretary  
OFFICE OF THE GOVERNMENT  
CORPORATE COUNSEL  
Department of Justice, Kabanatuan Rd.  
Pasig City, Metro Manila



ID NO. 001

**ROGELIO V. QUEVEDO**  
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PAGIBIG: 102002848875  
BLOOD TYPE: O  
BIRTHDATE: APRIL 15, 1956

Please notify in case of emergency:  
**MA. LINDA E. QUEVEDO**  
09209201000

In case of loss, please return to OGCC

**JESUS CRISPIN C. REMULLA**  
Secretary of Justice