



Republic of the Philippines  
Department of Social Welfare and Development

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**CERTIFICATION OF COMPLIANCE**

Pursuant to Republic Act 9485; An Acts to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and providing Penalties Therefore

I, CORAZON JULIANO-SOLIMAN, Filipino, of legal age, Secretary of DSWD, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The DSWD has established its service standards known as the Citizen's Charter that enumerate the following:
  - a) Vision and mission of the agency
  - b) Frontline services offered
  - c) Step-by-step procedure in availing of frontline services
  - d) Employee responsible for each step
  - e) Time needed to complete the procedure
  - f) Amount of fee
  - g) Required documents
  - h) Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of DSWD that deliver frontline services.
3. The Citizens Charter is positioned 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 or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on March 2008 and underwent review and revision on April 2012 as required under Section 4, Rule IV of the IRR. The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically:
  - a. Shortened turn-around time
  - b. Streamlining of procedures
  - c. Reduction in the number of signatories
  - d. Provision of assistance for special cases (WEDC, CNSP, Trafficked person) at CIU.
  - e. Provision of financial assistance thru petty cash at CIU.

This Certification is being issued to attest to the truth and 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 26th day of December 2013 at Quezon City, Philippines.

  
CORAZON JULIANO-SOLIMAN

Secretary