



### **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, **ATTY. JOFFREY M. SUYAO**, Filipino, of legal age, Regional Director of the Department of Labor and Employment - Regional Office No. X, being responsible and accountable in enduring 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 facts:

- 1) The **Department of Labor and Employment – Regional Office No. X** has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employees responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of **Department of Labor and Employment – Regional Office No. X** that deliver front line services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all 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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:



Republic of the Philippines  
**DEPARTMENT OF LABOR AND EMPLOYMENT**  
 Regional Office No. X  
 Cagayan de Oro City

| Frontline Service                                  | Process Improvement                   | Action Taken to Improve Process | Results/Benefits  |
|--|---------------------------------------|---------------------------------|---|
| Application for Alien Employment Permit (AEP)      | Reduce Process Cycle Time to 72 hours | Revised the Process             | 726 Application for Alien Employment Permit (AEP) were process within 72 hours        |
| Registration on Collective Bargaining Agreement    | Reduce Process Cycle Time to 72 hours | Revised the Process             | 15 Registration on Collective Bargaining Agreement were process within 72 hours       |
| Registration of Job Contractor and Sub-Contractor  | Reduce Process Cycle Time to 72 hours | Revised the Process             | 36 Registration of Job Contractor and Sub-Contractor were process within 72 hours     |
| Approval of Construction Safety and Health Program | Reduce Process Cycle Time to 72 hours | Revised the Process             | 1,995 Approval of Construction Safety and Health Program were process within 72 hours |
| Clearance to Conduct Jobs Fair                     | Reduce Process Cycle Time to 72 hours | Revised the Process             | 15 Clearance to Conduct Jobs Fair were process within 72 hours                        |
| Registration of Workers' Association               | Reduce Process Cycle Time to 72 hours | Revised the Process             | 198 Registration of Workers' Association were process within 72 hours                 |
| Registration of Union                              | Reduce Process Cycle Time to 72 hours | Revised the Process             | 4 Registration of Union were process within 72 hours                                  |
| Application of Working Child's Permit              | Reduce Process Cycle Time to 72 hours | Revised the Process             | No application received   |

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 30<sup>th</sup> of July 2018 in Cagayan de Oro City, Philippines.

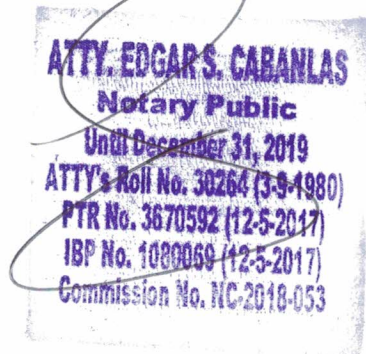
  
**ATTY. JOFFREY M. SUYAO**  
 Regional Director  
 DOLE - X

**JUL 30 2018**

SUBSCRIBE AND SWORN to before me this \_\_\_\_\_ of July 2018 in Cagayan de Oro City, Philippines, with affiant exhibiting to me his employee's ID issued on \_\_\_\_\_ at Cagayan de Oro City.

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NOTARY PUBLIC

  
**ATTY. EDGAR S. CABANLAS**  
 Notary Public  
 Until December 31, 2019  
 ATTY's Roll No. 30264 (3-9-1980)  
 PTR No. 3670592 (12-5-2017)  
 IBP No. 1000069 (12-5-2017)  
 Commission No. NC-2018-053