



**CERTIFICATE OF COMPLIANCE**

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, **EMMANUEL G. HERBOSA**, Filipino, of legal age, President and Chief Executive Officer of the Development Bank of the Philippines, 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 Development Bank of the Philippines including the DBP Financial Center, eight Lending Groups, 22 Lending Centers, 127 Branches and 10 Branch-lite Units, 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 Customer Feedback Satisfaction Rating per service in the respective business units.

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 17 of December 2019 in Makati City, Philippines.

Signature of EMMANUEL G. HERBOSA
President and Chief Executive Officer
Development Bank of the Philippines

SUBSCRIBED AND SWORN to before me this 17 of December 2019 in Makati City, Philippines, with affiant exhibiting to me Passport # P0038751A issued on 25 Aug 2016 at DFA NCR South

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DEC 06 2019
ATTY. GAILE DANTE A. CARAAN
Notary Public for and in Makati City
Appointment No. 11-336
Until 31, December 2019
Development Bank of the Philippines
DBP Bldg. Sen. Gil J. Puyat Avenue
corner Makati Avenue, 1225 Makati City
PTR Exempt Under E.A. 7160
SP Lifetime Member No. 01624; Salangas Chapter
of agency No. 50124

