



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, **FE SUSAN Z. PRADO**, Filipino, of legal age, Executive Vice President and current Officer-in-Charge of the Development Bank of the Philippines, hereby declare and certify the following facts:

- 1) The Development Bank of the Philippines including its DBP Financial Center, eight Lending Groups, 32 Lending Centers, 129 Branches and 11 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;
iii. Maximum time needed to conclude the process;
iv. Document/s to be presented by the applicant or requesting party, if necessary;
v. 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 in English 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 a feedback mechanism in place that requires submission of customer feedback forms by all branches, lending offices and identified head office business units on a monthly basis that measures satisfaction levels on the product/s availed by their respective customers.

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 03 of December 2020 in Makati City, Philippines.

FE SUSAN Z. PRADO
Officer-in-Charge

Development Bank of the Philippines
(per Office Order No. 324 dated 1 December 2020)

SUBSCRIBED AND SWORN to before me this ___ of December 2020 in Makati City, Philippines, with affiant exhibiting to me her Passport #143546OB issued on 11 April 2019 at Manila.

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Series of

Atty. WILFIMELL S. TOLENTINO
Notary Public
Appointment No.
Makati City, until December 31, 2020
10th Flr. DBP Bldg., Sen. Gil Puyat Ave., Makati City
Roll No. 54315, IBP No.
PTR Exempt Under