

## **CERTIFICATE OF COMPLIANCE** **Year: 2024**

*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, **Elcid C. Pangilinan**, Filipino, of legal age, **Senior Vice President/Head of the Strategy & Knowledge Management Group and Chairperson of the Committee on Anti-Red Tape** of the **Land Bank of the Philippines**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1. The **Land Bank of the Philippines** including its **86 Head Office units; 532 Branches; 9 Branch-lites; 16 Agri-hubs; 43 LEAFs; 2 Mobile Branches; 3 Telling Booths and 2 FX Booths; 59 Lending Centers; 14 Field Support Services Centers; 6 Trust Desks; 57 Accounting Centers and 3 Accounting Units; and 26 Field Legal Services Units** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2024, 1st Edition

2. The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
✓	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
✓	Official website/Online Posting

3. The Citizen's Charter Information Billboard enumerates the following information:

- a. Most availed external services;
- b. Checklist of requirements for each type of application or request;
- c. Maximum processing time;
- d. Fee/s to be paid, if necessary; and
- e. Procedure for filing complaints and feedback.

The name of the person responsible for each step is specified in the posted organizational chart in the premises.

4. The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);

- i. Comprehensive and uniform checklist of requirements for each type of application or request;
  - ii. Classification of service;
  - iii. Type of transaction;
  - iv. Who may avail;
  - v. Client steps and agency actions to obtain a particular service;
  - vi. Processing time per step and total; and
  - vii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
  - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
  - e. List of Offices

The name of the person responsible for each step is specified in the posted organizational chart in the premises.

5. The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
6. The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline office to complement the information on the services indicated in the Information Billboard.
7. The Citizen's Charter Handbook version is uploaded in the LANDBANK website as a separate link, located at the lower right portion of the homepage, and as a link in the Transparency Seal.
8. The Citizen's Charter is written in English and published as an information material.
9. There is an established Client Satisfaction Measurement.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

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**SVP ELCID C. PANGILINAN**  
Chairperson, Committee on Anti-Red Tape  
Land Bank of the Philippines