



## 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, **CECILIA C. BORROMELO**, Filipino, of legal age, **President and CEO** of the **Land 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 Land Bank of the Philippines with its 143 Head Office units; 412 Branches; 5 Branch-lites; 6 Agri-hubs; 48 LEAFs; 2 Mobile Branches; 6 Teller Booths and 2 FX Booths; 55 Lending Centers; 12 Agrarian Operations Centers; 6 Trust Desks; 66 Accounting Centers and 8 Accounting Units; 26 Field Legal Services Units and 5 Area Legal Units and 55 Property Valuation and Credit Information Department (PVCID) Field Teams, 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 Client Satisfaction Measurement per service in the respective offices.

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 1<sup>st</sup> of December 2021 in Manila, Philippines.

**CECILIA C. BORROMELO**  
President and CEO  
Land Bank of the Philippines

**SUBSCRIBED AND SWORN** to before me this DEC 02 2021 in Manila, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

**NOTARY PUBLIC/ ADMINISTERING OFFICER** in the City of Manila

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