



REPUBLIC OF THE PHILIPPINES
OFFICE OF THE PRESIDENT
METROPOLITAN MANILA DEVELOPMENT AUTHORITY
(Pangasiwaan Sa Pagpapalunlad Ng Kalakhang Maynila)
ISO 9001:2015 CERTIFIED



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, **Danilo Delapuz Lim**, Filipino, of legal age, **Chairman**, 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 Metropolitan Manila Development Authority (MMDA) 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 on 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;
 - 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 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 6th day of December, 2019 in Makati City, Metro Manila Philippines.


DANILO DELAPUZ LIM
Chairman 

SUBSCRIBED AND SWORN to before me this DEC of 11 2019, _____ in
CITY OF MAKATI, Philippines, with affiant exhibiting to me his _____
issued on _____ at _____.

Doc. No. 162
Page No. 34
Book No. XVIII
Series No. 2019


ATTY. FLORIDA G. RUIZ
Notary Public for Makati City
Appointment No. M-135
Until December 31, 2019
PTR No. 6589537 / 12-8-2017 / Makati City
Roll of Atty. No. 60872
IBP No. 018365 / 12-6-2017 / Makati City
MCLE Compliance No. V-0008021
7th Flr. MMDA Bldg. Orense St.
Guadalupe Nuevo Cor. EDSA
Makati City, 1212