



## COMMISSION ON HUMAN RIGHTS

### CERTIFICATE OF COMPLIANCE

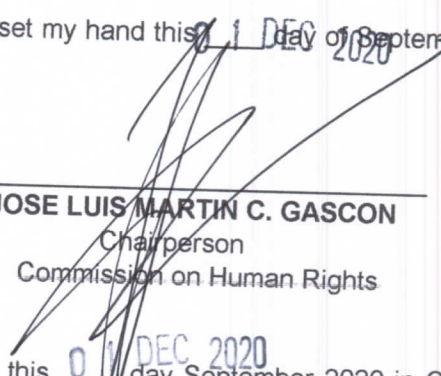
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **JOSE LUIS MARTIN C. GASCON**, Filipino, of legal age, **CHAIRPERSON** of the **COMMISSION ON HUMAN RIGHTS**, 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 **COMMISSION ON HUMAN RIGHTS** including its **SIXTEEN (16) REGIONAL OFFICES** has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Mandate, Vision, Mission and Service Pledge of the agency;
  - b. Government services (External and Internal 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. Feedback and Complaints Mechanism;
  - d. List of Offices
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosk, electronic billboards, posters, tarpaulin 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 ink 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 in the offices.

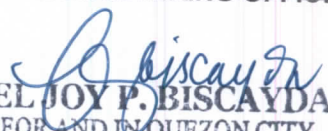
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 01 day of DEC 2020 in Quezon City, Philippines.

  
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JOSE LUIS MARTIN C. GASCON  
Chairperson  
Commission on Human Rights

SUBSCRIBED AND SWORN to before me this 01 day of DEC 2020 in Quezon City, Philippines, with affiant exhibiting to me his CHR ID No. 0481 issued on June 2015 at Quezon City.

NOTARY PUBLIC/ ADMINISTERING OFFICER

  
ATTY. KRISTEL JOY P. BISCAYDA  
NOTARY PUBLIC FOR AND IN QUEZON CITY  
RM. 201, SAAC BUILDING, UP DILIMAN, QUEZON CITY  
ROLL NO. 65169  
IBP LIFETIME MEMBERSHIP NO. 018561 CEBU  
PTR NO. 9399785C 01/08/2020 Quezon City  
MCLE COMPLIANCE NO. VI-0005361  
ADMINISTRATIVE MATTER NO. NP-313 (2019-2020)  
COMMISSION EXPIRES ON DECEMBER 31, 2020

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