



CERTIFICATE OF COMPLIANCE Year: 2025

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, **ATTY. ALBERTO B. SIPACO, JR.**, Filipino, of legal age, **President & CEO** of the **Philippine Mining Development Corporation**, 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 **PHILIPPINE MINING DEVELOPMENT CORPORATION** including its **Mindanao Regional Offices** 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' Charter Handbook Edition: 2025, 1st Edition
Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter *are* present:

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

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



- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fees to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 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;
 - m. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fees 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*
- 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 offices to complement the information on the services indicated in the Information Billboard.*
 - 7) *The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.*
 - 8) *The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.*
 - 9) *There is an established Client Satisfaction Measurement per service.*

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


ATTY. ALBERTO B. SIRACO, Jr.
President & CEO 
Philippine Mining Development Corporation 