



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, **DR. LARRY R. LACSON**, Filipino, of legal age, **Administrator** of the **National Food Authority**, 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 National Food Authority (NFA) including its Central Office, Fifteen (15) Regional Offices, and Forty-Five (45) Branch 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's Charter Handbook Edition 2025, 1st Edition

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

<input checked="" type="checkbox"/>	Citizen's Charter Information Billboard (In the form of electronic billboards, posters, others)
<input checked="" type="checkbox"/>	Citizen's Charter Handbook (Aligned with reference B of ARTA Memorandum Circular No. 2019-002)
<input checked="" type="checkbox"/>	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 request;
- c. Name of person responsible;
- d. Maximum Processing time
- e. Fee/s to be paid, of necessary; and
- f. Procedure for filing complaints and feedback.

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

Vision and mission of the Agency;


- 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 transactions;
 - iv. Who may avail;
 - v. Clients step and agency action to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total, if necessary; and
 - viii. Fees to be paid per step and total, if necessary;
 - c. Procedure for filing complaints;
 - 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 window/counters of each front frontline office 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 through a tab or link specifically for the Citizen's Charter, located at the most visible space of 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.


LARRY R. LACSON, Ph. D.

Administrator

National Food Authority 

SUBSCRIBED AND SWORN to before me this 31st of March 2025 in Quezon City, Philippines, with affiant exhibiting to me her NFA ID issued as Administrator at _____.

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IBP Lifetime Member No. 013573- Camarines Norte Chapter
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