



Republic of the Philippines
Tourism Infrastructure and Enterprise Zone Authority
Balicasag Island Dive Resort



CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor.

I, **ELLEONOR GUMASTIN-GULANGAN**, Filipino, of legal age, Officer-In-Charge of the **Balicasag Island Dive Resort (BIDR)** being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The Balicasag Island Dive Resort has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the entity;
 - b. Frontline services offered;
 - c. Step-by-step procedure in availing of frontline services;
 - d. Employee responsible for each step;
 - e. Time needed to complete the procedure;
 - f. Amount of fees;
 - g. Required documents; and
 - h. Procedure for filling complaints
2. The Citizen's Charter is posted as information billboards in all service offices of BIDR that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the resort or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written in English and published as an information material (i.e booklet or brochure).
5. The Citizen's Charter is uploaded in the resort's website and accessible to the public.
6. The resort has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.

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 HEREOF, I have hereunto set my hand this _____ day of _____ 2021 in Tagbilaran City, Bohol, Philippines.

ELLEONOR GUMASTIN-GULANGAN
Officer-In-Charge

SUBSCRIBED AND SWORN to before me this _____ day of _____ 2021 in Tagbilaran City, Bohol, Philippines with affiant exhibiting to me her issued UMID Card No. CRN-021-1746-9784-3.

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