



LANDBANK

WE HELP YOU GROW

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, **CECILIA C. BORROMELO**, Filipino, of legal age, **President and CEO** of the **Land Bank of the Philippines**, 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 **Land Bank of the Philippines**, with its **405 branches, 46 Lending Centers, 69 Accounting Centers, 46 Property Valuation and Credit Investigation Department (PVCID) Field Teams, 23 Field Legal Services Units and 12 Agrarian Operations Centers**, 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 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. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information handbook that could be easily understood by the public.
- 3) The Citizen's Charter is available at the front desk of the LANDBANK Plaza.
- 4) The Citizen's Charter is written in English and published as an information material.
- 5) The Citizen's Charter is uploaded in the LANDBANK website through a link specifically for the Citizen's Charter, 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 of December 2019 in Manila, Philippines.

RECEIVED	
ANTI-RED TAPE AUTHORITY	
Received By:	Rivera, Lanie
Date and Time:	12.06.19 12:40
DTS No:	19-08943

Cecilia C. Borromeo
CECILIA C. BORROMELO
 President and CEO
 Land Bank of the Philippines *[Signature]*

SUBSCRIBED AND SWORN to before me this 6th of December 2019 in Manila, Philippines, with affiant exhibiting to me her LBP ID No. 4443 issued on _____ at _____

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 Book No. III
 Series of 299

NOTARY PUBLIC/ADMINISTERING OFFICER

Marc Justin Basilio M. Mabag
MARC JUSTIN BASILIO M. MABAG
 Notary Public for and in the City of Manila
 Commission No. 2008-058 until 12.31.19
 1598 M.H. Del Pilar cor. Dr. Quintos Sts., Malate, Manila
 Roll No. 64218/PTR No. 8013222/01.04.19/Manila
 IBP No. 057688/12.23.18/PPM