

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, **Annabelle V. Briones**, Filipino, of legal age, **Director IV and CART Chairperson** of the **Industrial Technology Development Institute**, 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 **Industrial Technology Development Institute** 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: 2024, 1st Edition

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

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

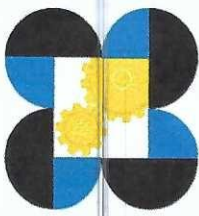
- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s 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;
 - iii. 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. Fee/s 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

Inspired by Technology, Driven by Innovation



- 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.

SUBSCRIBED AND SWORN to before me this
JAN 30 2025 at the San Pedro City, Laguna
 affairs) having exhibited to me his/her/their
 competent evidence of identity written below
 his/her/their name with its details.

DR. ANNABELLE V. BRIONES
 Director IV
 Industrial Technology Development Institute

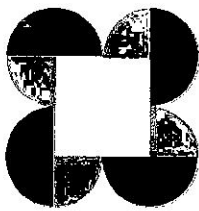
Doc. No. 32 ;
 Page No. 8 ;
 Book No. LXII ;
 Series of 2025

ATTY. CHONA M. ORBITA
 Notarial Commission No. SPL-31-24
 Notary Public for San Pedro City, Laguna
 Until December 31, 2026
 Roll No. 62288
 IBP No. 475984 / November 11, 2024 / Laguna
 PTR No. 14763730 / January 2, 2025 / Muntinlupa City
 MCLE VII-0031638 Valid until April 14, 2025
 Phase 2 B1 L31, San Agustin St., Pacita Complex 1
 San Pedro City, Laguna

Inspired by Technology, Driven by Innovation

Membership

ASEAN Consultative Committee for Standards & Quality - Rubber-Based Product Working Group | ASEAN Rubber Testing Laboratory Committee | Asia Nano Forum (ANF) | Asia-Pacific Food Analysis Network (APFAN) | Asia Packaging Network (APN) | Asia Pacific Legal Metrology Forum (APLMF) | Asia Pacific Metrology Programme (APMP) | General Conference on Weights and Measures (CGPM) | ISTA Global and Asia Pacific | International Association of Packaging Research Institutes (IAPRI)



CERTIFICATE OF COMPLIANCE **Year: 2024**

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, **Annabelle V. Briones**, Filipino, of legal age, **Director IV and CART Chairperson** of the **Industrial Technology Development Institute**, 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 **Industrial Technology Development Institute** 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: 2023, 1st Edition

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

✓	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
✓	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
✓	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. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

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

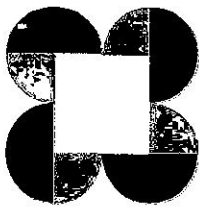
- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. 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;
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02-26-110



- 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.
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DR. ANNABELLE V. BRIONES
Director IV
Industrial Technology Development Institute

Inspired by Technology, Driven by Innovation

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DR. ANNABELLE V. BRIONES
 Director
 Industrial Technology Development Institute

SUBSCRIBED AND SWORN to be me this 18 JAN 2024, in Taguig, Philippines, with affiant exhibiting me her Passport with ID No. S0024006A, issued on 27 April 2022 at DFA Manila.

NOTARY PUBLIC

Doc No. 230

Page No. 47

Book No. XVI

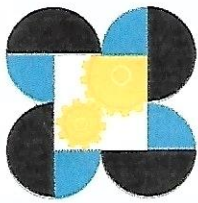
Series of 2024

ATTY. ISRAEL JACOB R. ZARAGOZA
 Notary Public
 Roll of Attorney No. 65853
 PTR No. A-6058230: 10/17/2023 Taguig
 IBP No. 3633/5: 10/10/2023
 MCLE COMPLIANCE No. VII-0000255
 Appointment No. 5 (2024-2025)
 Valid Until December 31, 2024

Inspired by Technology, Driven by Innovation

Membership

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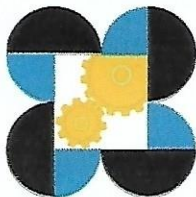
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DR. ANNABELLE V. BRIONES
 Director
 Industrial Technology Development Institute

FEB 01 2023 CITY OF TAGUIG

SUBSCRIBED AND SWORN to before me this _____, in _____, Philippines, with affiant exhibiting me her Passport with ID No. S0024006A, issued on 27 April 2022 at DFA Manila.

NOTARY PUBLIC

Doc. No. 154

Page No. 33

Book No. 2

Series of 2023.

ATTY. JESUS F. APUYOD

Appointment No. 27 (2023-2024)

Notary Public for Taguig City, until December 31, 2024

4140 Gen. Santos Ave., Lower Bicutan, Taguig City

PTR No. A-5788-176 / 4 Jan. 2023 / Taguig City

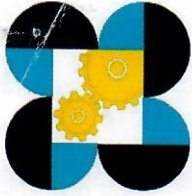
Roll No. 57266 / IBP Lifetime No. 012164 / RSM Chapter

MCLE Compliance No. VII - 000365 / valid until 14 April 2025

Inspired by Technology, Driven by Innovation

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CERTIFICATE OF COMPLIANCE Year: 2021

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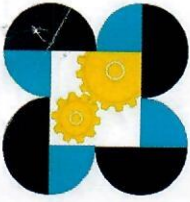
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Republic of the Philippines
Department of Science and Technology
INDUSTRIAL TECHNOLOGY DEVELOPMENT INSTITUTE
DOST Compound, General Santos Ave., Bicutan, Taguig City
Tel. Nos.: 8837-2071 to 82 (DOST Trunklines)
Telefax No.: 8837-3167 / 8837-6150
www.itdi.dost.gov.ph



Management
System
ISO 9001:2015



www.tuv.com
ID 9108635715

- 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.
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DR. ANNABELLE V. BRIONES

Director

Industrial Technology Development Institute

Inspired by Technology, Driven by Innovation

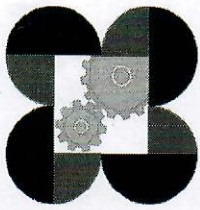
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SUBSCRIBED AND SWORN to before me a notary public this **4th** day of **March, 2022** at **Taguig City**, affiants **DR. ANNABELLE V. BRIONES** exhibiting their **Passport Id No.:** **S0010495A** issued in _____.

Doc. No.: 323 ;
Page No.: 66 ;
Book No.: X ;
Series of 2022 .


ATTY. ISRAEL JACOB R. ZARAGOZA
NOTARY PUBLIC
Roll of Attorney No. 65853
PTR No. A5378471; 01/04/2022 TAGUIG
IBP No. 147570; 11/04/2021 RSM
MCLE COMPLIANCE No. VII-0000255
VALID UNTIL June 30, 2022



CERTIFICATE OF COMPLIANCE


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- 1) The **Industrial Technology Development Institute** including its (number of Regional Offices/Branches/Service Offices/Campuses) 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 billboard through interactive information kiosks, electronic billboards, posters, tarpaulins 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.
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- 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 (day) of (month), (year) in Bicutan, Taguig City, Philippines.



ANNABELLE V. BRIONES, Ph.D.
Director
Industrial Technology Development Institute

SUBSCRIBED AND SWORN to before me this (day) of (month) 2021 in Bicutan, Taguig City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance).

Doc. No. 444
Page No. 90
Book No. IX
Series of 2021


ATTY. ISRAEL JACOB R. ZARAGOZA
NOTARY PUBLIC
Roll of Attorney No. 65853
PTR No. A5063630: 01/01/2021 TAGUIG
IBP No. 120766: 12/05/2020 RSM
MCLE COMPLIANCE No. VII-0000255
VALID UNTIL 31 DEC 2021



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- 1) The **Industrial Technology Development Institute** including its (number of Regional Offices/Branches/Service Offices/Campuses) 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;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins 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 link 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 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 (day) of (month), (year) in Bicutan, Taguig City, Philippines.



ANNABELLE V. BRIONES, Ph.D.

Director

Industrial Technology Development Institute

JUL 22 2020

SUBSCRIBED AND SWORN to before me this (day) of (month) 2020 in Bicutan, Taguig City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).


ATTY. MARION IVY DE LA CRUZ DECENA
NOTARY PUBLIC/ ADMINISTERING OFFICER

NOTARY PUBLIC

For the City of Taguig

Appointment No. 18 (2020-2021)

DOST-TAPI, Gen. Santos Ave., Bicutan, Taguig City

Roll of Attorneys 52998

PTR No. A-4228855; 1/2/20; Taguig City

IBP No.093156; 10/14/20; Pasig City

MCLE Compliance No. VI- 0021661

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