



Republic of the Philippines
Department of Environment and Natural Resources
MINES AND GEOSCIENCES BUREAU

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11 November 2021

Atty. Jeremiah B. Belgica, REB, EnP

Director General

Anti-Red Tape Authority (ARTA)

4th and 5th Floor, NFA Building, NFA Compound

Visayas Avenue, Quezon City

**Subject: Submission of Mines and Geosciences Bureau Citizen's Charter
for 2021 1st edition Certificate of Compliance**

Dear **Director General Belgica:**

Greetings!

This has reference to the Section 5.0 of Memorandum Circular (MC) No. 2021-01 dated 23 June 2021 issued by the AO25 Inter-Agency Task Force re: Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2021 which requires the Bureau to submit its most current and updated Citizen's Charter. The said MC reiterated that the Citizen's Charter must reflect the agency's improved and streamlined procedure for all of its government services to citizens, businesses and government agencies.

Relative to the above, please refer to the attached Certificate of Compliance for your reference and perusal. The updated copy of the Citizen's Charter can be accessed through our official website at <http://www.mgb.gov.ph>.

We hope our submission merits your requirements.

Thank you very much.

Very truly yours,

Atty. WILFREDO G. MONCANO
Director

Encl.: as stated

**"MINING SHALL BE PRO-PEOPLE AND PRO-ENVIRONMENT
IN SUSTAINING WEALTH CREATION AND IMPROVED QUALITY OF LIFE"**



4-29-777



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, **WILFREDO G. MONCANO**, Filipino, of legal age, **Director** of the **Mines and Geosciences Bureau**, 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 **Mines and Geosciences Bureau** including its *Central Office and fifteen (15) Regional Offices* 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;
 - 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 (city, province), Philippines.


WILFREDO G. MONCANO
 Director
 Mines and Geosciences Bureau



9/1/2021 Certificate 3:40 PM

SUBSCRIBED AND SWORN to before me this 03 of SEP in QUEZON CITY, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

ATTY MICHAEL DARWIN M. BAYOTAS
 NOTARY PUBLIC FOR QUEZON CITY
 COMMISSION NO. _____ 2019-2020
 COMMISSION EXTENDED UNTIL DECEMBER 31, 2021
 AS PER ENBANCMENT OF THE SUPREME COURT
 UNIT 204 TONY GALVEZ BUILDING SOUTH AVENUE
 ARANETA CENTER, QUEZON CITY
 PTR NO 0599225 JULY 11, 2017 JAN 4, 2021
 RETIREMENT NO 011271 QUEZON CITY NOV 07 2017
 MULE COMPLIANCE NO 0000000000 MAY 29 2017
 ATTORNEY'S REG. NO. 56180
 TAX ID NO. 774-95-264-000

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