



Department of Agriculture
PHILIPPINE CARABAO CENTER
CERTIFIED: ISO 9001 | ISO 14001 | ISO 45001

Annex A
New COC Template

CERTIFICATE OF COMPLIANCE
Year: 2022

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, **RONNIE D. DOMINGO**, Filipino, of legal age, **OIC-Executive Director** of the **Philippine Carabao Center**, 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 **Philippine Carabao Center** including its **12 Regional Centers** 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: 2022, 2nd 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:

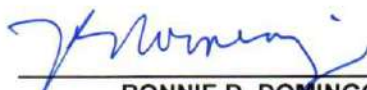
- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

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

- a. Mandate, vision, mission, and service pledge of the agency;

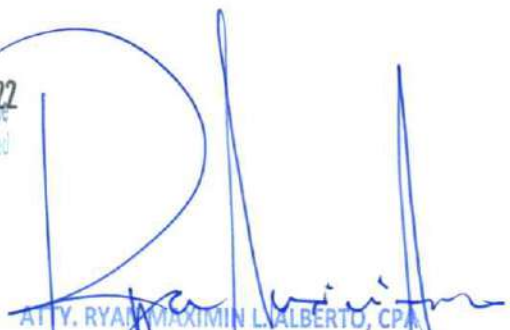
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - 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
- 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.



RONNIE D. DOMINGO
 OIC-Executive Director
 Philippine Carabao Center

SUBSCRIBED and SWORN to before me this 28 MAY, 2022, in the
 Science City of Muñoz, Nueva Ecija, by the Affiant whom I have identified
 through his / her competent evidence of identity.


 ATTY. RYAN MAXIMIN L. VALBERTO, CPA
 NOTARY PUBLIC
 SD2020-005 Until December 31, 2022
 ROLL NO. 72738; 06-17-2019
 PTR No. 0042453; 01-03-2022
 BP OR No. 16832; 12-20-2021
 MCLC Compliance No.: VII-0006310
 317 TOBIAS ST., BARTUG, SCIENCE CITY OF MUÑOZ, N.E.
 Tel. No. (044) 940-3227 / CP No. 0917-3235359

Proc. No. 35
 Page No. 7
 Book No. 8
 Series of 2022



CERTIFICATE OF COMPLIANCE

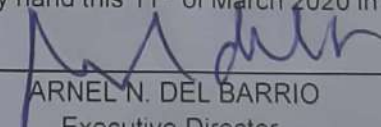
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, ARNEL N. DEL BARRIO, Filipino, of legal age, Executive Director of the Philippine Carabao Center, 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 Philippine Carabao Center including its 12 Regional 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;
 - 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.

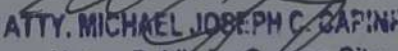
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 11th of March 2020 in Quezon City.



 ARNEL N. DEL BARRIO
 Executive Director
 Philippine Carabao Center

SUBSCRIBED AND SWORN to before me this MAR 11 2020 2020 in QUEZON CITY, Philippines, with affiant exhibiting to me his/her PCC ID issued on _____ at Philippine Carabao Center.


 ATTY. MICHAEL JOSEPH C. SAPINPIN
 Notary Public for Quezon City
 NOTARY PUBLIC / ADMINISTERING OFFICER
 Until December 31, 2020
 PTR No. 7446398 / 1-10-20/ Q.C.
 IBP Lifetime No. 08330
 ROLL No. 56499
 MCLE Compliance No. VI-0008395
 Adm Matter No. NI2-131 (2020-2021)
 10th Malakas Lane, Iggay Central Q.C.

Doc. No. 291
Page No. 100
Book No. #
Series of 30





CERTIFICATION of COMPLIANCE

Pursuant to Republic Act 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, ARNEL N. DEL BARRIO, Filipino, of legal age, Executive Director of the Philippine Carabao Center, 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 Philippine Carabao Center including its 12 Regional Centers has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - 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 dates
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of Philippine Carabao Center that deliver frontline services.
- 3) The Citizen's Charter is positioned 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, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Please see attached	Please see attached	Please see attached	Please see attached

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 THEREOF, I have hereunto set my hand this 26th of July, 2018 in Science City of Muñoz, Nueva Ecija, Philippines.

ARNEL N. DEL BARRIO
Executive Director
Philippine Carabao Center

SUBSCRIBED AND SWORN to before me this JUL 27 2018 of 20 in SCIENCE CITY OF MUNOZ, Philippines, with affiant exhibiting to me his/her PCC ID issued on _____ at Philippine Carabao Center

Doc. No. 316
Page No. 68
Book No. 232
Series of 2018

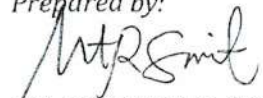
NOTARY PUBLIC
RODOLFO T. TOBIAS
NOTARY PUBLIC
UNTIL DECEMBER 31, 2018
PTR NO. 4962981 ; 01-03-2018
SCIENCE CITY OF MUNOZ, NUEVA ECJIA
ROLL NO: 39824

PROGRAM CONTRACT	PROVISIONS	RECOMMENDED & APPROVED CHANGE IN THE PROVISIONS BY THE PROGRAM MANAGEMENT COMMITTEE (PMC) as of July 19, 2018
Modified Paiwi	<p>Requirements</p> <p>a. Cooperative/Association Dairy Module</p> <ol style="list-style-type: none"> (1) Letter or resolution requesting for 25 head buffalo dairy module addressed to PCC Executive Director or his/her authorized representative (2) Masterlist of the Cooperative Members (3) List of members endorsed by the Officers of the Cooperative/ Association to avail of the dairy buffalo module (4) Certificate of being a legal entity (CDA/DOLE/SEC registration) (5) Certificate of Good Standing (if registered with the CDA) (6) Accomplishment Report, preferably for the last two (2) years (7) Current inventory of carabaos in the area where the association or cooperative is operating (8) List of schools and student population (9) History of the Barangay where the Cooperative is located (10) Socio-economic profile of the community/town (11) Passed the ocular inspection, field visit and validation of identity by PCC (12) Attendance to orientation meeting with the Officers and Members (13) Undergo trainings on Social Preparation (SPT) and Basic Buffalo Management: Issuance of Training Certificate by the SPT Team (14) Submit photocopy (certified true copy) of the Guarantee/Mortuary Fund Bank Deposit (or 	<p>Reduce the number of requirements from 16 to 7.</p> <p>Remove the following:</p> <ul style="list-style-type: none"> • Masterlist of the cooperative members • Certificate of Good Standing (if registered with the CDA) • Accomplishment Report, preferably for the last two (2) years • List of schools and student population • History of the barangay where the cooperative/association is located • Socio-economic profile of the community/town <p>Requirement will include the following:</p> <p>Basic Requirements:</p> <ol style="list-style-type: none"> (1) Letter or resolution requesting for 25 head dairy buffalo module with attached list of members endorsed by the Officers of the Cooperative/ Association (2) Certificate of being a legal entity <p>2nd Level Requirements:</p> <ol style="list-style-type: none"> (3) Passed the ocular inspection, field visit and validation of identity by PCC (4) Attendance to orientation meeting with the Officers and Members (5) Attendance to Social Preparation (SPT) and Basic Buffalo Management: Issuance of Training Certificate by the SPT Team (6) Submit photocopy (certified true copy) of the Guarantee/Mortuary Fund Bank Deposit (or livestock insurance in favor of PCC when the

mtf

	<p>livestock insurance when the animals are delivered)</p> <p>(15) Submit photocopy (certified true copy) of the resolution regarding Guarantee Fund between the Cooperative and the PCC Representative</p> <p>(16) Availability of resources: animal shed, forage production area/forage resource, clean and safe source of drinking water, electricity</p>	<p>animals are delivered) and resolution regarding Guarantee Fund between the Cooperative and the PCC Representative</p> <p>(7) Availability of resources: animal shed, forage production area/forage resource, clean and safe source of drinking water, electricity</p>
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Prepared by:



MA. THERESA R. SAWIT

OIC, Operations

ARTA COMPLIANCE TEMPLATE



Department of Agriculture
PHILIPPINE CARABAO CENTER
 National Headquarters and Gene Pool
 Science City of Muñoz, Nueva Ecija

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 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, ARNEL N. DEL BARRIO, Filipino, of legal age, Executive Director of Philippine Carabao Center, 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 truths:

1. **The PHILIPPINE CARABAO CENTER** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. **Vision and Mission of the Agency**
 - 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**
 - h. **Procedure for filing of complaints**
2. The Citizen's Charter is posted as information billboards in all the service offices of PHILIPPINE CARABAO CENTER that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information materials e.g. service guide booklet or brochure, primer).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on March 14, 2013 and underwent review and revision on none yet as required under section 4, Rule IV of the IRR. The Office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements and will be discussed during the Management Review meeting that resulted from the process review of frontline service delivery, specifically, (indicate process improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.)

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 29th day of June, 2016 in Science City of Munoz, Nueva Ecija Philippines.

ARNEL N. DEL BARRIO
 Acting Executive Director

Arnel N. Del Barrio
 6/29/16

ARTA COMPLIANCE TEMPLATE



CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 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, ARNEL N. DEL BARRIO, Filipino, of legal; age, Acting Executive Director of Philippine Carabao Center, 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 truths:

1. The **Philippine Carabao Center** has established its service standards known as the Citizen's Charter that enumerates the following:
2. The Citizen's Charter is posted as information billboards in all the service office of PHILIPPINE CARABAO CENTER that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information materials e.g. service guide booklet or brochure, primer.
5. The Citizens' Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on March 13, 2013 and underwent review and revision on none yet as required under section 4, Rule IV of the IPP. The Office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements and will be discussed during the Management Review meeting that the resulted from the process review of frontline service delivery, specifically, (indicate process improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.)

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 28th day of May 2015 at Science City of Muñoz, Nueva Ecija, Philippines.


ARNEL N. DEL BARRIO
 Acting Executive Director

ARTA COMPLIANCE TEMPLATE



Department of Agriculture
PHILIPPINE CARABAO CENTER
 National Headquarters and Gene Pool
 Science City of Muñoz, Nueva Ecija

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 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, ARNEL N. DEL BARRIO, Filipino, of legal age, Executive Director of Philippine Carabao Center, 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 truths:

1. **The PHILIPPINE CARABAO CENTER** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. **Vision and Mission of the Agency**
 - 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**
 - h. **Procedure for filing of complaints**
2. The Citizen's Charter is posted as information billboards in all the service offices of PHILIPPINE CARABAO CENTER that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information materials e.g. service guide booklet or brochure, primer).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on March 14, 2013 and underwent review and revision on none yet as required under section 4, Rule IV of the IRR. The Office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements and will be discussed during the Management Review meeting that resulted from the process review of frontline service delivery, specifically, (indicate process improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.)

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 17th day of July, 2014 in Science City of Munoz, Nueva Ecija Philippines.


ARNEL N. DEL BARRIO
 Acting Executive Director

ARTA COMPLIANCE TEMPLATE



Department of Agriculture
PHILIPPINE CARABAO CENTER
 National Headquarters and Genepool
 Science City of Muñoz, Nueva Ecija

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 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, LIBERTADO C. CRUZ, Filipino, of legal age, Executive Director of Philippine Carabao Center, 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 truths:

1. The **PHILIPPINE CARABAO CENTER** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the Agency
 - 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
 - h. Procedure for filing of complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of PHILIPPINE CARABAO CENTER that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information materials e.g. service guide booklet or brochure, primer).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on March 14, 2013 and underwent review and revision on none yet as required under section 4, Rule IV of the IRR. The Office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvement and will be discussed during the Management Review meeting that resulted from the process review of the frontline service delivery specifically,
 - a. Development of Village-Based AI Technician to provide 24/7 access to AI services
 - b. Development of Village-Based Paravet to provide 24/7 access to animal health services such as deworming, vaccination and prolapse treatment.

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 18th day of December, 2013 in Science City of Muñoz, Nueva Ecija, Philippines.

SUBSCRIBED and SWORN to before me this _____ at SAN JOSE
 J.T.Y. N. **DEC 26 2013**

Avegaile B. Escudero-Garcia

Notary Public

Maharlika Rd. San Jose City
 Nueva Ecija

Commission Expires on December 31, 2013

Roll of Attorneys No. 54696

PTR No. 8231060; 01/02/13 San Jose City

IEP Lifetime No. 010236-N.E. Chapter

LIBERTADO C. CRUZ
 Executive Director

Doc. No. 1126 ;
 Page No. 232 ;
 Book No. 27 ;
 Series of 8013 .