



Republic of the Philippines
Office of the President

PHILIPPINE DRUG ENFORCEMENT AGENCY

PDEA Bldg. NIA Northside Road, National Government Center, Barangay Pinyahan,
Quezon City 1100 | (02)927-9702; (02)928-4060; (02)928-0090; (02)928-6358; (02)928-5292

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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 Ant No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and Other Purposes

I, **WILKINS M VILLANUEVA, MPA, CESE**, Filipino, of legal age, Director General of the Philippine Drug Enforcement Agency (PDEA), 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 Drug Enforcement Agency including its 14 National Services and 17 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 or 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 of filing complaints.
- 2) The Citizen's Charter is posted as an information bulletin 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.



CERTIFICATION
INTERNATIONAL
ISO 9001:2015
CIP/5065/15/02/913

6) There is an established Client Satisfaction Measurement per service in the respective offices.

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

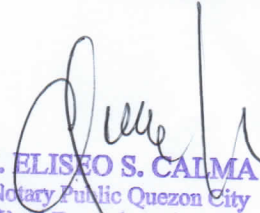
IN WITNESS WHEREOF, I have hereto set my hand this 25th of March, 2021 in Quezon City, Philippines.



WILKINS M VILLANUEVA, MPA, CESE
Director General *ds*

26 MAR 2021

SUBSCRIBED AND SWORN to before me this 26 of MAR, 2021
(day) (Month)
in QUEZON CITY, Philippines, with affiant exhibiting to me his _____
(City, Province) (government-issued ID)
issued on _____ at _____
(date of issuance) (place of issuance)



ATTY. ELISEO S. CALMA, JR.
Notary Public Quezon City
Until December 31, 2021

NOTARY PUBLIC/ADMINISTERING OFFICER

IBP NO. 095280/ROLL NO. 50183
MCLE COMP. NO. VI-0012817
ADM MATTER NO. NP-067

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