

**Office of the President  
of the Philippines  
Malacañang**

**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, **SALVADOR C. MEDIALDEA**, Filipino, of legal age, Executive Secretary, Office of the President of the Philippines, 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 **Office of the President of the Philippines (OP)** 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 complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of the Office of the President of the Philippines 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:

**PRESIDENTIAL COMPLAINT CENTER (PCC)**


Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
1. Public Assistance Service for Walk-in clients	<ul style="list-style-type: none"> <li>• Assignment of Action Officers dedicated separately to client interview/counselling and data encoding of action documents</li> </ul>	<ul style="list-style-type: none"> <li>• Instituted the Walk-In Routing Slip (Time Management)</li> <li>• Recommended two (2) additional signatories for walk-in action documents</li> </ul>	<ul style="list-style-type: none"> <li>• Shortened turnaround time</li> <li>• Improved performance</li> <li>• Instilled accountability and discipline</li> </ul>
2. Database Management Service: Receipt/Release and data capture of incoming /outgoing communications	<ul style="list-style-type: none"> <li>• Assignment of additional data encoders/mail processors to cope with the volume of incoming/outgoing communications</li> </ul>	<ul style="list-style-type: none"> <li>• Requested ICTO to provide additional terminals for simultaneous data encoding [PCC Data Tracking System (DTS) enhancement]</li> </ul>	<ul style="list-style-type: none"> <li>• Shortened turnaround time</li> <li>• Increased client satisfaction (both walk-in clients and phone callers) thru provision of outright and updated information on their concerns at least queuing time.</li> </ul>
3. Internal Support Service	<ul style="list-style-type: none"> <li>• Assignment / Delineation of specific functions to supervisors</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthened the supervisory line in the Center</li> </ul>	<ul style="list-style-type: none"> <li>• Instilled accountability and discipline</li> <li>• Improved Performance</li> </ul>

## MALACAÑANG RECORDS OFFICE (MRO)


Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
1. Records Management Services	<ul style="list-style-type: none"> <li>Enhanced procedures more specifically in receiving &amp; releasing of documents</li> </ul>	<ul style="list-style-type: none"> <li>Provided additional staff through COS</li> <li>Introduced/developed measures for a timely &amp; efficient accomplishment of task</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced performance delivery of OP records services, including but not limited to document receiving, releasing, custodianship &amp; archiving among others.</li> </ul>
2. Documentary, information and reference service	<ul style="list-style-type: none"> <li>Use of standard form for walk-in clients</li> </ul>	<ul style="list-style-type: none"> <li>Improved Forms                             <ul style="list-style-type: none"> <li>- Request Form</li> <li>- Feedback Form</li> <li>- Delivery Receipt</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Shortened turnaround time</li> <li>Upholding the highest standard in enhancing the quality and efficiency of services</li> </ul>
3. Public Assistance and Complaint Desk (PACD)	<ul style="list-style-type: none"> <li>Establishing a more public friendly assistance</li> </ul>	<ul style="list-style-type: none"> <li>Designation of Action Officer of the day</li> </ul>	<ul style="list-style-type: none"> <li>Quick response to queries of walk-in clients requests or complaints</li> <li>Well informed and assisted public</li> <li>More responsive &amp; accessible services</li> </ul>
4. Freedom of Information (FOI) Receiving Office and default FOI Evaluating Office of OP	<ul style="list-style-type: none"> <li>Use of standard form for FOI request</li> <li>Designation of FOI Receiving Officer &amp; FOI Evaluating Officer of MRO</li> </ul>	<ul style="list-style-type: none"> <li>Established email address solely for FOI related requests and concerns</li> <li>Streamlined Procedures on requests of information</li> </ul>	<ul style="list-style-type: none"> <li>FOI compliant government agency</li> <li>Access to information, official records pertaining to official acts, transactions or decisions unless the requested information falls under any of the exceptions provided by law</li> </ul>

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

  
**JAIME LL. MABILIN**  
 Assistant Cabinet Secretary  
 Presidential Complaint Center


  
**ATTY. CONCEPCION ZENY FERROLINO- ENAD**  
 Director III – Acting Head  
 Malacañang Records Office

**IN WITNESS WHEREOF**, I have hereunto set my hand this 29th day of December 2017 in the City of Manila, Philippines.

  
**SALVADOR C. MEDIALDEA**  
 Executive Secretary

**SUBSCRIBED AND SWORN** to before me this DEC 29 2017 day of \_\_\_\_\_ in Manila, Philippines, with affiant exhibiting to me his \_\_\_\_\_ issued on \_\_\_\_\_ on \_\_\_\_\_ at \_\_\_\_\_.

Doc. No. : 163  
 Series of : 38  
 Fee Paid : 8  
 O.R. No. : 207

  
**ATTY. BERNARDINO L. CABALES**  
 Notary Public-Manila  
 Commission No. 2017-149 / Until Dec. 31, 2018  
 IBP No. 1084257 : 3/29/17 ROLL No. 80524  
 TIN # 118-064-331 PTR-MLA 6108267-1/1/17  
 MCLE VI-0001755 March 3, 2017  
 350 YMCA Compd., A.J. Y. Torres St., Ermita 1000, Manila  
 CP# 09165472349 Email: bernardincabales@yahoo.com