

**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, **RIZALINA N. JUSTOL**, Filipino, of legal age, Deputy Executive Secretary for Finance and Administration, 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 Citizen's Charter of the **Presidential Action Center (PACE)**, OP was first published on **November 21, 2012** and underwent review and revision on **April 3, 2013** 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.*

The Citizen's Charter of the **Malacañang Records Office (MRO)**, OP was first published on **November 26, 2012**. No revision has yet been done.
7. The Citizen's Charters of PACE and MRO already show the following improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically:

PRESIDENTIAL ACTION CENTER

- Streamlining of procedures
- Shortened turnaround time
- Institution of Client Satisfaction Feedback Form

MALACAÑANG RECORDS OFFICE

- Streamlining of procedures on incoming communication process, and outgoing communication process
- Documentary, information and reference service
- Shortened turnaround time, less requirements through prepared Request Form, Certificate of Appearance and Feedback Forms
- Suggestion box is provided at the counter and the continuous enhancement of OP-Data Tracking System.

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 L. MABILIN
 Director IV
 Presidential Action Center


MARIANITO M. DIMAANDAL
 Director IV
 Malacañang Records Office


IN WITNESS WHEREOF, I have hereunto set my hand this _____ day of December 2016 in the City of Manila, Philippines.


RIZALINA N. JUSTOL
 Deputy Executive Secretary
 Finance and Administration

SUBSCRIBED AND SWORN to before me this _____ day of December 2016 in Manila, Philippines, with affiant exhibiting to me his PDC ID #2042394 issued on _____ at _____.

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FLOREIDA A. APOLINARIO
 Commission No. 2015 - 075
 Notary Public - City of Manila; Until 31 December 2016
 2/F Mabini Hall, J. D. Laurel Street, Malacañang, Manila
 Roll of Attorneys No. 58266
 PTR No. 2482643/1-28-16/Mandaluyong City
 IBP Lifetime Roll No. 013228/1-12-15/RSM Chapter
 MCLE Compliance No. V - 0014532/2-29-16/Pasig City