



Republic of the Philippines
Department of Finance
PRIVATIZATION AND MANAGEMENT OFFICE

104 Gamboa Street, Legaspi Village, Makati City 1229

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, **TONI ANGELI V. COO**, Filipino, of legal age, Officer-In-Charge of the Privatization and Management Office, 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 Privatization and Management Office 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; and
 - v. Amount of fees, if necessary.
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through information wall/kiosk, electronic billboards, posters, tarpaulins, 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 5th of December 2019 in Makati City, Metro Manila, Philippines.

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ATTY. TONI ANGELI V. COO
Officer-In-Charge
Office Order No. 021 (2019)
Privatization and Management Office

DEC 06 2019

SUBSCRIBED AND SWORN to before me this 5th of December 2019 in Makati City, Philippines, with affiant exhibiting to me his/her Passport P6614053A issued on 02-April-2018 at DFA Manila.

ATTY. JOSHUA M. LAPUZ
NOTARY PUBLIC / ADMINISTERING OFFICER
Notary Public Makati City
Until Dec 31, 2019
Appointment No. M-82-(2018-2019)
PTR No. 7333095 Jan. 3, 2019 / Makati
IBP Lifetime No. 04897 Roll No. 45790
MCLE Compliance No. VI-0016565
G/F Fedman Bldg., 199 Salcedo St,
Legaspi Village, Makati City

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