



Republic of the Philippines
Department of Finance
PRIVATIZATION AND MANAGEMENT OFFICE

104 Gamboa Street, Legaspi Village, Makati City

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, **TONI ANGELI V. COO**, Filipino, of legal age, Officer-In-Charge of the Privatization and Management Office, 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 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. 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 ground floor lobby and other bulletin boards of Privatization and Management Office 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 the office.
4. The Citizen's Charter is written in English and published as an information material (e.g. information memo).
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 January 11, 2013 and underwent review and revision on October 21, 2013 as required in 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 that resulted from the process review of frontline service delivery, specifically: adoption of processed based organization and account management concept, intensification of the marketing of assets through segmented potential buyers, and clean up of data for updated asset information.

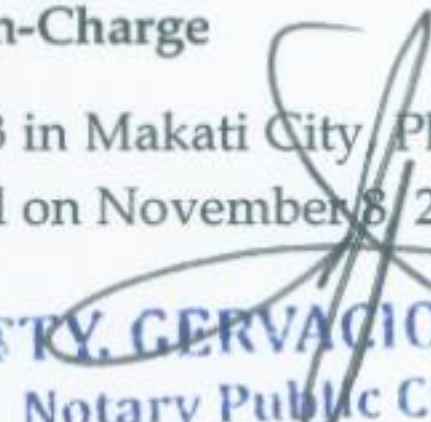
This Certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 12th day of December 2013 in Makati City, Philippines.


TONI ANGELI V. COO
Officer-In-Charge

SUBSCRIBED AND SWORN to before me this 12th day of December 2013 in Makati City, Philippines, with affiant exhibiting to me her Philippine Passport with No. EB9544202 Issued on November 8, 2013 in Manila.

Doc. No.: 315
Series of: 64
Fee Paid: 2x11
O.R. No.: 2013


ATTY. GERVACIO B. ORTIZ JR.
Notary Public City of Makati
Until December 31, 2014
IBP No. 656155-Lifetime Member
MCLE Compliance No. III-0014282
Appointment No. M-199-(2013-2014)
PTR No. 3664330 Jan. 2, 2013
Makati City Roll No. 40091
101 Urban Ave., Brgy. Pio del Pilar,
Makati City