



REPUBLIC OF THE PHILIPPINES NATIONAL PRINTING OFFICE

EDSA Corner NIA North Road, Diliman, Quezon City | yeswecanpo.nic@gmail.com | facebook.com/OfficialNPO

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. Therefore

I, **FRANCISCO V. VALES, JR.**, Filipino, of legal age, Agency Head of the **National Printing Office (NPO)**, 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 **National Printing 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 all the service offices of **National Printing 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 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 was first published on July 5, 2012 and underwent review and revision on February 15, 2019 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.*

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 26 day of February 2019 in Quezon City, Philippines.

FRANCISCO V. VALES, JR.
Director IV *ysbm*
National Printing Office

SUBSCRIBED AND SWORN to before me this 26 day of Feb -2019 in Quezon City, Philippines, with affiant exhibiting to me his CPN-006-0014-8378-5 issued on UM19 at Quezon City

[Signature]
ATTY. LAWRENCE P. HONANAY
PUBLIC ATTORNEY
PURSUANT TO R.A. 986

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