



**CERTIFICATE OF COMPLIANCE**  
**Year: 2021**

*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, **FRANCISCO V. VALES, JR.** Filipino, of legal age, **DIRECTOR IV** of the **National Printing Office**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information Billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
<input type="checkbox"/>	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
<input checked="" type="checkbox"/>	Official website/Online Posting

2) The Citizen's Charter Information Billboard enumerates the following information:

- External services;
- Checklist of requirements for each type of application or request;
- Name of the person responsible for each step;
- Maximum processing time;
- Fee/s to be paid, if necessary; and
- Procedure for filing complaints and feedback.

3) The Citizen's Charter Information Billboard enumerates the following information:

- Mandate, vision, mission, and service pledge of the agency;
- Government services offered (External and Internal Services);
  - Comprehensive and uniform checklist of requirements for each type of application or request;
  - Classification of service;
  - Type of transaction;
  - Who may avail;
  - Client steps and agency actions to obtain a particular service;
  - Person responsible for each step;
  - Processing time per step and total;
  - Fee/s to be paid per step and total, if necessary.

**One NPO, Our NPO, Yes we caNPO!!!**

- c. Procedure for filing complaints and feedback;
  - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
  - e. List of Offices
- 4) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 5) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 6) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

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