

Citizen's Charter

In compliance with the requirements of the Anti-Red Tape Act of 2007 (RA9485)

Certificate of Compliance

CERTIFICATE OF COMPLIANCE
Year: **2023**

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, **Renato P. Acosta**, 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:

- The **National Printing Office** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.
Citizen's Charter Handbook Edition: **2023, 3rd Edition**
- 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 checked="" 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
- 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.
- The Citizen's Charter Handbook 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.
 - Procedure for filing complaints and feedback;
 - Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - List of Offices
- 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.
- The Citizen's Charter Handbook version is uploaded on the website of the agency through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website.
- The Citizen's Charter is written in English published as an information material.
- 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.

RENATO P. ACOSTA
Director IV
NATIONAL PRINTING OFFICE

ATTY. CONCEPCION P. VILLARERA
Notary Public for Quezon
Until December 31, 2025
R No. 5565783 / January 4, 2024 Q.C.
RP No. 389899 / Jan. 04, 2024 / Q.C.
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SUBSCRIBED AND SWORN TO BEFORE
me this **FEB 27 2024** IN QC.

Vision

To be the premier Government Recognized Printer, modern and capable, manned by a dynamic group of people committed towards the satisfaction of the printing needs of the National and Local government, as well as Government Owned and Controlled Corporations.

Mission

- Satisfaction of client's demands on security, timeliness, quality and rates.
- Deliver annual substantial returns on investment to the government coffers.
- Generate profits for its own sustainability in order to contribute to the Treasury.
- Support the information dissemination program of the Presidential Communications Operations Office (PCOO).

Mandate

Pursuant to Executive Order No. 285 and Executive Order No. 378, the NPO shall have printing jurisdiction over the following:

- Printing, binding and distribution of all Standard and Accountable Forms of National and Local governments, including Government Owned and Controlled Corporations.
- Printing of Official Ballots.
- Printing of public documents such as the Official Gazette of the Republic of the Philippines (OG), General Appropriations Act (GAA), Philippine Reports and development information materials of the Philippine Information Agency (PIA).

The office may also accept other government printing jobs, including government publications, aside from those enumerated above, but not in an exclusive basis.

Under Republic Act 9970, the NPO together with other recognized government printers, shall undertake the printing of Accountable Forms and Sensitive High Quality/Volume requirements of the government.

Feedback and Redress Mechanism



Please let us know how we have served you by doing any of the following:

- Accomplish our Customer/Client Satisfaction Survey available at the One-Stop-Shop
- Talk to our One-Stop-Shop Frontliner and the Head of the Agency



NATIONAL PRINTING OFFICE
EDSA, corner NIA North Road, Diliman, Quezon City 1100

If you are not satisfied with our products/ services, your written/ verbal complaints shall be immediately attended by the OSS Frontliner or through the following orders:

and/ or



Engr. Neil L. Macaraeg
Superintendent

Office of the Superintendent
3rd Floor, NPO Building, EDSA cor NIA
North Road, Diliman, Quezon City
npa.superintendent@gmail.com



Renato P. Acosta
Director IV

Office of the Director
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franciscovalesjr@gmail.com

We will acknowledge all complaints within two (2) days and final reply on the action taken will be communicated within eight (8) days.

