



**HEADQUARTERS  
PHILIPPINE ARMY  
OFFICE OF THE ARMY PROVOST MARSHAL  
FortAndres Bonifacio, Metro Manila**

**CERTIFICATION OF COMPLIANCE**

Pursuant to Republic Act 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending Republic Act 9485 or the Anti-Red Tape Act of 2007, and for other Purpose.

I COL JOEL ALEJANDRO S NACNAC INF (GSC) PA Filipino, of legal age, Chief of the Office of the Army Chief Ethical Standards and Public Accountability, being responsible and accountable in ensuring compliance with Republic Act 11032, An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending Republic Act 9485 or the Anti-Red Tape Act of 2007, hereby declare and certify the following facts:


- 1) The Office of the Army Provost Marshal, PA 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. Procedures for filling complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of Office of the Army Provost Marshal that deliver frontline services.
- 3) The Citizens Charter is positioned at main entrance of the office or at most conspicuous place of all the said services.
- 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 agency has undertaken self-assessment and reporting on improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streaming of procedures and shortened turn-around time, on the most availed frontline services:

Frontline Services	Process Improvement	Action Taken to improve process	Results/Benefits
Complaints and Investigation	<ul style="list-style-type: none"> <li>• Streaming line of Case</li> <li>• No noon breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Creation of TWG prior approval to CGPA (ongoing)</li> </ul>	Speedy disposition of cases
Issuance of Clearance	<ul style="list-style-type: none"> <li>• Loan clearances are no longer accepted</li> <li>• No noon breaks</li> </ul>	<ul style="list-style-type: none"> <li>• Letters to different Financial institution</li> </ul>	Shortening of loan process

By 2028, a world-class Army that is a source of national pride.


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 5 of February 2018 in Fort Bonifacio, Taguig City.

  
**JOEL ALEJANDRO S NACNAC**  
COL INF (GSC) PA  
Army Provost Marshal

**MAKATI CITY**

SUBSCRIBED AND SWORN to before me this **JUL 20 2018** of        2018 in Fort Bonifacio, Taguig City, Philippines with affiant exhibiting to me his (government-issued IC) issued on (        ) at Fort Bonifacio Taguig City.

  
**ATTY. ALEX ALBERTO M. POPANES**  
NOTARY PUBLIC FOR MAKATI CITY  
UNTIL DECEMBER 31, 2019  
IBP Lifetime No. 011474  
PTR No. A-3683783  
Roll No. 55250  
2/F Gusatng Medyor Heneral De los Reyes  
Fort Andres Bonifacio, Makati City  
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Doc. No. 522  
Page No. 105  
Book No. 01  
Series of 2018

Initiative/Service	Process Improvement	Action Taken	Results/Results
Complaints and Investigation	Reducing the time of case	Creation of PWC prior approval in court	Early disposition
Issuance of Clearances	Case no longer accepted No noon breaks	Letter to different financial institution	Speedy processing of cases