A world-class Army that is a source of national pride.

HEADQUARTERS
PHILIPPINE ARMY
OFFICE OF THE ARMY CHIEF ETHICAL STANDARDS AND PUBLIC ACCOUNTABILITY
Fort Andres 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, **MGEN ROBERT M AREVALO AFP** 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 **OACESPA** has established its service standards known as the Citizen's Charter that enumerates the following:

a. Vision and mandate of the agency;
b. Frontline services offered;
c. Step-by-step procedure in availing of frontline service
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 billboard of OACESPA that delivers 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 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 of improvements in its existing Citizen's Charter.

7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Services	Process Improvement	Action Taken to Improve Process	Results/Benefits
Admin Branch Issuance of Clearance/Certificate to All PA Personnel or authorized representatives for the following purpose: promotion, confirmation, schooling, Expiration of Term of Enlistment (ETE), Extension of Term of Active Duty (ETAD), Security of Tenure (SOT), separation, retirement and other legal purposes	➢ Timeline ➢ Accountability	➢ Division of labor ➢ Reduction of signatories ➢ Delegation of signatories ➢ Simultaneous processing/evaluation of transactions by concerned branches	Turnaround time is reduced
Public Accountability Branch Reproduction of SALN	➢ Filing System ➢ Accountability	➢ Strict adherence to set timeline ➢ Designation of responsible personnel	Turnaround time is reduced
Intelligence and Investigation Branch Response to Queries and Procedure in the Disposition of Domestic Related Offense Under GHQ, AFP PD2 dtd 09 Feb 09	➢ Timeline ➢ Accountability	➢ Strict adherence to set timeline ➢ Designation of responsible personnel	Turnaround time is reduced

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

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IN WITNESS HEREOF, I have hereunto set my hand this JUL 23 2018 of _____ 2018 in Metro Manila, Philippines.

MGEN ROBERT M AREVALO AFP
Chief, OACESPA

SUBSCRIBED AND SWORN to before me this JUL 23 2018 of _____ 2018 in Metro Manila, Philippines with affiant exhibiting to me his government issued ID on 29 Dec 2014 at Philippine Army.

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ATTY. RODELIA MARIE F. PEEL
Notary Public for Makati City
Until Dec. 31, 2019
Roll No. 52434 / IBP Lifetime No. 06514
PTR No. MKT 6629421 / 01-12-2018 / Makati City
2/F MGen De Los Reyes Bldg, HPA
Fort Andres Bonifacio, Makati City