

HEADQUARTERS
PHILIPPINE ARMY
Fort Andres Bonifacio, Metro Manila

CERTIFICATE OF COMPLIANCE

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, **LTGEN ANDRES C CENTINO PA**, Filipino, of legal age, Commanding General of the Philippine Army, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Philippine Army included its Operating Branches and Staff Offices has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step
 - iv. Documents/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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

IN WITNESS WHEREOF, I have hereunto set my hand this DEC 06 2021 of MAKATI CITY in MAKATI CITY Philippines.

LTGEN ANDRES C CENTINO PA
Commanding General, Philippine Army

SUSCRIBED AND SWORN to before me this DEC 06 2021 of MAKATI CITY in MAKATI CITY Philippines, with affiant exhibiting to me his _____ issued on _____ at _____

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NOTARY PUBLIC ADMINISTRATING OFFICER
ATTY. RODELIA MARIE F. PEEL
Notary Public for Makati City
Until Dec 31, 2021
Roll No. 52434, IBP Lifetime No. 06514
PTR No. A-4766082, 01/16/2020, Taguig City
2/F MGen. De Los Reyes Bldg. HPA
Fort Andres Bonifacio, Makati City