



Office of the President of the Philippines  
PRESIDENTIAL MANAGEMENT STAFF  
Malacañang

**CERTIFICATION OF COMPLIANCE**

*Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor*

I, **Julia Andrea R. Abad**, Filipino, of legal age, Secretary of the **Presidential Management Staff (PMS)**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The **PMS** 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. Required documents
  - g. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in the appropriate office of PMS that deliver 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 service offices.
4. The Citizen's Charter is written in English 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 Citizen's Charter was first published on 29 November 2012 and underwent review and revision in 2013 as required under Section 4, Rule IV of the IRR: *The PMS shall review the Citizen's Charter whenever necessary, but not less than once every two years.*
7. The Citizen's Charter shows improvements that resulted from the process review of frontline service delivery, particularly handling public requests for assistance.

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 HEREOF, I have hereunto set my hand this 28th day of November, 2013 in Manila, Philippines.

  
**SEC. JULIA ANDREA R. ABAD**

Head, PMS 

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of November 2013 in Manila, Philippines with affiant exhibiting to me her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_

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**ATTY. HANNA LEE E. BRAVO**  
Notary Public  
Commissioned until Dec. 31, 2015  
PTR No. 8428957 / Pasig City / 01-07-13  
IBP No. 922405 / RSM Chapter / 01-07-13  
Roll No. 58002

