

## 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, **JOEL L. OTARRA**, Filipino, of legal age, Corporate Officer-in-Charge of **PHILIPPINE POSTAL CORPORATION (PHLPost)**, 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:

- a. The **PHLPost** has established its service standards known as the Citizen's Charter that enumerates the following:
  - Mission and vision of the agency
  - Frontline services offered
  - Step-by-step procedure in availing of frontline services
  - Employee responsible for each step
  - Time needed to complete the procedure
  - Amount of fees
  - Required documents
  - Procedure for filing complaints
- b. The Citizen's Charter is posted as information billboard in all service offices of **PHLPost** that deliver frontline services.
- c. 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.
- d. 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).
- e. The Citizen's Charter is uploaded in the **PHLPost** website and accessible to the public.
- f. The Citizen's Charter was first published in January 2014 and an amendment published in September 2015 as required under Section 4, Rule IV of the IRR. That the **PHLPost** shall review the Citizen's Charter whenever necessary, but not less than once every two (2) years.

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