

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, VIRGILIO P. NADAL, JR., Filipino, of legal age, Executive Director III of the Presidential Broadcast Staff-Radio Television Malacañang (PBS-RTVM), 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 Presidential Broadcast Staff-Radio Television Malacañang (PBS-RTVM) 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. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of PBS-RTVM 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 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 Citizen's Charter was first published on September 2009 and underwent review and revision on March 2012, January and September 2013 as required under Section 4, Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery specifically the Standard Process Flow for Video Request (Dissemination, Reproduction and Dubbing) and the Flow Chart.

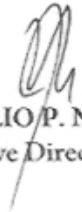
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9486: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Taps, Preventing Graft and Corruption, and Providing Penalties Therefor

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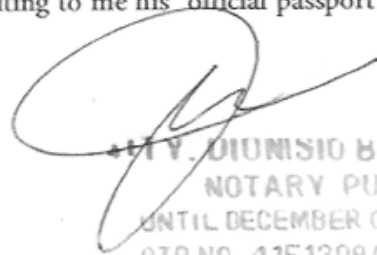
IN WITNESS WHEREOF, I have hereunto set my hand this 6th day of November 2013 in Manila, Philippines.


VIRGILIO P. NADAL, JR.
Executive Director

SUBSCRIBED AND SWORN to before me this ____ day of NOV 11 2013 2013 in Manila, Philippines, with affiant exhibiting to me his official passport no. OF0019296 issued on September 8, 2010 at Manila.

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