



Pampanguluhan Tauhan sa Brodkast – Radyo Telebisyon Malacañang
(Presidential Broadcast Staff-Radio Television Malacañang)
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, **ASSISTANT SECRETARY DENNIS WILFRED P. PABALAN**, Filipino, of legal age, acting Executive Director of the Presidential Broadcast Staff – Radio Television Malacañang, 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 Presidential Broadcast Staff – Radio Television Malacañang including its extension office in Davao City 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;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/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 electronic billboards, 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 in English and Filipino 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 foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this (day) of (month), (year) in (city, province), Philippines.


ASEC. DENNIS WILFRED P. PABALAN
Acting Executive Director
Presidential Broadcast Staff – Radio Television Malacañang

SUBSCRIBED AND SWORN to before me this NOV 16 2021 of NOV 16 2021 (2021) in the City of Manila, Philippines, with affiant exhibiting to me his passport (S0004270A) issued on March 27, 2017 at Department of Foreign Affairs (DFA), Pasay City.

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NOTARY PUBLIC/ ADMINISTERING OFFICER

ATTY. JOHN EDWARD TRINIDAD ANG
Notary Public for the City of Manila-Valid 12/31/2021
Notarial Commission No. 2020-033
2F Midland Plaza Hotel, Adriatico St., Ermita, MIA
IBP No. 134850 / Dec. 14, 2020 / Pasig City
PTR No. 9821951 / Jan. 4, 2021 at Manila
Roll No. 58731 MCLE Compliance No. VI-0067186-Jan. 24, 2019