



United Nations
Educational, Scientific and
Cultural Organization

UNESCO National Commission of the Philippines

CIVIL SERVICE COMMISSION
RECEIVED
Annex A

CERTIFICATION of COMPLIANCE

JUL 30 2018

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, **LAURENCE WILFRED T. DUMADAG**, Filipino, of legal age, Administrative Officer IV of the UNESCO National Commission of the Philippines (UNACOM), 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 facts:

- 1) The UNESCO National Commission of the Philippine 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 the service office of UNACOM 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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services: (existing Citizen's Charter is already the improved version)

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Processing of Endorsement for Customs Duties Exemption under the UNESCO Florence Agreement	Generally, one (1) to two (2) days processing	Standardize to One (1) day processing only	Enhance turnaround time

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 18th day of May 2018, Philippines.

For the Authority of:
LILA RAMOS SHAHANI
Secretary-General

LAURENCE WILFRED T. DUMADAG
Administrative Officer IV

SUBSCRIBED AND SWORN to before me this 18th day of May 2018 at Pasay City, Philippines, with affiant exhibiting to me his Company ID issued on Oct 2016 at Pasay City.

Doc. No. 278
Page No. 17
Book No. IV
Series of 2018

ATTY. HENRY D. ADASA
NOTARY PUBLIC CITY OF PASAY
UNTIL DECEMBER 31, 2018
NOTARIAL COMMISSION 17-23
KNIGHT OF RIZAL BLDG.,
GROUND FLOOR BESIDE PASAY CITY HALL