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Philippine
National Commission

Building peace in the minds of men and women since 1951

CERTIFICATE OF COMPLIANCE

Year: FY 2021

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, **LINDSAY A. BARRIENTOS**, Filipino, of legal age, **Deputy Executive Director II** of the **UNESCO NATIONAL COMMISSION OF THE PHILIPPINES**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **UNESCO National Commission of the Philippines** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2021, 1ST Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

/	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
/	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
/	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.

- c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service. Please note that UNACOM is still in the process of developing an *online* Client Satisfaction Questionnaire/Survey form

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

For the Chairperson:


LINDSAY A. BARRIENTOS, EnP
Deputy Executive Director II

UNESCO National Commission of the Philippines

SUBSCRIBED AND SIGNED ON
THIS 8th DAY OF 2022
MANILA CITY PHILIPPINES

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DATE OF 2022


ATTY. IMELDA A. PANIS

Notary Public extended per BM 3795 Until June 22, 2022

PTR No. 0097589, Jan. 03, 2022

IBP Lifetime Member No. 08365 Roll No. 52814

MCLE No. VI-0029369 Nov. 11, 2019 Until 2022

Commission No. 2019-082

1091 N. Lopez St., Ermita, Manila

0922 271 4504