



Republic of the Philippines
OFFICE OF THE OMBUDSMAN
 OMB Building, Agham Road, Diliman 1101, Quezon City

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, **SAMUEL R. MARTIRES**, Filipino, of legal age, **Ombudsman** of the **Office of the Ombudsman**, being 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 **Office of the Ombudsman** including its **area/sectoral Offices in Luzon, Visayas, Mindanao, the Military and Other Law Enforcement Offices, and the Office of the Special Prosecutor**, has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Performance Pledge;
 - c. Frontline and Non-frontline 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 client/applicant/requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - d. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as information billboards that could be easily understood by the public in all the service offices of the **Office of the Ombudsman** that deliver frontline services.
- 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 published as an information material.
- 5) The Citizen's Charter is uploaded in the agency's website through a tab or link specifically for the Citizen's Charter and as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

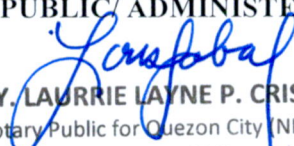
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this _____ of December, 2019 in Quezon City, Philippines.


SAMUEL R. MARTIRES
 Ombudsman
 Office of the Ombudsman

SUBSCRIBED AND SWORN to before me this DEC 03 2019 of December 2019 in Quezon City, Philippines, with affiant exhibiting to me his Ombudsman ID issued on _____ at _____

NOTARY PUBLIC/ ADMINISTERING OFFICER


ATTY. LAURRIE LAYNE P. CRISTOBAL
 Notary Public for Quezon City (NP-294)
 Commission expires on 31 December 2019
 Roll of Attorney No. 55446
 IBP Lifemember No. 8728 (OR#810678/01-08-10)
 PTR No. 7376845 C/1-08-19 Quezon City
 MCLE Compliance No. VI-0013143

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