



REPUBLIC OF THE PHILIPPINES

**PHILIPPINE STATISTICAL RESEARCH AND TRAINING INSTITUTE**

Professional • Service-Oriented • Responsive • Team-based • Integrity



## CERTIFICATE OF COMPLIANCE Year: 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, **Josefina V. Almeda, Ph.D.**, Filipino, of legal age, Head and Executive Director III, of the Philippine Statistical Research and Training Institute, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The Philippine Statistical Research and Training Institute 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, 2<sup>nd</sup> Edition

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

√	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
√	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
√	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;
- c. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- d. 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 specifically for the Citizen's Charter, located at the most visible space or area of the official website.
- 8) The Citizen's Charter is written either in English and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

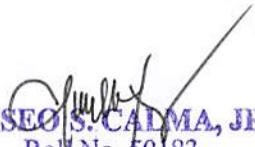
This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

**IN WITNESS WHEREOF**, I have hereunto set my hand this 16 day of December 2021, in Quezon City, Metro Manila, Philippines.

  
**JOSEFINA V. ALMEDA, Ph.D.**  
 Head/Executive Director III 

**SUBSCRIBED AND SWORN** to before me this DEC 21 2021 day of December 2021, in Quezon City, Philippines, with affiant exhibiting to me her PSRTI ID No. 081617-001 issued on February 20, 2019.

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 SERIES OF 2021

  
**ELISEO S. CALMA, JR.**  
 Roll No 50183  
 PTR No 0694702D, Jan. 04, 2021  
 IBP No. 141058, Jan. 04, 2021  
 MCLE Comp. No. VI-0012817 until April 14, 2022  
 20 Kamagong St., Sapamanai Village  
 East Fairview, Quezon City  
 ADM Matter No. NP-067  
 Until Dec. 31, 2021