



**Office of the President
of the Philippines**
PRESIDENTIAL COMMISSION FOR THE URBAN POOR
Malacañang


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, **Alvin S. Feliciano**, Filipino, of legal age, **Chairperson and CEO** of the **Presidential Commission for the Urban Poor**, 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 Commission for the Urban Poor** including its **four (4) Field Operations Division (FOD)** 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;
 - iv. Maximum time needed to conclude the process;
 - v. Documents to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
 - 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, 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 either in English, Filipino, and/or in the local dialect and 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 **30th of March, 2021** in **Quezon City, Philippines**.




ALVIN S. FELICIANO
Chairperson and CEO
Presidential Commission for the Urban Poor

SUBSCRIBED AND SWORN to before me this 30th of March 2021 in Quezon City, Philippines, with affiant exhibiting to me his PCUP ID No. 183 issued on November 16, 2018 at Quezon City.

NOTARY PUBLIC/ ADMINISTERING OFFICER

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ATTY. CARL ONG S. SAKAI
NOTARY PUBLIC FOR QUEZON CITY
Apot. No. NP-192 (2020-2021) ending Dec. 31, 2021
9/5 Sunmymede IT Center, 1514 Q. Ave., Quezon City
Roll of Attorney's No. 69289
PTR No. 0704490/1-06-2021/Quezon City
IBP No. 145574/01-06-2021/Mugao
MCLE Compliance No. VI-00234593
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