



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, **JAY DANIEL R. SANTIAGO** Filipino, of legal age, (*position of the Head of Agency*) of the (*name of agency*), 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 Philippine Ports Authority (PPA) including its twenty-five (25) Port Management Offices (PMO) 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;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. 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 APR 20 2021 day of March 2021 in Manila, Philippines.

JAY DANIEL R. SANTIAGO
General Manager
Philippine Ports Authority

SUBSCRIBED AND SWORN to before me this APR 20 2021 day of March 2021 in Manila, Philippines, with affiant exhibiting to me his/her PPA 00102016 ID issued on 2016 at MANILA.

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ATTY. ROGELIO J. BOLIVAR
NOTARY PUBLIC

AM Adm. Not. Com. No. NP-124 1-12-19 until 12-31-2020
Commission Extended until June 30, 2021
as per SC ENBANC B.M. No. 3795 12/1/2020

IBP O.R. No. 132134 MD 2021 & IBP O.R. No. 133076 MD 2022
MANILA: 0095112 B 14921 / Roll No. 33832 / TRM# 129-371-009
MANILA: (+632) 527-4855 from 12/1/19 valid until 04/14/22/Quezon City
Address: 31-F Harvard St., Cubao, Q.C.