



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act. No 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor.

I, **POCHOLO JOSELITO D. PARAGAS**, Filipino, of legal age, **Chief Operating Officer** of the **Tourism Infrastructure and Enterprise Zone Authority (TIEZA)** being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of Its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The TIEZA has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the GOCC;
 - b. Frontline services offered;
 - c. Step-by-step procedure in availing of frontline services;
 - d. Employee responsible for each step;
 - e. Time needed to complete the procedure;
 - f. Amount of fees;
 - g. Required documents; and
 - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of TIEZA that deliver frontline services.
3. The Citizen's Charter is positioned 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 (i.e. brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.

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

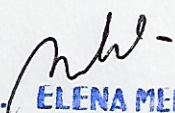
In WITNESS HEREOF, I have hereunto set my hand this 26 of November 2020 in Pasay City, Philippines.


POCHOLO JOSELITO D. PARAGAS
Chief Operating Officer

04 DEC 2020

SUBSCRIBED AND SWORN to before me this ____ of _____ 2020 in Pasay, Philippines, with affiant exhibiting to me his issued TIEZA ID No. 2365 issued at Pasay City, Philippines.

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Series of : 1020


ELENA MELITA L. CHICA-LLEDUC
NOTARY PUBLIC
UNIT 719 TOWER E SEA RESIDENCES, MOA, PASAY CITY
MY COMMISSION EXPIRES ON DEC. 31, 2020
PTR NO. 8031918 1-4-19; ROLL NO. 38180
RP LIFETIME NO. 06732; CAM. SUR CHAPTER
LIFE NO. VI-0024746 MAY 7, 2021