



**TOURISM
INFRASTRUCTURE AND
ENTERPRISE
ZONE
AUTHORITY**

0073311851



Bonifacio Drive
Port Area, Manila

(02)8526 - 1291
clubintramuros@tieza.gov.ph
www.tieza.gov.ph



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CERTIFICATE 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, **JOSE RAMON L. RAMOS**, Filipino, of legal age, OFFICER-IN-CHARGE of **CLUB INTRAMUROS GOLF COURSE (CIGC)** 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 CLUB INTRAMUROS GOLF COURSE has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the entity;
 - 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 service offices of CIGC 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. booklet or brochure).
5. The Citizen's Charter is uploaded in the CIGC website and accessible to the public.
6. The resort 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 WHEREOF, I have hereunto set my hand this FEB 19 2021 day of 2021 in Manila, Philippines.

JOSE RAMON L. RAMOS
Officer-in-Charge

SUBSCRIBED AND SWORN to before me this FEB 19 2021 day of 2021 in Manila City, Philippines with affiant exhibiting to me his issued Driver's License No. N14-83-039109.

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ATTY. IMELDA PANIS
Notary Public, Until Jan. 30, 2021
PTR No. 982544 Jan. 04, 2021
IBP Lifetime Member No. 08365 Roll No. 52614
MCLE No. VI-092918 Nov. 11, 2019 Unit 2022
Commission No. 2014-082
8091 N. Lopez St., Ermita, Manila
0927 2774504