



**Republic of the Philippines
Tourism Infrastructure and Enterprise Zone Authority
Intramuros and Rizal's Bagumbayan Light and Sound Museum**



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, **MA. TERESA C. ALVAREZ**, Filipino, of legal age, Officer-In-Charge of the Intramuros and Rizal's Bagumbayan Light and Sound Museum (IRBLSM) 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 Intramuros and Rizal's Bagumbayan Light and Sound Museum 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. Procedure in availing of Museum tour;
 - d. Employee responsible for each step;
 - e. Time needed to complete the procedure;
 - f. Amount of fees;
 - g. Required documents; and
 - h. Customer Satisfaction Forms

2. The Citizen's Charter is posted as information billboards and positioned at the most conspicuous place in the lobby of the IRBLSM.

3. The Citizen's Charter is positioned 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 resort's 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 HEREOF, I have hereunto set my hand this **FEB 19 2021** day of MANILA 2021 in MANILA, Philippines.

MA. TERESA C. ALVAREZ
Atty. **MA. TERESA C. ALVAREZ**
Officer-In-Charge

SUBSCRIBED AND SWORN to before me this **FEB 19 2021** day of MANILA 2021 in the City of MANILA Philippines with affiant exhibiting to me her issued UMID Card No. CRN-021-1559-4150-5

Doc No. : 789
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Book No. : 1
Series of 2021.

ATTY. JOHN EDWARD TRINIDAD ANG
Notary Public for the City of Manila-Valid 12/31/2021
Notarial Commission No. 2020-033
2F Midland Plaza Hotel, Adriatico St., Ermita, Mts.
IBP. No. 134850/ Dec. 14, 2020 / Pasig City
PTR No. 9821951 / Jan. 4, 2021 at Manila
Roll No. 63731 /CLE Compliance No. VI-0067186-Jan.24,2020