



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 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, **NICANOR E. FAELDON**, Filipino, of legal age, Commissioner of the **Bureau of Customs**, 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 **Bureau of Customs**, including its 17 Collection Districts, has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - 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
 - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of Bureau of Customs 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 either English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on 15 December 2008 and no revision has been made since the processes are still applicable in all frontline services. Moreover, the drafting of Implementing Rules and Regulations (IRR) of the Customs Modernization and Tariff Act (CMTA) is still a work in progress.

7. The Citizen's Charter already served as baseline for the improvements in the processes for frontline service delivery.

7.1. Processes at the Port of Batangas have already been streamlined through the adoption of ISO-aligned Quality Management System (QMS) which resulted to ISO 9001:2008 QMS 1st Surveillance Audit Certification from TUV SUD on 27 March 2017. The first Certification of the Port of Batangas was on June 19, 2013.

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 08 day of June 2017 in _____, Philippines.


NICANOR E. FAELDON
Commissioner
Bureau of Customs

JUN 08 2017

SUBSCRIBED AND SWORN to before me this _____ day of June 2017 in _____, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____

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ATTY. ZOILO P. CARVAJAL
NOTARY PUBLIC
UNTIL DECEMBER 31, 2017
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IBP NO. 08994 ROLL NO. 4954
MCLE COMPLIANCE NO. II-007-984