



Republic of the Philippines
 Department of Finance
BUREAU OF CUSTOMS
 1099 Manila

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, **REY LEONARDO B. GUERRERO**, Filipino, of legal age, **Commissioner** of the **BUREAU OF CUSTOMS**, 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 Bureau of Customs including its Ports and Sub-ports 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;
 - iv. Maximum time needed to conclude the process;
 - v. 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 2nd day of December 2019 in Manila, Philippines.

RECEIVED
ANTI-RED TAPE ACT

Received By: Rey, L. G.
 Date and Time: 12/06/19 5:10
 DTS No: _____

REY LEONARDO B. GUERRERO
 Commissioner
 Bureau of Customs

SUBSCRIBED AND SWORN to before me this 2nd day of December 2019 in Manila, Philippines, with affiant exhibiting to me his Passport with No. EC7463201 issued on April 19, 2016 at DEA Davao.

ATTY. ROGELIO J. BOLIVAR
 NOTARY PUBLIC, ADMINISTERING OFFICER

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AM Adm. Not. Com. No. NP-124 1-17-19 until 12-31-2020
 IBP O.R. No. 055255 Jan. 2019 & IBP O.R. No. 055256 Jan. 2019
 PTR O.R. No. 7570155 Jan-7-19 / Roll No. 3337 / TIN# 128-871-003
 MCLE VI IBP DATED 8-10-19 Valid Until 8-31-22 Quezon City
 Address: 31-F Harvard St. Cubao, Q.C.