CERTIFICATION of COMPLIANCE


I, METODIO U. TURBELLA, Filipino, of legal age, DIRECTOR IV, 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 Environmental Management Bureau including its Sixteen (16) Regional Offices has established its service standards known as the Citizen’s Charter than enumerated 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 Environmental Management Bureau 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 in 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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen’s Charter.

7) The Citizen’s Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

<table>
<thead>
<tr>
<th>Frontline Service</th>
<th>Process Improvement</th>
<th>Action Taken to Improve Process</th>
<th>Results/Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>All simple applications and requests</td>
<td>Shorter time frame of processing simple application requests</td>
<td>Shall not be longer than three (3) working days from the date of request/complete application was received</td>
<td>Improved/faster action on all simple applications and requests</td>
</tr>
<tr>
<td>All complex applications and requests</td>
<td>Shorter time frame of processing complex applications and requests</td>
<td>Shall not be longer than seven (7) working days from the date of request/complete application was received</td>
<td>Improved/faster action on all complex applications and requests</td>
</tr>
</tbody>
</table>
|--------------------------------------|---------------------------------------------------------------|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------
| Applications or requests involving activities which pose danger to public health, public safety, public morals, public policy and highly technical applications | Shorter time frame of processing of applications involving activities which pose danger to public health, public safety, public morals, public policy | Shall not be longer than twenty (20) working days from the date of request/complete application was received | Improved/faster action on the mentioned applications, requests |
| Document Tracking | Improvement in the document tracking process | Acknowledgement of the Office receiving the document, Online logbook of incoming and outgoing documents in each office | Faster and more efficient tracking of documents and a more accurate document tracking system |
| Human Resource Processes | Establishment and Operationalization of the Human Resource Information System (HRIS) | PDS can easily be editable in the System and shall serve as source of statistical data of the Human Resource Management Development Section; Mass emailing/communicating | Convenience in updating Personal Data Sheets; Faster way of obtaining statistical data; Faster and better online communication in EMB |

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

IN WITNESS WHEREOF, I have hereunto set my hand this ___ of ___, 2019 in Quezon City, Metro Manila, Philippines.

ENGR. METODIO II. TURRELLA
Bureau Director
Environmental Management Bureau
SUBSCRIBED AND SWORN to before me this 3 of 2019 in Quezon City, Metro Manila, Philippines with affiant exhibiting me a government issued ID issued on at Quezon City.

NOTARY PUBLIC

ATTY, JOHN EDWARD TRINIDAD ANG
Notary Public for Manila- UNTIL 12/31/2013
Notarial Commission No. 2018-17
470 SAN FERNANDO ST., BINONDO, MANILA
IBP NO. 082006 / 12-28-18 - PASIG CITY
PTTR. NO. 0020772/12-27-18 - MANILA
ROLL NO. 587314526 COMPLIANCE NO. VI-6017198/ 12-31-2018

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