



REPUBLIC OF THE PHILIPPINES
 DEPARTMENT OF NATIONAL DEFENSE
NATIONAL DEFENSE COLLEGE OF THE PHILIPPINES
 Camp General Emilio Aguinaldo, Quezon City

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 Therefore

I, **ROBERTO Q ESTIOKO**, Filipino, of legal age, President of the National Defense College of the Philippines, 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 truths:

1. The National Defense College of the Philippines (NDCP) 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 at the main entrance of NDCP and at the Registrar's office 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 the Registrar's office.
4. The Citizen's Charter is written in English 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 (launched) on September 3, 2009 and was reviewed and revised on 01 October 2013 as required under Section 4, Rule IV of the IRR.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically: 1.e-mail application of scholars; 2. Admission Process and 3. Clearance of Scholars

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 19th day of January 2017 in Camp General Emilio Aguinaldo, Quezon City, Philippines.

ROBERTO Q ESTIOKO, PhD, MNSA
 President, NDCP

SUBSCRIBED AND SWORN to before me this _____ day of _____ 2017 in Quezon City, Philippines, with affiant exhibiting to me his NDCP ID issued on _____

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LY. RICHARD CANES, JR.
 NOTARY PUBLIC
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