



**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, **Maria Criselda R. Sy**, Filipino, of legal age, **Executive Director IV**, 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 National Wages and Productivity Commission (NWPC) has established its service standards known as the Citizen's Charter that enumerate 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;
    - vi. 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, tarpaulin 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.

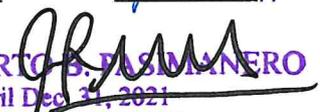
**IN WITNESS WHEREOF**, I have hereunto set my hand this 30<sup>th</sup> day of November, 2020 in City of Manila, Metro Manila, Philippines.

  
**MARIA CRISELDA R. SY**, JR.  
 Executive Director IV

National Wages and Productivity Commission

**DEC 01 2020 CITY OF MANILA**

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_\_ of \_\_\_\_\_ in \_\_\_\_\_  
 Philippines, with affiant exhibiting to me his Passport no. issued on September 08, 2019  
City of Manila SOB 11 997A

  
**ATTY. GILBERTO B. PASIMANNERO**  
 Notary Public Until Dec 31, 2021  
 Notarial Commission No. 2020-030  
 IBP# 092831 Pasig - 10-7-2019  
 PTR# Mla 9112245-1-02-2020  
 Roll# 25473, TIN# 103-098-346  
 MCLE Compl. No. VI-0011418 until 4-14-2022

Doc. No. 001  
 Page No. 101  
 Book No. 28  
 Series of 2020