

**CERTIFICATION of COMPLIANCE**

*Pursuant to Republic Act No. 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, **RENATO G. EJE**, Filipino, of legal age, **Officer-in-Charge, Office of the President and CEO** of the **Philippine Postal Savings Bank, Inc. (Postbank)**, 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 declares and certify the following facts:

- 1) The **Philippine Postal Savings Bank, Inc. (Postbank)** including its twenty-four (24) branches 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. Procedures for filling complaint
- 2) The Citizen's Charter is posted as information billboards in all the service offices of Postbank that deliver frontline services.
- 3) The Citizen's Charter is positioned at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written in English and published as information material in the form of tabletop acrylic flipchart or pamphlet.
- 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 November 12, 2013 and has undergone various revisions, the latest of which was in February 2017 as required under Section 4, Rule 1V of the IRR which is still subject for printing and posting.