



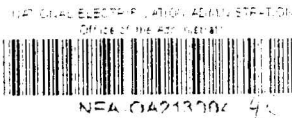
**CERTIFICATION OF COMPLIANCE**

This is to certify that the **National Electrification Administration** has complied with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its implementing Rules and Regulations, and the person whose signature appears below hereby declares and certifies the following truths:

1. That the **National Electrification Administration** 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. Employees responsible for each step
  - e. Time needed to complete the procedure
  - f. Required documents
  - g. Procedure of filing complaints
  
2. That the Citizen's Charter is posted at information boards and positioned at the main entrance at the most conspicuous place of the **National Electrification Administration**.
  
3. The revised edition of Citizen's Charter was approved by the Board of Administrators on December 19, 2013.
  
4. The Citizen's Charter is uploaded in the National Electrification Administration's website and accessible to the public.

This certification is being issued to attest 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 **6th** day of **January 2015** in **Quezon City**, Philippines.



*Edita S. Bueno*  
**EDITA S. BUENO**  
 Administrator

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of \_\_\_\_\_ 2015 at Quezon City.

Doc. No. 704  
 Page No. 41  
 Book No. I  
 Series of 2015

*[Signature]*  
 ATTORNEY AT LAW  
 NOTARY PUBLIC  
 WITH OFFICE IN QUEZON CITY  
 PTR No. \_\_\_\_\_ 2015  
 IBF No. \_\_\_\_\_ 2015  
 Roll No. 36085 / A331-012 (2014-2015)  
 MCLE No. IV 001696

# Certificate

Standard **ISO 9001:2008**

Certificate Registr. No. 01 100 1432636

TÜV Rheinland Cert GmbH certifies:

Certificate Holder:



**National Electrification Administration**  
57 NIA Road, Government Center, Diliman,  
Quezon City, 1100 Philippines

Scope:

Provision of financial, institutional and technical assistance to the Electric Cooperatives (ECs) which in turn undertake power distribution on an area coverage basis

An audit was performed, Report No. 1432636. Proof has been furnished that the requirements according to ISO 9001:2008 are fulfilled.

The due date for all future audits is 12-12 (dd.mm).

Validity:

The certificate is valid from 2015-02-10 until 2018-02-09.  
First certification 2015

2015-02-10

  
TÜV Rheinland Cert GmbH  
Am Grauen Stein · 51105 Köln

