



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 Therefor

I, **EDGARDO R. MASONGSONG**, Filipino, of legal age, **ADMINISTRATOR** of the **NATIONAL ELECTRIFICATION ADMINISTRATION**, 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 National Electrification Administration has no frontline services, thus, an equivalent Citizen's Charter or Service Charter has been established that enumerates the following:
 - a. Vision and Mission of the Agency
 - b. Internal services offered
 - c. Step-by-step procedure in availing of the services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Required documents
- 2) The Citizen's Charter being posted as information billboard at the ground floor lobby will be changed into Service Charter.
- 3) The Service Charter is positioned at the entrance or at the most conspicuous place of the department that delivers the services.

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

01 JUN 2017

IN WITNESS HEREOF, I have hereunto set my hand this ___ of ___, 2017 in Quezon City, Metro Manila, Philippines



Handwritten initials and date: M 5-31-17

(Handwritten signature)

EDGARDO R. MASONGSONG
 Administrator
 National Electrification Administration

SUBSCRIBED AND SWORN to before me this 01 JUN 2017 in Quezon City, Metro Manila, Philippines with affiant exhibiting to me his/her NEA ID No. 404 issued on 07 February 2017 at Quezon City

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 Book No XVIII
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(Handwritten signature)
ATTY. FLORIMOND C. ROUS
 Notary Public for Quezon City
 Until December 31, 2017
 PIR No. 1453193-01-19-17-Q.C.
 ICF License No. 00515
 Roll No. 25298 / TIN: 142-154-935
 *OLE 3 C/Ora. 0001549; 1-2243114
 *Ann. Matter No. NP-156-RTC-Q.C./2016-2017



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 (NEA)** 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 compliants
2. That the Citizen's Charter is posted at the information board and positioned at the main entrance at the most conspicuous place of the NEA building.
3. That the Citizen's Charter is uploaded in the NEA website and accessible to the public.
4. That the Citizen's Charter was first published in English in 2009 and underwent review in year 2011. On December 19, 2013 the NEA's Citizen's Charter (2013 Revised Edition) was approved by the NEA Board of Administrators and subsequently uploaded in the NEA website.
5. That on November 10, 2016, all Departments/Heads of Offices were requested to update and streamline the processes necessary in operationalizing RA 10531 and that it shall be based on the NEA's new vision, mandated mission crafted and approved by the Board of Administrators on January 25, 2017.

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 08 MAR 2017 day of _____ in Quezon City, Philippines.



[Signature]
EDGARDO R. MASONGSONG
 Administrator

SUBSCRIBED AND SWORN to before me this 08 MAR 2017 day of _____ at Quezon City.

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 Series of 2017

[Signature]
ATTY. FLORIMOND C. ROUS
 Notary Public for Quezon City
 Until December 31, 2017
 PTR No. 3803193 / 01-19-17 / Q.C.
 ISP LIFETIME NO. 00315
 ROLL NO. 25769 / TIN No. 142-154-936
 S Corp. 00001549; 1-22-2014
 A. 155 / RTC-Q.C. / 2016