



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

CERTIFICATION OF COMPLIANCE Year 2023

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, **LTGEN FERDINAND M CARTUJANO PAF (Ret)**, Filipino, of legal age, President of the National Defense College of the Philippines, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

1. The **National Defense College of the Philippines** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2023 Fourth Edition

2. The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard - Framed Tarpaulins, Posters
✓	Citizen's Charter Handbook 2023 (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
✓	Official website/Online Posting

3. The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

4. The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- e. List of Offices

5. The Citizen's Charter Information Billboard is posted at the main entrance of the NDCP.

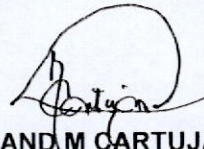
6. The printed Citizen's Charter Handbook is placed at the Registrar's Office, Academic Affairs Division and Administrative Division to complement the information on the services indicated in the Information Billboard.

7. The Citizen's Charter Handbook version is uploaded on the NDCP website under the Transparency Seal.

8. The Citizen's Charter is written either in English and published as an information material.

9. There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



LTGEN FERDINAND M. CARTUJANO PAF (Ret)
President, NDCP

MAR 13 2023


SUBSCRIBED AND SWORN to before me this _____ day of _____ 2023 in Quezon City, Philippines, with affiant exhibiting to me his NDCP ID issued on _____ at _____

Doc. No.: 12

Series of: 4

Fee Paid: XLI

O.R. No.: 2023



ATTY. RUBEN M. MAÑANES, JR.
NOTARY PUBLIC
UNTIL DECEMBER 31, 2023
PTR No. 4029325D, 01/03/2023-Q.C.
IBP No. 293181/1-10-23-QC Chapter
Roll of Attorney's No. 46427
Admin Matter No. 025
MCLE NO. VII-0018605/05-24-2022
TIN No. 140-394-386
Agora, Crame, Q.C.