



Republic of the Philippines
DEPARTMENT OF FINANCE

Roxas Boulevard Corner Pablo Ocampo, Sr. Street
Manila 1004



DEPARTMENT OF FINANCE
Republic of the Philippines



CERTIFICATE OF COMPLIANCE AFTER VALIDATION
(deficiencies addressed after validation)

(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, **GIL S. BELTRAN**, Filipino, of legal age, **Undersecretary** of the **DEPARTMENT OF FINANCE**, located at 4th Floor DOF Building, Roxas Boulevard, Manila, 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 that the **DEPARTMENT OF FINANCE** has already addressed the following deficiencies identified during the Citizen's Charter validation conducted on **November 23, 2017** by the **CSC-BSP Field Office**:

Findings	Action Taken
1. There is a Vision and Mission of agency but the location is not visible to the client.	1. A separate poster/signage for the Vision-Mission is conspicuously placed in the wall.
2. There is no installed Public Assistance and Complaint Desk (PACD).	2. The signage/markings for desk dedicated for Public Assistance and Complaints is reinstalled/re-printed.
3. There is a client during lunch break but he was not entertained.	3. The No Noon Break Policy is reiterated to all frontline personnel.
4. The service provider wears IDs but these are not visible to clients when the former are seated in the counter.	4. All frontline personnel are reminded to place their respective nameplates in the window glass.
5. There is one service provider who wears ID but it is not visible since it is placed inside the uniform.	5. Wearing of office ID is reiterated and will be strictly enforced.

This certification is being issued to attest the truth and accuracy of all information contained herein based on available records and information that can be verified with the **DEPARTMENT OF FINANCE**.

IN WITNESS WHEREOF, I have hereunto set my hand this 27th day of November 2017 in Manila, Philippines.

By Authority of the Secretary:

GIL S. BELTRAN
Undersecretary

SUBSCRIBED AND SWORN to before this 27th day of November 2017 in Manila, Philippines, with affiant exhibiting to me his/her (government-issued ID) on GB001 at at.

ATTY. PEDRO C. GENATO
Notary Public
Notarial Commission 2016-011 Mla.
IBP# 1009339 Pasig 09-24-15 until 2017
PTR# 5939951 - Mla. 1-3-2017
Roll# 12088, TIN# 132-436-687
MCLE Compl. No. V-0005232 until 4-14-19

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