



Republic of the Philippines  
**DEPARTMENT OF FINANCE**

Roxas Boulevard Corner Pablo Ocampo, Sr. Street  
Manila 1004

**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, **GIL S. BELTRAN**, Filipino, of legal age, **UNDERSECRETARY** of the **DEPARTMENT OF FINANCE**, 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 Department of Finance 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. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of the Department of Finance that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Revenue Office: Granting of tax exemption on importations (regular Lane and Mabuhay Lane)	1. Removed queuing number system	Replaced with first come first served basis	Fast pace checklisting of requirement by two Officers of the Day based on 5-hour shifting each
	2. Removed manual stamping of control number	Replaced by the electronically generated Tax Exemption System number	Shorter processing time of applications  Easy access for applicants to track down their applications

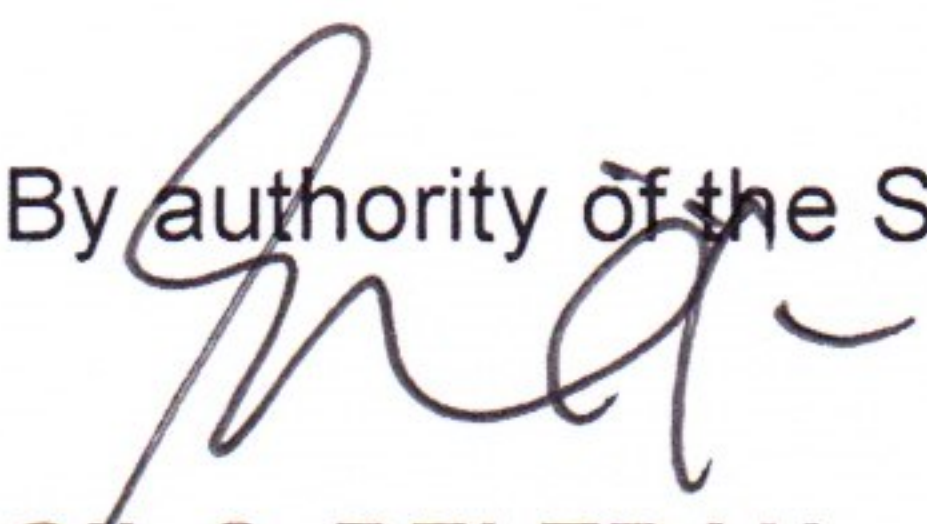


	3. Removed manual recording in the logbook of received applications	No more manual recording of applications: replaced with the electronic Tax Exemption System	Shorter processing time of applications  Easy access for applicants to track down their applications
	4. Reduced number of signatories from 5 in the Regular Lane to 4		Shorter processing time of applications  Improved quality output

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

IN WITNESS HEREOF, I have hereunto set my hand this 1<sup>st</sup> day of June, 2017 in Manila, Philippines.

By authority of the Secretary:

  
**GIL S. BELTRAN**  
Undersecretary  
Department of Finance

SUBSCRIBED AND SWORN to before me this 1<sup>st</sup> day of June 2017 in Manila, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

Doc. No. 102  
Page No. 3  
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