



AFP RETIREMENT AND SEPARATION BENEFITS SYSTEM

Camp General Emilio Aguinaldo, Quezon City, Philippines 1110

CERTIFICATION OF COMPLIANCE


Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service in the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefore

I, **NORMAN C LEGASPI**, Filipino of legal age, President and Chief Executive Officer of **AFP Retirement and Separation Benefits System (AFP-RSBS)**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2001 and Rule IV of its implementing Rules and Regulation, hereby declare and certify the following truths:

1. The **AFP-RSBS** 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 or personnel responsible for each step;
 - e. Time needed to complete that procedure;
 - f. Amount of fees;
 - g. Required documents; and
 - h. Procedure of filing complaints.
2. The Citizen's Charter is posted as information billboards in all the service offices of AFPRSBS that delivers frontline services.
3. The Citizen's Charter is positioned at the most conspicuous place of all the said services offices.
4. The Citizens Charter is written in English;
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public;
6. The Citizen's Charter was first published in August 2013 and underwent review and revision in April 2015 as required under Section 4, Rule IV of the IRR:
7. The Citizen's Charter already shows the improvement that resulted from the process review of frontline services delivery.

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

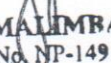
IN WITNESS WHEREOF, I have hereunto set my hand this 30th day of April 2015 in Quezon City, Philippines.


NORMAN C. LEGASPI
President and CEO

SUBSCRIBED AND SWORN to before me this 30th day of April 2015 at Quezon City after affiant exhibited to me his Passport No. EC2060570 issued in Manila on September 12, 2014.


NOTARY PUBLIC

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