



**DEPARTMENT OF FOREIGN AFFAIRS  
FOREIGN SERVICE INSTITUTE**  
5th Floor, DFA Building, 2330 Roxas Boulevard  
Pasay City 1300, Manila, Philippines [www.fsi.gov.ph](http://www.fsi.gov.ph)

**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

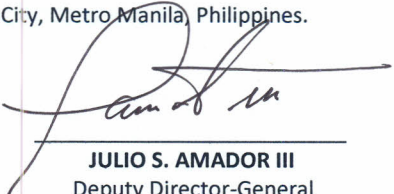
I, **JULIO S. AMADOR III**, Filipino, of legal age, **Deputy Director-General** of the **Foreign Service Institute**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The **Foreign Service** 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 **Foreign Service Institute** 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 in English and published as an information material which is part of the Citizen's Charter of the Department of Foreign Affairs as the Institute's mother agency.
- 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 Services	Process Improvement	Action taken to Improve Process	Results/Benefits
Library Services: Processing of Library Card/Booklet	Faster release of Library card/booklet	Released after one day (Reduced from two days to one day)	Clients can borrow materials faster
Certification of treaties/agreement	Shorter processing of documents for certification	Forward/bring documents to the Central Records Unit of the DFA within the same day for certification	Faster release of certified true copies of treaties/agreements

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

IN WITNESS HEREOF, I have hereunto set my hand this 31<sup>st</sup> day of May 2017 in Pasay City, Metro Manila, Philippines.

  
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**JULIO S. AMADOR III**  
Deputy Director-General  
Foreign Service Institute

SUBSCRIBED AND SWORN to before me this 31<sup>st</sup> day of May 2017 in Pasay City, Philippines with affiant exhibiting to me his passport issued on 10 February 2017 at DFA Manila.

  
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**ATTY. JOVINO R. ANGEL**  
NOTARY PUBLIC

**UNTIL DECEMBER 31, 2018**  
**PTR NO. PC 5266146 1-3-17 PASAY CITY**  
**IBP NO. 1052058-1-3-17 PASAY CITY**  
**ROLL NO. 28761**  
**NOTICE COMPLIANCE NO. V-0024151 10-28-17**

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