



CERTIFICATION OF COMPLIANCE

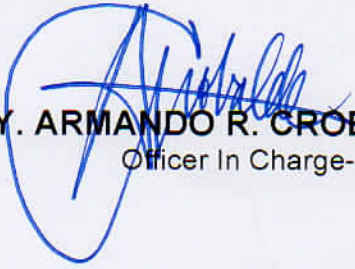
Pursuant to Republic Act No. 9485; An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **ARMANDO R. CROBALDE, JR.**, Filipino, of legal age, **Officer in Charge- President** of the **Quedan and Rural Credit Guarantee Corporation (QUEDANCOR)**, 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 truths.

1. The **QUEDANCOR** 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. That the Citizen's Charter is posted as information billboards in all the service offices of **QUEDANCOR** 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 services offices.
4. The Citizen's Charter is published 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 Citizen's Charter was first published on **June 25, 2013** and underwent review and revision on **(indicate date/s)** as required under Section 4. Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years. **(NO REVISION)**
7. The Citizen's Charter already shows the improvements **(minimum of three)** that resulted from the process review of frontline service delivery, specifically: **(indicate process improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.) (NO IMPROVEMENT)**


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 WHEREOF, I have hereunto set my hand this FEB 19 2014 day of _____, 2014 at QUEZON CITY, Philippines.


ATTY. ARMANDO R. CROBALDE, JR.
Officer In Charge- President

SUBSCRIBED AND SWORN to before me this _____ day of FEB 19 2014 in QUEZON CITY, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____

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ATTY. TOMAS F. DULAY, JR.
Notary Public until Dec. 31, 2014
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