

CEBU PORT AUTHORITY

CIP Complex, Sergio Osmeña Boulevard, North Reclamation Area, Cebu City

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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, **VADM EDMUND C TAN PCG (Ret)**, Filipino, of legal age, **General Manager** of the **Cebu Port Authority**, 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 **Cebu Port Authority** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of CPA;
 - 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; and
 - h. Procedure for filing complaints.
2. The Citizen's Charter is posted as information billboards in all the service offices of **Cebu Port Authority** 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 Citizen's Charter was first published on **August 2009** and underwent review and revision on **December 2010** as required under Section 4, Rule IV of the IRR.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically: (1) Less signature for permits; (2) Easy identification of Persons in Charge; and (3) Improved Feedback Mechanism, among others

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

NOV 29 2013

IN WITNESS WHEREOF, I have hereunto affixed my signature this _____ day of _____ 2013 at **Cebu City, Cebu**, Philippines.

VADM Edmund C Tan PCG (Ret)
General Manager, CPA

NOV 29 2013

SUBSCRIBED AND SWORN to before me this _____ day of _____ 2013 in Cebu City, Cebu, Philippines, with affiant exhibiting to me his CPA ID No. issued on 10/26/11 at CPA

Doc. No.: 68
Series of: 2013
Fee Paid: ✓
O.R. No.: _____

KAREN D. QUINANTA-GONZALES

Notary Public
Roll No. 52949

IBP No. 779054 3/24/09 CEBU

PTR No. 5930910 3/26/09 CEBU

Notarial Commission No. 63-07

Until December 31, 2014