



Republic of the Philippines  
Department of Agriculture  
**PHILIPPINE FIBER INDUSTRY DEVELOPMENT AUTHORITY**

3<sup>rd</sup> Floor, DA-PCAF Building, Elliptical Road Diliman, Quezon City  
Tel. #: +63 2 928-8756 to 65 local 2650  
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**Annex A**

**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, **Kennedy T. Costales**, Filipino, of legal age, Executive Director III of the Philippine Fiber Industry Development 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 facts:

- 1) The Philippine Fiber Industry Development Authority including its Nine (9) Regional Offices and One (1) Regional Satellite Office 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 Philippine Fiber Industry Development 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 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
Issuance of Licenses/Permits/Certificates to Fiber Industry Stakeholders	To effect the R.A. 11032 (Ease of Doing Business and Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System)	Proposal was submitted to AO25 TWG Members and Secretariat, DAP, Pasig City	Faster delivery of services


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 AUG 23 2019 of \_\_\_\_\_ in Quezon City, Philippines.

  
**KENNEDY T. COSTALES**  
Executive Director III

SUBSCRIBED AND SWORN to before me this AUG 23 2019 of \_\_\_\_\_, 2019 in QUEZON CITY, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ valid until \_\_\_\_\_ issued at \_\_\_\_\_.

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**ATTY. SOLEDAD C. VILLARENA**  
Notary Public for Quezon City  
Until December 31, 2019  
PTR No. 7323542 - 1-03-2019/ QC  
IBP No. AR14460591 - 12-17-2018/ QC  
Roll No. 30457 - 05-03-80  
MCLE 5-0012536 - 12-21-2015  
Adm. Matter No. NIP 270 (2018-2019)