



CERTIFICATION OF COMPLIANCE

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

I, **ZENaida G. CRUZ-DUCUT**, Filipino, of legal age, Chairperson of the **ENERGY REGULATORY COMMISSION**, 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 **ENERGY REGULATORY COMMISSION** has established its service standards known as the Citizen's Charter (Service Guide) that enumerates the following:
 - a. Vision and Mission of the Energy Regulatory Commission;
 - 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 **ENERGY REGULATORY COMMISSION** 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 published written either in English, Filipino or in the local dialect and published as an informational material.
5. The Citizen's Charter is uploaded in the ERC's website and accessible to the public.
6. The Citizen's Charter was first published in year 2003 and underwent its most recent review and revision on October 2014 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.*

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 27th day of January 2015 in Pasig City, Philippines.

Zenaida G. Cruz-Ducut
ZENAIDA G. CRUZ-DUCUT
Chairperson and CEO
Energy Regulatory Commission *per*

JAN 28 2015

SUBSCRIBE AND SWORN to before me this _____ day of _____ 2015 **MAKATI CITY**, Philippines,
with affiant exhibiting to me her _____ issued on 157-838at-552.

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