



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 both in English and Filipino and published as an informational material.
5. The Citizen's Charter is uploaded in the ERC's website URL <http://www.erc.gov.ph/Page/Citizens-Charter> and is accessible to the public.
6. The Citizen's Charter was first published in year 2003 and underwent its most recent review and revision on January 2012 following Section 4, Rule IV of the IRR that states that the office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically:

- A. The name of the responsible employee assigned for a certain task was changed to the employee's designation (For example, MOS-Contestable Market Division Staff). The stakeholders may now directly transact with any employee from the division concerned. This measure ensures that the clients are always attended;
- B. The procedures in applying for registration of Wholesale Aggregators (WA) were enhanced by clarifying and naming specific documentary requirements to be submitted to facilitate faster evaluation of applications; and
- C. The Citizen's Charter (Service Guide) was enhanced by incorporating a narrative workflow of the process for filing other consumer complaints for proper guidance of the stakeholders. Prior to the revision, the Service Guide only detailed the process regarding in-house meter testing and calibration and complaints with reference to watt-hour meters.

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 25th day of November 2013 in Pasig City, Philippines.



ZENAIDA G. CRUZ-DUCUT
 Chairperson and CEO ✓
 Energy Regulatory Commission

NOV 29 2013

QUEZON CITY

SUBSCRIBED AND SWORN to before me this ____ day of _____ 2013 in _____, Philippines, with affiant exhibiting to me her _____ issued on _____ at _____.

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