



CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, Alex Paul I. Monteagudo, Filipino, of legal age, Director General of the National Intelligence Coordinating Agency (NICA), the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The NICA has established its service standards known as the Service Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Service Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials that could be easily understood by the public.
- 3) The Service Charter is posted at the main entrance of the Agency or at the most conspicuous place at the Home Office and the 13 Regional Offices.
- 4) The Service Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Service Charter is uploaded on the agency's website through a tab or link specifically for the Service Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.



Republika ng Pilipinas
Tanggapan ng Pangulo
PAMBANSANG AHENSIYA NA TAGAPAG-UGNAY SA PAMALAYAN
(National Intelligence Coordinating Agency)
Bilang 5 Daang V. Luna, Lungsod Quezon 1100
Tel. 927-4245 Fax 927-4331 E-mail: maine@nica.gov.ph

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 5th of August 2020, in Quezon City, Philippines.

ALEX PAUL I. MONTEAGUDO, PhD, CESE
Director General
National Intelligence Coordinating Agency