



PAMBANSANG MUSEO NG PILIPINAS
NATIONAL MUSEUM OF THE PHILIPPINES

15 JANUARY 2021

ATTY. JEREMIAH BELGICA

Director- General
Anti-Red Tape Authority
G/F HPGV Building, 395 Sen. Gil Puyat Avenue,
Makati City 1200

Dear Atty Belgica,

Greetings from the National Museum of the Philippines!

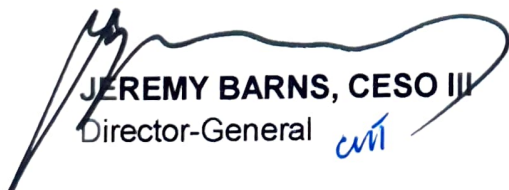
In compliance with the directive issued by the Anti-Red tape Authority to the government agencies to submit their respective Citizen's Charter by July 25, 2020. We are respectfully transmitting herewith for your perusal the following:

- National Museum of the Philippines Citizen's Charter Handbook
- Notarized Compliance Certificate
- Compliance Report pursuant to Administrative Order No. 23.

Please note that our Citizen's Charter is also uploaded in our website, copy of handbook on the counters of our frontline services for Clients information and convenience.

Thank you.

Truly yours,


JEREMY BARNS, CESO III
Director-General *cvii*



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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 of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes


I, **JEREMY BARNES**, Filipino, of legal age, Director-General of the National Museum of the Philippines, 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 National Museum of the Philippines including its 14 Regional Museums and Sites Offices has established its service standards known as the Citizen's 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;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
2. The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could easily be understood by the public.
3. The Citizen's Charter is posted 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 in English, Filipino and/or in the local dialect and published as an information material.
5. The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's 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.
7. This Certification is being issued to attest of the accuracy of all the foregoing based on the available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 15th day of January 2021 in the City of Manila, Philippines.


JEREMY BARNES, CESO III
Director-General CMT
National Museum of the Philippines

SUBSCRIBED AND SWORN to before me this 15th day of January 2021, in the City of Manila, Philippines, **CITY OF MANILA**

NOTARY PUBLIC

ATTY. RUBEE RUTH C. CAGASCA-EVANGELISTA
Notary Public - City of Manila
Commission No. 2920-003 valid until 31 Dec 2021
Roll of Attorneys No. 68477
IBP Lifetime No. 018821/1 / Jan 2011 - 2021 Manila
Tin # 205-150-146-000/PTR No. 9833883/05 Jan 2021
MCL# Compliance No.: VI-0018305 valid 14 Apr 2022
1560-B Diamante St., San Andres Bukid, Manila
Cell No. 09158787188

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