



# DEPARTMENT OF FOREIGN AFFAIRS FOREIGN SERVICE INSTITUTE

CENTER FOR INTERNATIONAL RELATIONS AND STRATEGIC STUDIES FSI PUBLICATIONS  
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## 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 Therefore)

I, CARMELITA S. MARASIGAN, Filipino, of legal age, Chief Administrative Officer of the FOREIGN SERVICE INSTITUTE located at 5<sup>th</sup> floor, DFA Building, 2330, Roxas Boulevard, Pasay City 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 **Foreign Service Institute** 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 the service office of the **Foreign Service Institute** 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 in English and published as an information material which is part of the Citizen's Charter of the Department of Foreign Affairs as the Institute's mother agency.
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 Services	Process Improvement	Action taken to Improve Process	Results/Benefits
Library Services: Processing of Library Card/Booklet	Faster release of Library card/booklet	Released after one day (Reduced from two days to one day)	Clients can borrow materials faster
Certification of treaties/agreement	Shorter processing documents for certification	Forward /bring documents to the Central Records Unit of the DFA within the same day for certification	Faster release of certified true copies of treaties/agreements

This certification is being issued to attest the truth and accuracy of all information herein based on available records and information that can be verified.

IN WITNESS HEREOF, I hereunto set my hands this 31st day of July, 2018 in Pasay City, Metro Manila, Philippines.

  
CARMELITA S. MARASIGAN  
Authorized Representative  
Chief, Administrative and Financial  
Services Division

SUBSCRIBE AND SWORN to before me this 31 day of JULY at PASAY CITY, Philippines, affiant exhibited to me his/her Office ID- \_\_\_\_\_ issued on \_\_\_\_\_.

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**ATTY. JOVINO R. ANGEL**  
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