



**Office of the President
NATIONAL HOUSING AUTHORITY
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, **MARCELINO P. ESCALADA, JR.**, Filipino, of legal age, General Manager of the National Housing Authority, 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 Housing Authority including its 17 Regional Offices and 43 District Offices has established its service standards known as the Citizen's Charter that enumerates the

following:

- a. Vision and mission of the agency;
 - 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. Documents needed to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
- b. Government services offered;
- c. Procedure for filing complaints.

- 2) The Citizen's Charter is posted as an information billboard through readable materials that could be easily 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 and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 _____ 2021 in Quezon City, Philippines.

MARCELINO P. ESCALADA, JR.
General Manager
NATIONAL HOUSING AUTHORITY

SUBSCRIBED AND SWORN to 16 APR 2021 before me this 2020 in Quezon City, Philippines, with affiant exhibiting to me his issued on at _____

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NOTARY PUBLIC
ATTY. ELEONOR A. BALATBAT
Adm. Matter No. NP-259
Extended until 6-30-2021 per BM No. 3795
Notary Public for and in Quezon City
NHA Bldg., Elliptical Road, Diliman, Q.C.
Roll No. 53804