



Republic of the Philippines  
 Department of Science and Technology  
**PHILIPPINE TEXTILE RESEARCH INSTITUTE**  
 General Santos Avenue, Bicutan, Taguig City, Metro Manila  
 Tel Nos (632)837-2071 to 82 loc. 2360 to 2379 Telefax (632)837-1325  
 http://www.ptri.dost.gov.ph



ISO 9001:2008  
 Cert No. 01 100 127458

Annex 9-Anti-Red Tape Act (ARTA) Certification

**CERTIFICATION OF COMPLIANCE**

Pursuant to Republic Act 9845: 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 Therefor

**I, CELIA B. ELUMBA**, Filipino, of legal age, Director of the PHILIPPINE TEXTILE RESEARCH INSTITUTE, being responsible and account able in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing and Regulations hereby declare and certify the following truths:

1. The **PHILIPPINE TEXTILE RESEARCH 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 all service offices of **PHILIPPINE TEXTILE RESEARCH 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, Filipino or in local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on July 16, 2010, reviewed and revised on December 3, 2012 as required under Sec. 4, Rule IV of the IRR. The fees and charges were updated based on DOST Guidelines on August 1, 2014. 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 the frontline service delivery specifically on the reduction of time allotted for providing services. The duration of services was aligned based on the ISO 9001:2008 functional objectives of each unit.

The certification is being issued to attest the accuracy of the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand 29<sup>th</sup> of October 2015 in Taguig City, Philippines.

*Celia B. Elumba*  
**ATTY. ROBERTO F. MACINABAN**  
 NOTARY PUBLIC for **CELIA B. ELUMBA**  
 Taguig City, Pasig City and San Juan **Director IV**  
 Until December 31, 2015  
 IBP OR. NO. 975541 / 11-14-14 / RIZAL  
 PTR NO. A-2358266 / 01-05-15 / Taguig City  
 MCLE Compliance No. IV-0022310  
 IBP Roll No. 29548  
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