



# Philippine Sugar Corporation

Rm. 1405-A, Security Bank Centre, 6776 Ayala Avenue, Makati City  
Telephone No. 856-4477/830-0317 (Fax)

## Annex 9

### CERTIFICATION OF COMPLIANCE ON THE CITIZEN'S CHARTER

This is to certify that the **PHILIPPINE SUGAR CORPORATION** has complied with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, and the person whose signature appears below hereby declares and certifies the following truths:

1. The **PHILIPPINE SUGAR CORPORATION** has established its service standards known as the Citizen's Charter that enumerates the following:

- a. Vision and mission of the GOCC;
- 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; and
- h. Procedure for filing complaints.

2. The Citizen's Charter is posted as information billboards in all the service offices of **PHILIPPINE SUGAR CORPORATION** 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 published, written either in English.

5. The Citizen's Charter is uploaded in the website of the Philippine Sugar Corporation ([www.philsucor.gov.ph](http://www.philsucor.gov.ph)) and accessible to the public.

6. The Citizen's Charter was first published on August 17, 2009 and underwent review and revision on January 29, 2014 as required under Section 4, Rule IV of the IRR.

7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically:

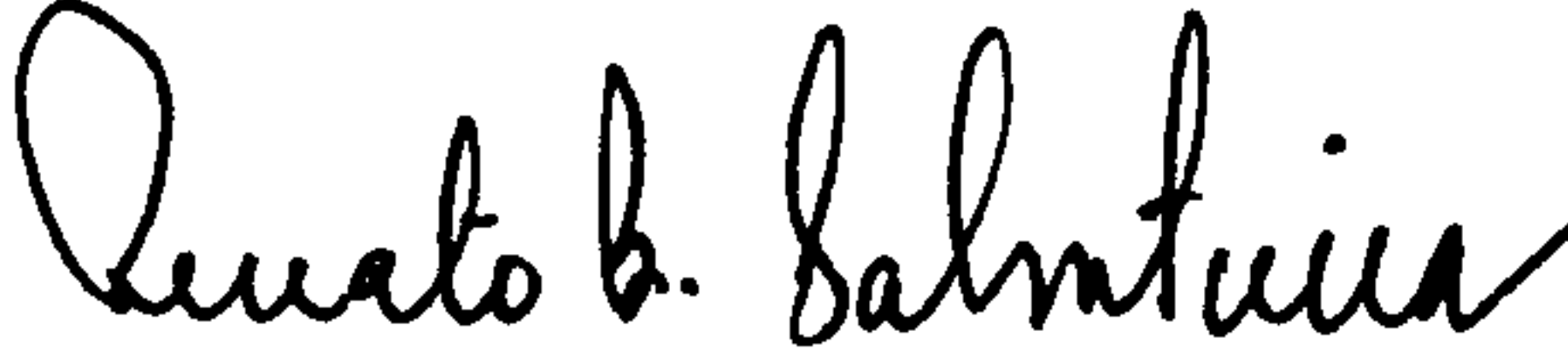
- Inclusions of other requirements for lending/financing services related to sugar production to support the sugar industry;
- Reduction of interest rates from 9%-10% per annum to 6%-10% for lending/financing services extended to sugar mills/refineries for rehabilitation and/or improvement of facilities; and,

- Reduction of interest rates from 9%-10% per annum to 6%-10% per annum for lending/financing services related to sugar production to support the sugar industry.

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

FEB 26 2014

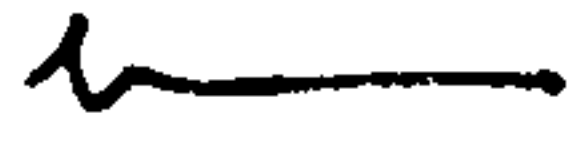
IN WITNESS WHEREOF, I have hereunto set my hands this \_\_\_\_\_ day of \_\_\_\_\_ in **Makati City**, Philippines.

  
**RENATO B. SALVATIERRA**  
 President

FEB 26 2014

**MAKATI CITY**

**SUBSCRIBED AND SWORN TO** before me this \_\_\_\_\_ day of \_\_\_\_\_, affiant exhibiting to me his Passport No. ED2566704 issued on May 29, 2011 at Manila, known to me and by me known to be the same persons who executed the following **Certification of Compliance of the Citizen's Charter** signed by him and acknowledged to me that the same his free and voluntary act and deed, and also that of the entities represented.

  
**FELIPE L. ILEDAN, JR.**  
 Notary Public for and in the City of Makati  
 Until Dec. 31, 2014, App. No. M-02  
**NOTARY PUBLIC**  
 Roll No. 27625/ TIN 136897000  
 Rm 412, 4<sup>th</sup> Flr., VGP Center, 6772 Avarra  
 Makati City, PTR Ma. 14127171-2003  
 OBP No. 903662/0/02/2012 M-02  
 Compliance No. 137-0018385-123-000

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