



Republic of the Philippines
Department of the Interior and Local Government
Bureau of Fire Protection
NATIONAL HEADQUARTERS
Agham Road, Sitio San Roque, Brgy. Bagong Pag-asa, Quezon City

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 Therefor

I, CSUPT CARLITO S ROMERO, Filipino, legal age, ~~Officer-in-Charge~~, Bureau of Fire Protection being responsible and accountable in ensuring compliance with the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The Bureau of Fire Protection 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~~ the service offices of the Bureau of Fire Protection 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 either in English, Filipino, or in the 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 published on March 27, 2009 and since then, several policies were introduced to strengthened its implementation.
7. The Citizen's Charter already shows improvements in the delivery of the following services of the BFP; prompt issuance of fire safety inspection certificate, increase in fire code fee collection and efficient conduct of fire safety inspection, Further with the Citizen's Charter, the number of complaints pertaining to corruption and red tape involving BFP personnel has significantly decreased.

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 HEREOF, I have hereunto set my hand this 21st day of November 2013 in Quezon City, Philippines.


CARLITO S ROMERO
CSUPT (DSC) BFP
Officer-In-Charge