

Republic of the Philippines
Department of Science and Technology
FOOD AND NUTRITION RESEARCH INSTITUTE
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"FIGHT MALNUTRITION WITH ACCURATE DATA, CORRECT INFORMATION, AND INNOVATIVE TECHNOLOGIES"

ARTA COMPLIANCE TEMPLATE

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **Dr. Mario V. Capanzana**, Filipino of legal age, Director of the **Food and Nutrition Research Institute**, is 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 truths:

1. The **Food and Nutrition 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 service 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 **Food and Nutrition 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 published written either in English, Filipino or in the local dialect and published as an information material.
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 August 11, 2009 and underwent review and revision on September 4, 2009, January 19, 2010, November 16, 2012 and October 24, 2013 as required under Section 4, Rule IV of the IRR: 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 improvements based from the summary of survey responses or feedback forms generated from the clients: a) Very satisfactory rating for courtesy of FNRI frontline services; b) Very Satisfactory rating for promptness of service; c) Very Satisfactory rating for the quality of service; and d) Very Satisfactory rating for meeting of expectations of clients that resulted from the process review of

frontline service, delivery specifically: standardizing the procedures, fees and charges and other requirements of the office, establishing complaint and redress mechanisms for unsatisfied customers and practicing *No Noon Break* to cater needs of clients even during lunch time.


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 25th day of November 2013 in Taguig City, Philippines.


MARIO V. CAPANZANA, Ph.D.
Director

SUBSCRIBED AND SWORN to before me this 25th day of NOV 25 2013 in Taguig City, Philippines, with affiant exhibiting to me his/her FNRI ID No. 01-00-035 issued on 29 at Taguig City

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ATTY. MARION IVY O. DE LA CRUZ
NOTARY PUBLIC
FOR THE CITIES OF PASIG, TAGUIG, SAN JUAN & PATERO:
OOST-TAPI GENERAL SANTOS AVE., BICUTAN TAGUIG
ROLL OF ATTORNEY'S 52998/NC NO 10/12/2012-2013
PTR NO. A- 1702390; 1/04/13; TAGUIG CITY
IBP NO. 876849; 1/04/13; TAGLOBAN CITY