

### CERTIFICATION OF COMPLIANCE

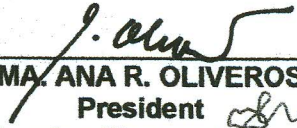
Pursuant to Republic Act No. 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **MA. ANA R. OLIVEROS**, Filipino, of legal age, *President* of the **SOCIAL HOUSING FINANCE CORPORATION** 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 **SOCIAL HOUSING FINANCE 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 **SOCIAL HOUSING FINANCE CORPORATION** that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office and at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written in English and will be published as a booklet.
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 02 December 2013.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically: *reduction in processing time (120 days); implementation of simultaneous processing; implementation of regional (or decentralized) processing; SHFC submission of documentary requirements to the Bureau of Internal Revenue (BIR) in relation to the issuance of Capital Gains Tax Exemption (CGTE) and creation of an Information and Public Information Desk (IPAD), among others.*

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, we have hereunto affixed our signatures this \_\_\_\_ day of \_\_\_\_\_ 2013 at **Makati City, Philippines**.

  
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**MA. ANA R. OLIVEROS**  
 President  
**Social Housing Finance Corporation**

SUBSCRIBED AND SWORN to before me this (date) day of (month) 20\_\_ in (city, province), Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at (place of issuance).

Doc. No.: \_\_\_\_\_

Series of: \_\_\_\_\_

Fee Paid: \_\_\_\_\_

O.R. No.: \_\_\_\_\_