

**2015 Performance-Based Bonus
Citizen's Charter Validation**

List of Non-Compliant Attached Agencies

	Agency	Region	Location	Deficiencies
1	Bureau of Customs	NCR	Port Area Manila, South Harbor	The Citizen's Charter does not indicate the procedure for filing complaints
		3	Port of Limay	The Citizen's Charter does not indicate the following: a. Time needed to complete the procedure b. Amount of fees
2	Maritime Industry Authority	12	National Highway , General Santos City	No posted Citizen's Charter
3	Philippine Carabao Center	3	Muñoz, Nueva Ecija	The Citizen's Charter does not indicate the procedure for filing complaints
4	Philippine Fiber Industry Development Authority	9	Pagadian City	No posted Citizen's Charter
		NCR	Elliptical, Diliman, Quezon City	No posted Citizen's Charter
5	Philippine Institute of Volcanology and Seismology	7	Tagbilaran City, Bohol	No posted Citizen's Charter
6	Philippine National Police	9	Mercedes, Zamboanga City	No posted Citizen's Charter
7	Philippine Coast Guard	9	Naval Station, Calarian, Zamboanga City	No posted Citizen's Charter
		7	Tagbilaran City, Bohol	1. The Citizen's Charter does not indicate the procedure for filing complaints. 2. The Citizen's Charter is not published as an information material
8	Technical Cooperation Council of the Philippines	NCR	DFA Bldg., Pasay City	The Service Charter does not indicate the following: a. Services offered b. Step-by-step procedure in availing of the service c. Employee responsible for each step d. Time needed to complete the procedure e. Required documents
9	Information and Communications Technology Office	3	Malolos, Bulacan Field Operations Office Cluster 2	No posted Service Charter or equivalent Citizen's Charter
10	National Nutrition Council	5	Sagpon, Daraga, Albay	No posted Service Charter or equivalent Citizen's Charter
11	National Agricultural and Fisheries Council (formerly Philippine Council for Agriculture and Fisheries)	6	Provincial Agricultural and Fisheries Council - San Miguel, Jordan, Guimaras	1. The Citizen's Charter does not indicate the procedure for filing complaints.

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Agency	Region	Location	Deficiencies
National Agricultural and Fisheries Council (formerly Philippine Council for Agriculture and Fisheries)	6	Proviincial Agricultural and Fisheries Council - San Miguel, Jordan, Guimaras	2. The Citizen's Charter is not positioned at the main entrance or at the most conspicuous place 3. The Citizen's Charter is not published as an infromation material 4. The Citizen's Charter is not uploaded in the agency's website
	6	Regional Agricultural and Fisheries Council - Port San Pedro, Iloilo City	No posted Citizen's Charter
	NCR	Elliptical, Diliman, Quezon City	The Citizen's Charter does not indicate the following: a. Amout of fees b. Required documents c. Procedure for filing complaints
12 Procurement Service	10	Bulua, Cagayan de Oro City	No posted Citizen's Charter