

CITIZEN'S CHARTER VALIDATION REPORT

Agency Name : PHILIPPINE AEROSPACE DEVELOPMENT CORPORATION

Location : PADC Hangar 2 General Aviation Area, Domestic Road, Pasay City

Date of Validation : 23 April 2015

Citizens Charter Compliance	Yes	No	Remarks
1. The Service Standards known as Citizens charter enumerating the following was established			
a. Vision Mission of the agency	√		Complied
b. Front line services offered	√		Complied
c. Step by step procedure in availing of frontline services	√		Complied
d. employee responsible for each step	√		Complied
e. time needed to complete the procedure	√		Complied
f. Amount of fees		√	With certification that PADC could not post its fees due to trade secrets
g. Required documents	√		Complied
h. Procedure for filing complaints	√		Complied
2. The Citizen's Charter is posted as information billboards in all the service offices of the agency that deliver frontline services	√		Complied
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said services	√		Complied
4. The Citizen's Charter is published written in English or in local dialect and published as an information material (e.g. booklet or brochure)	√		Complied
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.	√		Complied