

Annex 3 – ARTA COMPLIANCE CERTIFICATE



Republic of the Philippines
UNIVERSITY OF NORTHERN PHILIPPINES
Vigan City, Ilocos Sur
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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, GILBERT R. ARCE, Filipino, of legal age, SUC President IV of the UNIVERSITY OF NORTHERN PHILIPPINES, 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 UNIVERSITY OF NORTHERN PHILIPPINES 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 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 UNIVERSITY OF NORTHERN PHILIPPINES 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 first published on February 27, 2013 and underwent review and revision on September 27, 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 the improvements on its service standards that resulted from the process review of frontline service delivery, specifically the procedure for filing complaints.

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, we have hereunto affixed our signatures this 29th day of November 2013 at Vigan City, Ilocos Sur, Philippines.

GILBERT R. ARCE, Ed.D.
SUC President IV

SUBSCRIBED AND SWORN to before me this 29th day of November 2013, in Vigan City, Ilocos Sur, Philippines, with affiant exhibited to me his ID # SUCPres4-1-2011 issued on Aug. 23, 2011 at CHED, Manila, Philippines.

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ATTY. NOEL R. PASTOR
NOTARY PUBLIC
UNTIL DEC. 31, 2013
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