

Republic of the Philippines
UNIVERSITY OF NORTHERN PHILIPPINES
 Tamao, Vigan City
 2700 Ilocos Sur

Office of the President

Website: www.unp.edu.ph Mail: op@unp.edu.ph
 Telefax #: (077) 722-2810

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, **President** 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 facts:

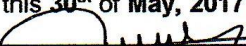
- 1) The **UNIVERSITY OF NORTHERN PHILIPPINES** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible 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 **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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
1. Enrollment	Inform stakeholders the time frame of transactions	Time frame per transaction was already indicated in the process flow	Faster transaction
2. Request for student records	Convenience of clients to fill up	Revised form	Lesser time to fill up

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 **30th of May, 2017** in **Vigan City, Ilocos Sur**, Philippines.


GILBERT R. ARCE, EdD.
 SUC President IV
 University of Northern Philippines

SUBSCRIBED AND SWORN to before me this **30th of May, 2017** in **Vigan City, Ilocos Sur**, Philippines, with affiant exhibiting to me his/her  issued on _____ at _____

ATTY. ROMAN MARIO V. PANEM

Notary Public

NOTARY PUBLIC

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