

CERTIFICATE OF COMPLIANCE AFTER VALIDATION
(Deficiencies addressed after validation)

(Pursuant to the 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, **ESTER B. OGENA**, Filipino, of legal age, **President** of the **Philippine Normal University**, located at **Taft Avenue, Manila**, 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 that the **PHILIPPINE NORMAL UNIVERSITY** has already addressed the following deficiencies identified during the Citizen's Charter validation conducted on **November 9, 2017** by the CSC Regional/Field Office:

FINDINGS	ACTION TAKEN
Make the public assistance desk signage bigger	Public Assistance Desk signage was made bigger and printed in tarpaulin for greater visibility (Please see attached picture)
Enlarge the Feedback mechanism procedure for greater visibility	Feedback mechanism procedure was made bigger and printed in tarpaulin for greater visibility (Please see attached picture)

This certification is being issued to attest to the accuracy of all information contained herein based on available records and information that can be verified with the Philippine Normal University.

IN WITNESS HEREOF, I hereunto set my hands this NOV 17 2017 of _____ in Manila, Philippines.



ESTER B. OGENA
HEAD OF AGENCY

University President
POSITION

SUBSCRIBED AND SWORN to before me this NOV 17 2017 of _____, 2017 in Manila, Philippines, with affiant exhibiting to me his/her _____ issued on the _____ at _____.

NOTARY PUBLIC

ATTY. RICHARD L. ANOLIN
NOTARY PUBLIC UNTIL DECEMBER 31, 2017
FOR THE CITY OF MANILA, PHILIPPINES
IBP LIFETIME NO. 05179/02-25-05/MLA
PTR NO. 1385280/01-03-17/MLA
ROLL NO. 33595

MCLE COMPLIANCE NO. 17-0623850-8-06-14
RODOLFO ANOLIN & ASSOCIATES LAW OFFICE
2/F YMCA OF MANILA BLDG.
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