



Republic of the Philippines  
PHILIPPINE NORMAL UNIVERSITY  
Mindanao  
Prosperidad, Agusan del Sur

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, Adelyne M. Costelo - Abrea, Filipino, of legal age , Executive Director and Provost of the Philippine Normal University - Mindanao, 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 Philippine Normal University - Mindanao Campus including its ( number of Regional Offices/ Branches/ Service Offices/Campuses ) has established its service standards known as the Citizen’s Charter that enumerates the following:
  - a. Vision and Mission of 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 services offices of Philippine Normal University - Mindanao Campus 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 streaming of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Issuance of documents	Duration of activity is revised	Followed the new duration of activity	Clientele is satisfied on the release of requested documents since the

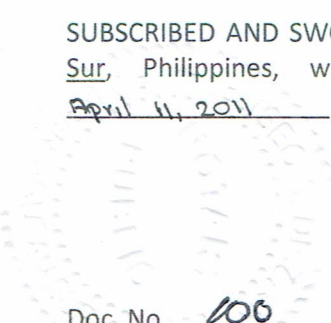
			specified duration is met or even shortened.
Admission in the graduate program	Replaced the process to be undertaken by the client	Clarified the steps to be done	Clientele will not be confused on the steps listed
Enrolment in the graduate program	Duration of activity is stretched to accommodate the evaluation of subjects taken by the old students and transferees	Given ample time to old students and transferees so that their records be properly evaluated	Clientele is served better by making sure subjects are not taken twice.

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 31<sup>st</sup> day of July, 2018 in Prosperidad, Agusan del Sur, Philippines.

*Adelyne M. Costelo*  
ADELYNE M. COSTELO – ABREA  
Executive Director and Provost  
Philippine Normal University - Mindanao

SUBSCRIBED AND SWORN to before me this this 31<sup>st</sup> day of July, 2018 in Prosperidad, Agusan del Sur, Philippines, with affiant exhibiting to me his/her university ID issued on April 11, 2011 at Manila.



Doc. No. 100  
Page No. 20  
Book No. 19  
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*Atty. Eliseo S. Diaz, Jr.*  
**ATTY. ELISEO S. DIAZ, JR.**  
**NOTARY PUBLIC**  
**UNTIL DECEMBER 2019**  
**PTR NO. 7235944**  
**IBP NO. 1066218**  
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**MCLE COMP. 11-0007742**