



PHILIPPINE NORMAL UNIVERSITY
National Center for Teacher Education
The Indigenous Peoples Education Hub
North Luzon Campus
Alicia, Isabela

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 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, **ELENA A. NAVAS**, Filipino, of legal age, **Executive Director and Provost** of the **Philippine Normal University North Luzon (PNU-NL)** 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 Regulation, hereby declare and certify the following truths:

1. The **PNU-NL** established its service standards known as the Citizen's Charter/ Service Charter that enumerates the following:
 - a. Vision and mission of the university
 - 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; and
 - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of **PNU-NL** that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or 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 (eg. 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 in 2009 and underwent review and revision of Volume 4 in 2002 and Volumes 1 and 3 in November 2013, and Volumes 1,3,4,5,6, and 7 from June to December 2015 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 that result from the process review of frontline service delivery, specifically: revision of volumes 1, 3 and 4. The 2015 revisions will be reflected in the Service Charter booklets and posters upon management approval.

This Certificate is being issued to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, we have hereunto affixed our signatures this 31st of July 2018 at Alicia, Isabela, Philippines.



ARLENE M. GAFFUD

Director, Finance and Administration



ELENA A. NAVAS, Ph. D.

Executive Director and Provost

ACKNOWLEDGEMENT

REPUBLIC OF THE PHILIPPINES

PROVINCE OF Isabela) S.S

BEFORE ME, This 31st day of July at Alicia, Isn, personally appeared the following:

NAME

ARLENE M. GAFFUD

ELENA A. NAVAS

ID NO.

1-ADM 03

EC7427837

DATE / PLACE OF ISSUE

OCTOBER 2017 / PNU-MANILA

APRIL 18, 2016 / DFA Tuguegarao

who are known to be same public officials who executed the foregoing instruments and they both acknowledged to me that the same is their free and voluntary act and deed.

This instrument consists of two (2) pages, including this page on where the acknowledgement is typewritten, has been signed by said officials and their instrumental witness on each and every page thereof, and sealed with my notarial seal.

IN WITNESS WHEREOF, I have hereunto set my hand, the day, the year and place above written.

NOTARY PUBLIC

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Book No. 132

Series of 2018


ATTY. FEDERICO V. ARDAN, JR.

Notary Public

Until Dec. 31, 2018

PTR No. 9502526/1-3-18/Alicia, Isa.

Roll No. 28493

IBP No. 033013/02-09-18/Isa. Chapter

MCLE Compliance No. IV-0012025