

Republic of the Philippines  
**PHILIPPINE NORMAL UNIVERSITY VISAYAS**  
Cadiz City, Negros Occidental

**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, **GLICERIA ARLYN G. GARANCH0**, Filipino, of legal age, **Executive Director & Provost** of the **Philippine Normal University Visayas**, 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:

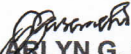
- 1) The **Philippine Normal University Visayas Campus** has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. 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 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
<b>Cashier's Office</b>	Duration of services offered by the office	Shortened the duration of services offered by the office	Customer satisfaction. Increase in number of clients.
	Process Flow of services offered by the office	Simplified the process flow of services offered by the office	Client's convenience Saves time and effort
	Documentary requirements from clients/customers	Modified the required documents in line with PWEBSS	Up-to-date documents/forms Compliant to PWEBBS
<b>Registrar's Office</b>	Refinement of procedures to avail the services in the Office of the Registrar	System' Review with frontline offices of the University	Releasing time was shortened; Speedy processing of documents

University Clinic	Procedural & System's Flow Review	Reduce Patient Turn Around Time (TAT)	Decrease patient's waiting time Increase overall patient's satisfaction
Library	Revisit and enhancement of library procedures to avail of services	Systems Review with frontline offices of the university Revised and shortened the duration of activity	Streamlining of the process, time and manpower. Accurate and speedy services. Customer satisfaction.
Office of the Student Services	Duration of services offered by the office	Shortened the duration of services offered by the office	Customer satisfaction

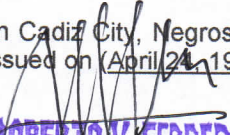
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 30th of July, 2018 in Cadiz City, Negros Occidental, Philippines.

  
**GLICERIA ARLYN G. GARANCHO**  
Executive Director & Provost  
Philippine Normal University Visayas

SUBSCRIBED AND SWORN to before me this 30th of July 2018 in Cadiz City, Negros Occidental, Philippines, with affiant exhibiting to me his/her (PRC ID-0357743) issued on (April 24, 1998) at (Iloilo City).

Doc. No. 118  
Page No. 04  
Book No. 11  
Series of 1018

  
**ROBERTO V. FERRER**  
NOTARY PUBLIC  
NOTARY PUBLIC FOR THE CITIES OF CADIZ  
AND BAGAYAN MUN. OF MANAPLA  
NR# \_\_\_\_\_/UNTIL DEC. 31, 2019  
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