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Annex A

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, **MA. ANTOINETTE C. MONTEALEGRE**, Filipino, of legal age, Officer-in-Charge, Office of the President of the Philippine Normal University, 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 (PNU) including its five Campuses 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 *Philippine Normal University* 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
	Application for Admission Test in the Undergraduate Program	Streamlined the process in applying for PNUAT Undergraduate Program	Efficient and Streamline process
	Application for Admission Test in the Certificate in Teaching Program (CTP)/Post Baccalaureate Program	Streamlined the Application process for CTP/Post Baccalaureate Program	Efficient and Streamline process

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 9th of July 2019 in the City of Manila, Philippines.

Montealegre
MA. ANTOINETTE C. MONTEALEGRE
Officer-in-Charge, Office of the President
Philippine Normal University

SUBSCRIBED AND SWORN to before me this JUL 16 2019 in the City of Manila, Philippines, with affiant exhibiting to me his/her government ID no. _____ issued on _____ at the _____.

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NOTARY PUBLIC
[Signature]
ATTY. RICHARD L. ANOLIN
NOTARY PUBLIC UNTIL DECEMBER 31, 2019
FOR THE CITY OF MANILA, PHILIPPINES
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