



Republic of the Philippines
Philippine Normal University
National Center for Teacher Education
The Indigenous Peoples Education Hub
North Luzon
Alicia, Isabela

CERTIFICATION OF COMPLIANCE

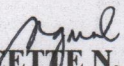
Pursuant to Republic Act No. 9485: An act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption. and Providing Penalties Therefor

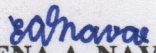
I, **ELENA A. NAVAS**, Filipino. of legal age, **Executive Director and Provost** of the **Philippine Normal University North Luzon (PNU-NL)** being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2001 and Rule IV of its Implementing Rules and Regulation, 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. Frontline services offered;
 - b. Step-by-step procedure in availing of frontline services;
 - c. Employee responsible for each step;
 - d. Time allotment to complete each step;
 - e. Amount of fees; and
 - f. Required document
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 at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written in English.
5. The Citizen's Charter is uploaded at Philippine Normal University Manila website and accessible to the public at pnu.edu.ph/good-governance-conditions/citizens-charter-2019/.
6. The Citizen's Charter is posted in conspicuous places of the campus.
7. 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, Volumes 1,3,4,5,6, and 7 from June to December 2015. The revisions from June to December 2019 relate to step-by-step procedure, employee responsible for each step, time allotment and required document. The revisions are 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.*
8. The Citizen's Charter already shows the improvements that result from the process review of frontline service delivery, specifically on the quality, promptness, efficiency of systems/procedures, competency of staff and work environment of the office. The 2019 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 10th of December 2019 at Alicia, Isabela, Philippines.


NICETTE N. GANAL
OIC, Director for 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 10th day of Dec. 2019 Alicia, Isabela personally appeared the following:

NAME	ID NO.	DATE/ PLACE OF ISSUE
NICETTE N. GANAL	<u>0134251</u>	<u>August 13, 2018, Manila</u>
ELENA A. NAVAS	<u>Passport EC 7427837</u>	<u>April 18, 2016 - Tuguegarao</u>

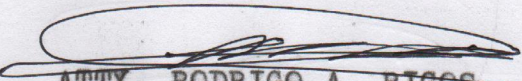
who are known to be same public officials who executed the foregoing instruments and they both acknowledged to me that the same is their free and voluntary act and deed.

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

Doc. No. 421 :
Page No. 86 :
Book No. 139 :
Series of 2019


ATTY. RODRIGO A. RIGOS
Notary Public
Until December 31, 2020
PTR No. PGI 10788262/01-04-19/Alicia, Isabela
IBP O.R. No. 070451/01-22-19/Isabela Chapter
MCLE Compliance No. VI-0021744/03-28-19
Roll No. 25956