



Republic of the Philippines  
**PHILIPPINE NORMAL UNIVERSITY**  
*The National Center for Teacher Education*  
Mindanao  
Multicultural Education Hub  
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 PNU Mindanao 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
Admission of undergraduate students	Turnaround time enhanced	Time for the conduct was adjusted based on actual conduct	More realistic time of accomplishment
Admission of undergraduate students	PNUAT fee waived	The PNUAT fee was deleted since it will be paid by the Commission on Higher Education	No collection of fees

Enrollment of first year undergraduate students	Turnaround time was shortened	Time for the process was improved	Enhanced process
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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 18<sup>th</sup> of December 2019 in Prosperidad, Agusan del Sur, Philippines.

*Ade M. Costelo*  
ADELYNE M. COSTELO - ABREA  
Executive Director and Provost

SUBSCRIBED AND SWORN to before me this 18<sup>th</sup> of December 2019 in Prosperidad, Agusan del Sur, Philippines, with affiant exhibiting to me his/her (PNU AT -017) issued on (January 03, 2011) at (Manila, Philippines).

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*[Signature]*  
**ATTY. FERNANDO H. EBARLE**  
NOTARY PUBLIC  
UNTIL DECEMBER 31, 2020  
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