



REPUBLIKA NG PILIPINAS
Republic of the Philippines
PAMANTASANG NORMAL NG PILIPINAS
Philippine Normal University
ANG PAMBANSANG SENTRO SA EDUKASYONG PANGGURO
The National Center for Teacher Education
Maynila
Manila

CERTIFICATION OF COMPLIANCE


Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **BERT JAZMIN TUGA**, Filipino, of legal age, President of the Philippine Normal University, being responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, 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. Government Services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees if necessary, and
 - c. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public,
- 3) The Citizen's Charter is posted 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 through a tab or link specifically for the Citizen's Charter, located at the most visible space or areas of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 23rd of July 2020 in the City of Manila, Philippines.


BERT JAZMIN TUGA, PhD
President
Philippine Normal University

JUL 23 2020

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

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Series of XXXX

NOTARY PUBLIC
ATTY. JOSE EDWARD TRINIDAD ANG
Notary Public for City Manila- Valid 12/31/2021
Notarial Commission No. 2020-033
2/F Midland Plaza Hotel, Adreatico st., Ermita, Mla.
IBP NO. 101538 / Jan. 6, 2020 - Pasig City
PTR. NO. 9115583 / Dec. 27, 2019 - Manila
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