



## UNIVERSITY OF THE PHILIPPINES BAGUIO

Governor Pack Road, Baguio City 2600

Tel. No. (074) 442-3888

### 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, RAYMUNDO D. ROVILLOS, Filipino, of legal age, Chancellor of the University of the Philippines Baguio, 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:

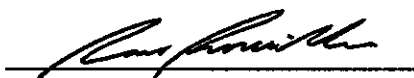
- 1) The University of the Philippines Baguio has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible 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 office of University of the Philippines Baguio 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 improvement, 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>UNIVERSITY LIBRARY</b>			
COMPUTER/ iPad USAGE	Accessibility to computer and internet services.	Provision of 41 computer units with internet services.	Students no longer queue at the Learning Resource Center for computer usage.
POWER USAGE/ CHARGING	Charging of laptops/ gadgets in the library.	The internet card can be used to avail charging.	Clients can charge their laptops/ gadgets during library hours.
COMPUTER PRINTING	Accessibility of computer printing services.	Provision of printing services to students	Students no longer queue at the Learning Resource Center for computer printing services and materials are accessed by students.
COMPUTER SCANNING	Accessibility of computer scanning services.	Provision of scanning services to students.	Students no longer queue at the Learning Resource Center for computer scanning services and materials are accessed by students.
<b>SUPPLIES AND PROPERTY MANAGEMENT OFFICE</b>			
PROCUREMENT	Categorization of Request from offices.	Clients are advised to categorize in the P.R. form their requests based on the nature of supplies and equipment. Canvass of items will be directly floated to suppliers providing/ carrying the same category of supplies.	Easier facilitation of procurement process and effectively earlier delivery of request.
REQUEST FOR REPAIR	Decrease the number of days from 30 days to 17 days to act on request for repair and disposal of unserviceable equipment.	Prior to referral of repair to outside supplier, the Pre-post repair form should be reviewed by in house technical inspector/ person.  Implemented on timely checking and updating of property card to record repairs.	Easier determination if equipment has been repaired several times and if it is still economically repairable. Faster recommendations either to have it repaired or disposed.  May lead to savings of the end user.
ISSUANCE OF SUPPLIES/ REQUESTS	Implementation of use of Request and Issue Slip for ALL requests.	Clients are asked to prepare RIS for ALL requests corresponding to the P.R. The RIS will be used to record all releases to clients.	Will ensure that all requests are released/ delivered and received by the client.  Monitoring is easier.
<b>UP BAGUIO LADIES DORMITORY</b>			
Reservation for Residency (By phone or personal visit)	Application forms downloadable from UPB Website	Coordination with UPB website administrator to post announcements and	Time and cost savings on the part of the applicants: *application forms are

*note: procedures by phone or personal are merged	Filled up forms and attachments can be mailed through the courier	other instructions in the UPB website	accessed through UPB website *no need to personally submit the forms
Confirmation of residence  *note: additional frontline service	Specific and detailed step by step instructions on confirmation of status of application	On how to confirm applications	Clearer information regarding status of application
Approval of late/ overnight/ home permits  *note: additional frontline service	Requirement of permit forms and approval by dorm manager on duty	Formulation and posting on bulletin boards of detailed guidelines in seeking permits	Closer monitoring of residents' whereabouts by dorm manager; standardized procedure on application for late/ overnight/ home permits
Accommodation of walk-in transients  *note: formerly the TRANSIENT RESERVATION (personal) frontline service	Updated transient fee rates (to include senior citizen/ PWD rates)	Review of procedures and rates in accommodating walk-in transients	Uniformity in the observance of process/ procedure by persons-in-charge and in the treatment of clients
<b>HRDO</b>			
Submission of requirements on job vacancies	Addition of selection committees	Formulation of unit HRMPSB for administrative staff	More objective selection process

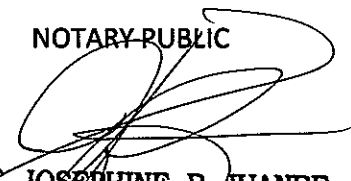
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 27<sup>th</sup> day of July, 2018 in Baguio City, Benguet, Philippines.

  
 DR. RAYMUNDO D. ROVILLOS  
 Chancellor  
 University of the Philippines Baguio

SUBSCRIBED AND SWORN to before me this JUL 30 2018 in City of Baguio, Philippines, with affiant exhibiting to me his/her Passport No. EC 4271669 issued on 28 May 2015 at Baguio City.

NOTARY PUBLIC

  
**RICHELLE JOSEPHINE B. JUANBE**  
 Notary Public for Baguio City  
 Not. Com. N.A.-NC-83-NEW-17 until Dec. 31, 2018  
 Roll No. 68499; May 29, 2017  
 IBP No. 017732; 06/23/17; Baguio-Benguet Chapter  
 PTR No. 2457763 501-12-18; Baguio City  
 TIN: 472-101-281-000

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