



UNIVERSITY OF THE PHILIPPINES

Quezon City

CERTIFICATE 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, Danilo L. Concepcion, Filipino, of legal age, President of the University of the Philippines, the person 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 University of the Philippines including its eight (8) Constituent Universities (CUs), the UP Philippine General Hospital (UP-PGH), and the UP System Administration Offices, 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;
iii. Maximum time needed to conclude the process;
iv. Document/s to be presented by the applicant or requesting party, if necessary;
v. Amount of fees, if necessary; and
c. Procedure for filing complaints.
2) The Citizen's Charter is posted as an information billboard 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, and/or in the local dialect and published as an information material.
5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area 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 WHEREOF, I have hereunto set my hand this 6th of December, 2019 in Quezon City, Philippines.

[Handwritten signature of Danilo L. Concepcion]

DANILO L. CONCEPCION
President
University of the Philippines

SUBSCRIBED AND SWORN to before me this 6th of December, 2019 in Quezon City, Philippines, with affiant exhibiting to me his/her passport no. 90005896A issued on [blank] at [blank] valid until 3/28/2023

NOTARY PUBLIC/ ADMINISTERING OFFICER

[Handwritten signature of Atty. Tzevel Christine Dg. Cruz]

ATTY. TZEVEL CHRISTINE DG. CRUZ
NOTARY PUBLIC FOR AND IN QUEZON CITY
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ADM. MATTER NO. NP-001; Roll of Attorney No. 65418
IBP Lifetime No. 017849; OR No. 009899; 6-21-2017; Pasig City
PTR O R. No. 7347020; 1-3-2019; Quezon City
MCLE Compliance No. VI-0008032; April 24, 2018; Pasig City
My Commission Expires on December 31, 2019

Doc. No. 191
Page No. 40
Book No. XXVII
Series of 2019