



## UNIVERSITY OF THE PHILIPPINES CEBU Lahug, Cebu City

### 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, **Atty. Liza D. Corro**, Filipino, of legal age, **Chancellor** of the University of the Philippines Cebu, 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:

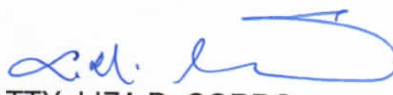
- 1) The University of the Philippines Cebu has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible 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 offices of (name of agency) 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 place of all the said service offices
- 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 Services	Process Improvement	Action Taken to Improve Process	Results/Benefits
Office of the University Registrars	Online pre-registration	Application of Student Academic Information System	Faster registration process
Office of Student Affairs	Online application of STS/alumni tracker and on line application of student organization/ dorm and student assistants	Accessibility of website to end-users for faster transactions	Less paper transactions
Library Services	Accessibility of Library materials	Accessibility of the website and library materials are made available on line	Library materials are easily accessed by students
Teachers' Learning Resource Center	Status quo	-	-

Accounting Office	on line submission and processing of request	Application of FMIS	Easy access and check and balance approval or disapproval of transactions
Cashier's Office	On line submission and processing of request	Application of FMIS	Easy reference and generation of reports
Health Services Unit	Status quo	-	-
Human Resources Development Office	On line requests of services such as Travel Order/ Authority, Limited Practice of Profession, SALN	Application of the Human Resource Information System	Lesser paper transactions.
Supply and Property Management Office	On line processing / tracing of Purchase Request, canvass and other documents related to procurement	Application of the SPCMIS and Trello software	For easy tracking of documents
Campus Development and Maintenance Office	Status quo	-	-

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

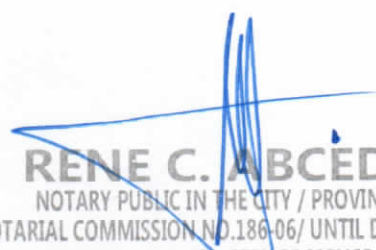
IN WITNESS HEREOF, I have hereunto set my hand this 29<sup>th</sup> of May 2017 in Cebu City, Philippines.

  
 ATTY. LIZA D. CORRO  
 Chancellor  
 University of the Philippines Cebu

SUBSCRIBED AND SWORN to before me this 29<sup>th</sup> day of May 2017 in Cebu City, Philippines, with affiant exhibiting to me his/her UMID ID # 0093 0326 7576 issued on \_\_\_\_\_ at Cebu City.

NOTARY PUBLIC

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**RENE C. ABCEDE, JR.**  
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