



UNIVERSITY OF THE PHILIPPINES CEBU

Gorordo Avenue, Lahug, Cebu City

Tel. No. (032) 23-13086

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 declares 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 service 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 the University of the Philippines Cebu 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 the said service offices.
4. The citizen's Charter is written in English, Filipino, or in the local dialect and published as an information materials (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 the 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 Taking to Improve Processes	Results / Benefits
Office of the University Registrar	On-line preregistration	Application of Student Academic Information System	Faster registration process
	Issuance of True Copy of Grades	Students requests for true copy of grades are delegated to the College Secretary's of the different Colleges.	Number of days for the issuance of True Copy of grades is lessened.
Office of Student Affairs	Online application of STS/alumni tracker and online application of student organization/dorm and student assistant	Accessibility of website to end-users for faster transactions	Less paper transactions
University Library	Accessibility of Library materials	Accessibility of website and library materials are made	Library materials are easily accessed by students.
	Increase usage of iMac individual stations and collaboration	Students are given number of hours of free internet use per semester	Immediate action of students, faculty, REPS, and Admin for document delivery services and other e-resources
Accounting Office	Online submission and processing of request	Application of FMIS	Faster endorsement / approval of requests.
Cash Office	Online submission and processing of request	Application of FMIS	Easy reference and generation of reports
	Online acceptance of payment pertaining to projects or project funds, rental of facilities and payment for certification / verification	DOST projects undertaken by UP Cebu are paid online. Payment of out of town requests are already accommodated	Faster and lesser hazard transactions

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Health Services Unit	Patients that come to the Clinic are immediately taken care of and can stay longer for further observation	Acquisition of additional new facilities	More patients are accommodated
Human Resource Development Office	Online requests of services such as Travel order/Authority , Certificate of Service, Limited Practice of Profession, SALN and SPMS	Application of the Human Resource Information System	Faster endorsement approval and less paper transactions
Supply and Property Management Office	Online processing / tracking of Purchase Requests, Canvass and other documents related to procurement	Application of SPCMIS and Document Tracking System	For easy tacking of documents
	Requests are of different offices are categorized	All requests of common supplies and equipment are categorized according to specification	Easy preparation of requests and process less number of days to complete the transaction
	Venues trainings, APIs and catering services are different categorization of request	Application of the Ordering Agreement	Shorten process of procurement.
Campus Maintenance Office	Assignment and scheduling of utility and skilled workers under CMO.	Implementation of the job order request forms	For proper scheduling of job orders to appropriate utility workers

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

IN WITNESS HEREOF, I have hereunto set my hand this 28th day of September , 2018 in Cebu City, Philippines.



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

SUBSCRIBED AND SWORN to before me this 01 OCT 2018 in
CEBU CITY, Philippines, with affiant exhibiting to me his/her
GSIS UMID: 0033-0326757-6 issued on _____ at _____

Notary Public

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J. Balahadia
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