



HRDO10008609

Office of the Chancellor

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, DR. CARMENCITA D. PADILLA, Filipino, of legal age, Chancellor of the University of the Philippines Manila, 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 Manila including its twelve (12) colleges and units 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 29th day of November, 2019 in Manila, Philippines.

Carmencita D. Padilla
 CARMENCITA D. PADILLA, MD, MAHPS
 Chancellor
 University of the Philippines Manila

SUBSCRIBED AND SWORN to before me this 03 DEC 2019 of 03 DEC 2019 in Manila, Philippines, with affiant exhibiting to me her PRC ID #0053658 issued on 10 January 1983 at Manila, Philippines.

Cliff Richard E. Genesela
 ATTY. CLIFF RICHARD E. GENESELA
 NOTARY PUBLIC / ADMINISTRATING OFFICER
 Commission No. 2018-079 issued on Feb 28, 2018 Until Dec. 31, 2019 / Manila
 PTR No. 8011405 issued on Dec. 22, 2018 Until Dec. 31, 2019 / Manila
 IBP No. 050005 issued on Dec. 23, 2018 Until Dec. 31, 2019
 MCLE No. VI-022230z issued on April 4, 2019
 Office Add: Rm 305, NPC Building Magauanes Drive, Intramuros, Manila

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