



UNIVERSITY OF THE PHILIPPINES MANILA
The Health Sciences Center

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;
iv. Maximum time needed to conclude the process;
v. Document/s to be presented by the applicant or requesting party, if necessary;
vi. 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 easily be 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.

NOV 23 2021

, I have whereof, I have hereunto set my hand this ___ day of October 2020 at Manila, Philippines.

Handwritten signature of Carmencita D. Padilla

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

*The original Certificate of Compliance was submitted to ARTA and posted at the University's Transparency Seal/website on 7 February 2020.

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SUBSCRIBED AND SWORN to before me this ___ day of October 2020 in Manila, Philippines, with affiant exhibiting to me her ___ issued on ___ at Manila, Philippines.

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NOTARY PUBLIC / ADMINISTERING OFFICER

Handwritten signature of Atty. Henry D. Adasa
ATTY. HENRY D. ADASA
NOTARY PUBLIC CITY OF MANILA
UNTIL DECEMBER 31, 2021
NOTARIAL COMMISSION 2020-097 MLA
IBP NO. 141253 - 03/04/2021, PASIG
PTR NO. 9826148 - 01/05/2021 MLA
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URBAN DECA HOME MANILA, B-2, UNIT 355