



UNIVERSITY OF THE PHILIPPINES MINDANAO
OFFICE OF THE CHANCELLOR

CERTIFICATION OF ARTA COMPLIANCE

This is to certify that the University of the Philippines Mindanao has complied with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its implementing Rules and Regulations and the person whose signature appears below hereby declares and certifies the following truths:

1. That the University of the Philippines Mindanao has established its service standard 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. That the Citizen's Charter is posted as information billboards in all the service offices of the University of the Philippines Mindanao that deliver frontline services.
3. That 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. That the Citizen's Charter is published, written either in English, Filipino or in the local dialect.

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 04 December 2012 in Mintal Tugbok Dist., Davao City, Philippines.


PROF. GILDA C. RIVERO, Ph.D.
Chancellor

for signature