



UNIVERSITY OF THE PHILIPPINES MINDANAO

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, Sylvia B. Concepcion, Filipino of legal age, Chancellor of the University of the Philippines Mindanao, 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 truths:

- 1. The University of the Philippines Mindanao has established its service standards known as the Citizen's Charter that enumerates the following:
2. The Citizen's Charter is posted as information billboard in all the service offices of the University of the Philippines Mindanao 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 material (eg. Booklet or brochure)
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on (indicate date) and underwent review and revision on (indicate date/s) as required under Section 4, Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically: (indicate process improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.)

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 ___ day of November 2013 in Davao City, Philippines.

Sylvia B. Concepcion
Chancellor, University of the Philippines Mindanao

SUBSCRIBED AND SWORN to before me this ___ day of November 2013 in Davao City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on (date of issuance) at Davao City, Philippines.

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