



**UNIVERSITY OF THE PHILIPPINES**  
**Quezon City**

**OFFICE OF THE PRESIDENT**

**CERTIFICATION of COMPLIANCE: UP CITIZEN'S CHARTER**

*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, **ALFREDO E. PASCUAL**, Filipino, of legal age, President of the *University of the Philippines*, 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 and its Constituent Universities / Units have established its service standards 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. The Citizen's Charter is posted as information billboards in all the service offices of University of the Philippines, and its Constituent Universities / Units 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 (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the websites of the University of the Philippines and its Constituent Universities / Units, and is accessible to the public.
6. The Citizen's Charter was first published in the various Constituent Universities/Units of the University of the Philippines for the period starting 01 January 2012 and undergoes continuous review and revision as required under Section 4, Rule IV of the IRR, which provides for a review of the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery.

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 18th day of January 2016 in Quezon City, Philippines.

  
**ALFREDO E. PASCUAL**  
President