



Republic of the Philippines  
**Northwest Samar State University**  
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ISO 9001:2015 Certified



Acc. No. 52700903PM  
 Certificate No. AJA19 - 1101

## 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, **BENJAMIN L. PECAYO**, Filipino, of legal age, University President of Northwest Samar State University, 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 Northwest Samar State University Main Campus including San Jorge Campus 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 23<sup>rd</sup> NOV 2020 day of November, 2020 in Calbayog City, Samar, Philippines.

  
**BENJAMIN L. PECAYO, Ed.D.**  
 University President  
 Northwest Samar State University

**SUBSCRIBED AND SWORN** to before me this 23<sup>rd</sup> NOV 2020 day of November 2020 in Calbayog City, Samar, Philippines, with affiant exhibiting to me his PRC ID issued on March 31, 2018 at Tacloban City, Leyte.

**NOTARY PUBLIC/ ADMINISTERING OFFICER**  
**ATTY. HERNANDO M. HERNANDEZ, JR.**  
 Attorney's Roll No. 50179  
 126 Rosales Blvd., Calbayog City  
 Notarial Commission No. 19-34  
 IBP No. 291357 01-02-20/Samar  
 PTR No. 291357 01-02-20/Calbayog  
 MCLE Compliance No. N-201136  
 August 03, 2020 Ilog City  
 Notary Public For Calbayog City  
 and Province of Samar

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