



Republic of the Philippines  
**NORTHWEST SAMAR STATE UNIVERSITY**  
 Rueda Extension Calbayog City

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*Office of the President*

**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 Thereafter

I, **AVELINA N. BERGADO**, of legal age, Filipino, **President** of the Northwest Samar State University (NwSSU), being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule 1V of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The Northwest Samar State University has 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 Northwest Samar State University that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of every office of the frontline services or at the most conspicuous place of the University.
4. The Citizen's Charter is uploaded in the agency's website and accessible to the public
5. The Citizen's Charter was first published on February 16, 2013 and underwent series of reviews and revisions on November 2014 as required under Section 4, Rule IV of the IRR which states that "The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years".
6. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery in all frontline services, specifically a.) modification on the availment of frontline services b.) shorter turnaround time, c.) streamlined procedures; d) updated the accountable officers.

This certification is being issued to attest the accuracy of all the foregoing based on available records and information for verification

**IN WITNESS HEREOF**, I have hereunto set my hand this 24th day of March, 2015 in Calbayog City Philippines

*Bergado*  
**AVELINA N. BERGADO, Ed.D.**  
 University President, NwSSU

**ATTY. HERNANDO M. HERNANDEZ, JR.**  
 Attorneys Roll No. 50179  
 Notary Public for Calbayog City  
 My Commission Expires on Dec. 31, 2016  
 IBP No. 819103-01-05-15 / Samar  
 PTR No. 482278-01-05-15 / Calbayog  
 M.C.L.E. Compliance No. IV-0008383  
 October 03, 2012 Pasig City  
 Notary Public for Calbayog City  
 and Province of Samar

MAR 24 2015

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_ day of March 2015 in Calbayog City, Samar, Philippines with affiant exhibiting to me his Residence Certificate No. 38802704 issued on 1/12/2015 at Calbayog City.

Doc No. 3954  
 Series of: 791  
 Fee Paid: VIII  
 O.R. No. 2015





*Office of the Campus Director*

**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 Thereafter

I, **MANUEL J. BAYLON**, of legal age, Filipino, **Campus Director** of the Northwest Samar State University, San Jorge Campus (NwSSU), being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule 1V of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The Northwest Samar State University 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. 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 Northwest Samar State University that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of every office of the frontline services or at the most conspicuous place of the University.
4. The Citizen's Charter is uploaded in the agency's website and accessible to the public
5. The Citizen's Charter was first published on February 16, 2013 and underwent series of reviews and revisions on November 2014 as required under Section 4, Rule IV of the IRR which states that "The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years".
6. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery in all frontline services, specifically a.) modification on the availment of frontline services b.) shorter turnaround time, c.) streamlined procedures; d) updated the accountable officers.

This certification is being issued to attest the accuracy of all the foregoing based on available records and information for verification

**IN WITNESS HEREOF**, I have hereunto set my hand this 26<sup>th</sup> day of April, 2015 in San Jorge Samar, Philippines

**MANUEL J. BAYLON**,  
 Campus Director

**SUBSCRIBED AND SWORN** to before me this 27<sup>th</sup> day of April 2015 in San Jorge Samar, Philippines with affiant exhibiting to me his Residence Certificate No 120132666993 issued on March 18, 2015 at San Jorge Samar

Doc. No. 5549  
 Series of: 1110  
 Fee Paid: X11  
 O.R. No. 2015

**ATTY. JERRY V. VILLANUEVA JR.**  
 Attorneys Reg. No. 50179  
 126 Rosales Bldg., Calbayog City  
 Notarial Commission No. 1502  
 My Commission Expires on Dec. 31, 2016  
 IBP No. 819103-01-05-15 Samar  
 PIR No. 482278-01-05-15 Calbayog  
 MCE Compliance No. IV-0008383  
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