



Republic of the Philippines
NORTHWEST SAMAR STATE UNIVERSITY
Rueda Street, Calbayog City

*Actualizing vision
Harnessing potentials
Improving lives*

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CERTIFICATION of COMPLIANCE

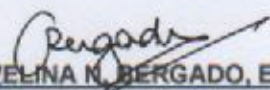
Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **AVELINA N. BERGADO**, Filipino, of legal age, University President of the Northwest Samar State University, 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 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. 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 the Student Affairs Services Office, Guidance Office, Library, Registrar's Office, Medical and Dental Office, Cashiers Office 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 agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.

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 12th day of July, 2017 in (Calbayog City, Samar, Philippines).


AVELINA N. BERGADO, Ed.D.
University President
Northwest Samar State University

SUBSCRIBED AND SWORN to before me this of JUL 12 2017 in (Calbayog City, Samar, Philippines, with affiant exhibiting to me his/her PRC ID issued on May 31, 2013 at Tacloban City.

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MCLE Compliance No. V-0006765
March 10, 2015 Pasig City
Notary Public for Calbayog City
and Province of Samar