



# TUP

Republic of the Philippines  
Technological University of the Philippines  
Ayala Boulevard, Manila  
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## CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9845: 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 therefore

I, **MA. LEONOR F. VALIDOR**, Filipino, of legal age, Campus Director of the Technological University of the Philippines Visayas, 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 **Technological University of the Philippines Visayas**, 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. Procedures for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of **Technological University of the Philippines Visayas** 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 in English and published as an information material.
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 September 29, 2009.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery specifically:
  - a. It established the Public Assistance and Complaints Desk (PACD) to provide assistance to clients, receive feedback, and monitor client's satisfaction.
  - b. An Officer of the Day is assigned at the at the Public Assistance and Complaints Desk (PACD) in order to accommodate clients' inquiries, complaints and other relevant services in consonance with the PACD implementation.
  - c. Client's awareness of consumed time to finish the step by step process.
  - d. No noon break policy
  - e. Adherence to the "Anti-Fixer" policy

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 29<sup>th</sup> day of January 2015 in the City of Talisay, Negros Occidental, Philippines.

**MA. LEONOR F. VALIDOR, Ph.D**  
Campus Director

SUBSCRIBED AND SWORN to before me this 29<sup>th</sup> day of January 2015 in the City of Talisay, Negros Occidental. With affiant exhibiting to me her LTO- driver's license issued on May 9, 2014 issued at Bacolod City, Negros Occidental.

Doc. No.: \_\_\_\_\_  
Series of: \_\_\_\_\_  
Fee Paid: \_\_\_\_\_  
O.R. No.: \_\_\_\_\_

**AUGUSTUS F. RALLOS**  
NOTARY PUBLIC  
APPOINTED AND COMMISSIONED FOR  
IN THE CITIES OF BACOLOD-TALISAY  
AND MUNICIPALITIES OF MURCIA  
AND SAN JUAN BENEDICTO  
D. I. L. DECEMBER 7, 2015  
I. D. L. NO. 225-15  
I. L. L. NO. 24780-JUNE 25, 1973  
M. L. COMPLIANCE NO. 0081698