



Republic of the Philippines  
**UNIVERSITY OF RIZAL SYSTEM**  
 Province of Rizal

**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, **MARITA R. CANAPI**, Filipino, of legal age, **University President of the University of Rizal System**, 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 **University of Rizal System (URS)** including its **10 Campuses** 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 **University of Rizal System** 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.
- 7) The Citizen’s Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

<b>CASHIER’S OFFICE</b>			
<b>Frontline Service</b>	<b>Process Improvement</b>	<b>Action Taken to Improve Process</b>	<b>Results/Benefits</b>
Acceptance/Collection of Payment	More clients were served during admission and enrollment period	Shortened period of issuance of Official Receipt	Fast Delivery of Service
<b>OFFICE OF THE COLLEGE DEANS</b>			
<b>Frontline Service</b>	<b>Process Improvement</b>	<b>Action Taken to Improve Process</b>	<b>Results/Benefits</b>
Attending to various issues/concerns of students and parents	Giving advice to complainant in less than 1 hour to accommodate more students’ concerns	Addressed issues/concerns within 1 hour	Less complaints from students and parents

<b>UNIVERSITY HR OFFICE</b>			
<b>Frontline Service</b>	<b>Process Improvement</b>	<b>Action Taken to Improve Process</b>	<b>Results/Benefits</b>
Validation of information and documents submitted	Shortened time duration	Scan the documents fast.	Fast Delivery of Service
<b>LIBRARY SERVICES</b>			
<b>Frontline Service</b>	<b>Process Improvement</b>	<b>Action Taken to Improve Process</b>	<b>Results/Benefits</b>
1. Registration 2. Access to library Resources 3. Loaning of Library Resources 4. Returning of loaned out books 5. Registration to library users database	From Manual to Automated Transactions	Facilities and Equipment Upgrade  Database Installation	Easier and faster transactions are provided to the end users
<b>MEDICAL SERVICES</b>			
<b>Frontline Service</b>	<b>Process Improvement</b>	<b>Action Taken to Improve Process</b>	<b>Results/Benefits</b>
Medical Consultation	Provision of Contact Numbers	Installation of Telephone System	Accessibility of Medical Services
Medical Check-Up	Extension of Clinic Hours	Observed longer Clinic Hours	More students served
<b>DENTAL SERVICES</b>			
<b>Frontline Service</b>	<b>Process Improvement</b>	<b>Action Taken to Improve Process</b>	<b>Results/Benefits</b>
Assessment of Case	Shortened period of assessment	Reduce time of assessment from 30 minutes to 20 minutes	Fast Delivery of Service and Recording

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 1st of August, 2018 in Antipolo City, Philippines.

*MARITA R. CANAPI*  
**MARITA R. CANAPI Ed.D**  
 University President  
 University of Rizal System

SUBSCRIBED AND SWORN to before me this AUG 01 2018 2018 in ANTIPOLO CITY, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

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**ATTY. MARIA SALVE CORRAYA ADAMOS**  
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