



CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, which amended for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act (ARTA) of 2007.*

I, **NANCY T. PASCUAL**, Filipino, of legal age, SUC President III of the University of Rizal System (URS), the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032, hereby declare and certify the following:

- 1) The University of Rizal System including its ten (10) Campuses has established its most current and updated Citizen's Charter i.e., the URS Citizen's Charter Handbook 2025, 1st Edition, pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances;

- 2) The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard (In the form of posters and bulletin board information)
✓	Citizen's Charter Handbook 2025, 1st Edition (Aligned with Reference B of ARTA M.C. No. 2019-002)
✓	Online Posting of the Citizen's Charter Handbook 2025, 1st Edition in the URS Official Website

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- External services;
- Checklist of requirements for each type of application or request;
- Name of the person responsible for each step;
- Maximum processing time;
- Fee/s to be paid, if necessary; and
- Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- URS mandate, vision, mission, and service pledge;
- Services offered (URS External and Internal Services);
 - Comprehensive and uniform checklist of requirements for each type of application or request;
 - Classification of service;
 - Type of transaction;
 - Who may avail;
 - Client steps and agency actions to obtain a particular service;
 - Person responsible for each step;
 - Processing time per step and total;
 - Fee/s to be paid per step and total, if necessary.



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- c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan (CCB) in the complaints mechanism; and
 - e. Directory and List of URS Offices.
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
 - 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
 - 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
 - 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
 - 9) There is an established Client Satisfaction Measurement (CSM) per service.

This certification is being issued to attest to the compliance of URS with the foregoing statements that can be validated by the Authority.

NANCY T. PASCUAL, Ed. D, RGC
SUC President III
University of Rizal System

SUBSCRIBED AND SWORN to before me this 31st day of March, 2025, in Morong, Rizal, Philippines, affiant exhibiting to me her Professional Regulations Commission Identification Card No. 0000116, valid until December 24, 2026, issued in Manila, Philippines.

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ATTY. VICENTE C. CRUZ

ADM. MATTER NO. NP. 083

NOTARY PUBLIC FOR QUEZON CITY

UNTIL DECEMBER 31, 2025

PTR. NO. 6989529 / 01-02-25 / Q.C.

ROLL NO. 33952 / 05-30-86

IBP LIFETIME MEMBER NO. 02322 / 04-19-01 / Q.C

MCLE NO. VII-0013576 until Apr. 14, 2025

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