# CERTIFICATE OF COMPLIANCE

*Pursuant to Republic Act No. 11032 or 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 of 2007, and for other Purposes..*

I, **NANCY T. PASCUAL,** Filipino, of legal age, SUC PRESIDENT III of the **University of Rizal System,** the person responsible and accountable in ensuring compliance with Section 6 of the RA 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following:

1) **The University of Rizal System** including its 10 Campuses has established its most current and updated Citizen Charter i.e., the URS Citizen's Charter Handbook of 2026, 1st Edition, pursuant to Section 6 of RA 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:

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|---|---|
| ✔ | Citizen's Charter Information Billboard (In the form of poster and bulletin board information) |
| ✔ | Citizen's Charter Handbook 2026, 1st Edition (Aligned with Reference B of Arta M.C. No. 2019-002) |
| ✔ | Online posting of Citizen's Charter Handbook 2026, 1st Edition in the URS official website |

3) The Citizen's Charter Information Billboard enumerates the following information:
   a. External services;
   b. Checklist of requirements for each type of application of request;
   c. Designation of the personnel responsible for each step;
   d. Maximum processing time;
   e. Fee/s to be paid, if necessary; and
   f. Procedure for filing complaints and feedback.

4) The Citizen's Charter Handbook enumerates the following information:
   a. URS mandate, vision, mission, and service pledge;
   b. Services offered (URS External and Internal Services);
      i. Comprehensive and uniform checklist requirements for each type of application or request;

ii. Classification of service;
iii. Type of transaction;
iv. Who may avail;
v. Client steps and agency action to obtain particular service;
vi. Person responsible for each step;
vii. Processing time per step and total;
viii. Fee/s to be paid per step and total, if necessary.

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 said service offices.
6) The printed Citizen's Charter Handbook is placed at the windows/counter of each frontline office to complement the information of 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 the University of Rizal System with the foregoing statements that can be validated by the Authority.

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

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**SUBSCRIBED AND SWORN** to before me this 30th day of September, 2026 in Morong, QUEZON CITY Rizal, Philippines, with affiant exhibiting to me her Professional Regulation Commission Registration No. 0275434, 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, 2027
PTR. NO. 8390852 / 01-05-26 / Q.C.
ROLL NO. 33952 / 05-30-86
IBP LIFETIME MEMBER NO. 02322 / 04-19-01 / Q.C
MCLE NO. VIII-0023309 UNTIL APRIL 14, 2028