



**OFFICE OF THE UNIVERSITY PRESIDENT**

**CERTIFICATE OF COMPLIANCE**

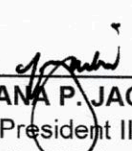
*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, **ENGR. FELICIANA P. JACOBA**, Filipino, of legal age, SUC President III of the **NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY** including its six (6) Campuses has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins, standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 24<sup>th</sup> of July, 2020 in Cabanatuan City, Nueva Ecija, Philippines.

  
**ENGR. FELICIANA P. JACOBA, Ed.D.**  
SUC President III

Nueva Ecija University of Science and Technology

**JUL 24 2020**

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_\_ of July 2020 in Cabanatuan City, Nueva Ecija, Philippines, with affiant exhibiting to me his/her PRC ID - 0039474 issued on 07/21/1989 at Manila, Philippines.

**NOTARY PUBLIC/ ADMINISTERING OFFICER**

**ATTY. GERARDO S. DE LUNA**  
Notary Public  
Until December 31, 2021  
PTR No. 1343604 - Dec. 01, 2019  
IBP No. 0925287 - Nov 20, 2019  
Cabanatuan City, Nueva Ecija  
MCLE Compliance No. 0018043  
Attorney's Roll No. 21969  
NOTARIAL COMM NO. 12-20

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