



Republic of the Philippines  
**NORTHWEST SAMAR STATE UNIVERSITY**  
 Main Campus, Calbayog City

**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 Thereafter

I, **MARIETTA L. ESPINA**, Filipino, of legal age, OIC-President of the **NORTHWEST SAMAR STATE UNIVERSITY (NwSSU)**, 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 NwSSU has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision, 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 complaint
2. The Citizen's Charter is posted as information billboards in all service offices of NwSSU 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 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 Citizen's Charter was first published on February 16, 2013 and needs no necessity to review and revise as it is still applicable. The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years as required under Section 4, Rule IV of the IRR of ARTA of 2007.

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 29<sup>th</sup> day of November 2013 in Calbayog City, Samar, Philippines.

*Marietta L. Espina*  
**MARIETTA L. ESPINA, Ph. D.**  
 Officer-in-Charge, NwSSU

SUBSCRIBED AND SWORN to before me this 29<sup>th</sup> day of November 2013 in Calbayog City, Samar, Philippines, with affiant exhibiting to me his/her 34849224 ATTY. ERNESTO L. DENAFLOR NOV 26 2013  
Calbayog City

NOTARY PUBLIC

Doc. No.: 6153 -  
 Series of: 1211  
 Fee Paid: XIII  
 O.R. No.: 2013

MY COMMISSION EXPIRES DEC. 31, 2014  
 ROLL NO. 42163 MAY 08, 1987  
 IBP NO. 819028 JAN. 02, 2010  
 PTR NO. 0372874 JAN 02, 2013  
 MCLE EXEMPTION NO. IV-000278 SEPT. 28, 2012  
 NOTARIAL COMMISSION SERIAL NO. 1305