CERTIFICATION of COMPLIANCE

This is to certify that the University of the Philippines Los Baños has complied with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, and the person whose signature appears below hereby declares and certifies the truth of the followings:

1. The University of the Philippines Los Baños 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 the University of the Philippines Los Baños 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 Citizen’s Charter was first published on 07 December 2012.

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 5th day of December 2013, UPLB, College, Laguna, Philippines.

[Signature]
REX VICTOR O. CRUZ
Chancellor