



Republic of the Philippines
CARAGA STATE UNIVERSITY
P.O. Box 165, Ampayon, Butuan City

Tel. No. (+6385) 342-3047, Fax No. (+6385) 342-1079

CERTIFICATION OF COMPLIANCE


Pursuant to Republic Act 9485: An Act to improve Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor,

I **ANTHONY M. PENASO, Ph.D.**, Filipino, of legal age, President of the CARAGA STATE UNIVERSITY, Ampayon, Butuan City, 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. That the CARAGA STATE UNIVERSITY 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. Employees responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
2. That the Citizen's Charter is posted as information billboards in all the services offices of the CARAGA STATE UNIVERSITY 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 in English, and published as an information material.
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 C.y. 2010 and underwent review and revision on September 2013 as required under Section 4, Rule IV of the IRR.
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically: streamlining of procedures, shortened turnaround time, reduction in the number of signatories and simplify requirements forms.

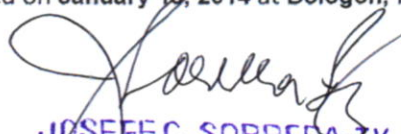
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 25th day of November 2014 in Ampayon, Butuan City, Philippines


ANTHONY M. PENASO, Ph.D.
University President

SUBSCRIBED AND SWORN to before this 25th day of November 2014 in Ampayon, Butuan City, Philippines, with affiant exhibiting to me his/her CTC # 30970743 issued on January 15, 2014 at Dologon, Maramag, Bukidnon.

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JOSEFE C. SORREZA TY
NOTARY PUBLIC
UNTIL DECEMBER 31, 2014.
FOR BUTUAN CITY AND AGUSAN DEL NORTE
PTR NO. 0714572, JAN. 2, 2014, B.C.
IBP NO. 907792, JAN. 2, 2014, B.C.
TIN NO. 180-598-743
ROLL NO. 42064