



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, **JOANNA B. CUENCA, Ph.D., CESO III**, 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 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 that resulted from the process review of frontline service delivery, specifically: streamlining of procedures, shortened turnaround time, reduction in the number of signatories and simplified requirement forms.

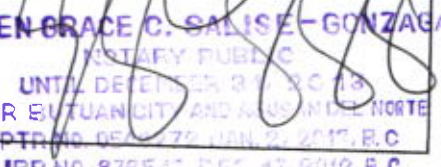
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 18<sup>th</sup> day of November 2013 in Ampayon, Butuan City, Philippines

  
**JOANNA B. CUENCA, Ph.D., CESO III**  
 University President

SUBSCRIBED AND SWORN to before me this 25<sup>th</sup> day of November, 2013 in Ampayon, Butuan City, Philippines, with affiant exhibiting to me his/her CTC # 3566551 issued on January 09, 2013 at Butuan City.

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**NOREEN GRACE C. SALISE-GONZAGA**  
 NOTARY PUBLIC  
 UNTIL DECEMBER 31, 2013  
 FOR BUTUAN CITY AND MARIKINA DEL NORTE  
 PTR NO. 054-70 JAN 24 2012 B.C.  
 IBP NO. 878513 DEC. 17, 2012, B.C.  
 TIN NO. 190-204-084  
 ROLL NO. 47883  
 2/F FSUU GYM, BUTUAN CITY