

ARTA COMPLIANCE TEMPLATE



Republic of the Philippines

Bulacan State University

City of Malolos, Bulacan

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, Graft and Corruption, and Providing Penalties Therefor

I, Dr. Mariano C. De Jesus, Filipino, of legal age, Secretary of *Bulacan State University*, 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 *Bulacan 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. 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 *Bulacan 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, 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 *(indicate date)* and underwent review and revision on *(indicate/dates)* as required under Section 4, Rule 4 of the IRR, *The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.*
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically: *(indicate process of improvements made such as streamlining of procedures, shortened turnaround time, reduction in the number of signatories, etc.)*

This certification is being issued to attest 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 28th day of November 2014 in City of Malolos, Bulacan, Philippines.

DR. MARIANO C. DE JESUS
PRESIDENT, BULSU

SUBJECT: ...
NOV 28 2014 ... MALolos, BULACAN

OFF. NO. 279
SERIES OF 2014

BERNARD B. FAJARDO
NOTARY PUBLIC
UNTIL SEPTEMBER 31, 2014
TR NO. 9473699 12/11/12 MALOLO5 CITY
6° NO. 898086 12/11/12 MALOLO5 CIT
ROLL NO. 33633