



BULACAN STATE UNIVERSITY

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 Therefor

I, CECILIA N. GASCON, PhD, Filipino, of legal age, President of the Bulacan State University, being responsible and accountable in ensuring compliance with the 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 facts:

- 1) The Bulacan State University including its four (4) Offices, namely; Registrar, Accounting, Cashier, and Clinic has established its service strands 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 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 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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen’s Charter.
- 7) The Citizen’s Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services.

Frontline Service	Process Improvement	Action Taken to Improve Process	Results / Benefits
REGISTRAR’s OFFICE ACCOUNTING’s OFFICE CASHIER’s OFFICE	- Online enrolment - Electronic Bulletin - Provision of brochure to students. - Signage’s of priority lane for Senior , PWD and Pregnant.	- Upgrading the existing enrolment system - PowerPoint presentation were drafted to be. - Brochures were given during the enrolment. - Posting of the signage’s.	- Fast & efficient service - Client satisfaction - Student’s may enroll anywhere provided an internet access is available - Wide dissemination of information through the different offices.
REGISTRAR’s OFFICE - Requests for transcript of records, certifications, etc.	Maximum claim period is 10 days but can now be claimed in 1 to 2 days	Fast lane service .The document will be ready in two days at a higher fee	Better service
CASHIER’s OFFICE – Acceptance of Payment & Issuance of O.R	Efficient Collection	Reduce the duration of activity from five (5) mins. to two (2) mins.	Client Satisfaction
CLINIC – Citizen’s Charter	Additional chair, table and signage for the process	Request for additional table and chair for releasing of request form and signage of each station of the procedure.	Systematic and fast issuance of certificate. Proper Documentation

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 JUL 04 2017 of _____, 2017 in Malolos, Bulacan, Philippines.

Cecilia N. Gascon
Cecilia N. Gascon, Ph.D.
President
Bulacan State University

SUBSCRIBED AND SWORN to before me this JUL 04 2017 of _____ 2017 in Malolos, Bulacan, Philippines, with affiant exhibiting to me his/her D.L. NO. D12-97 - 042967 issued on JUL 04 2017 at QUEZON CITY

MA. THERESA S. CRUZ-DAGUNA
MA. THERESA S. CRUZ-DAGUNA
NOTARY PUBLIC
UNTIL DECEMBER 31, 2017
PTR NO. 9227611/01-03-17
MALOLOS CITY
IBP NO. 1040009/01-03-17
MCLE COMPLIANCE NO. 1120014144
ROLL NO. 40038

Doc. No. 624
Page No. 62
Book No. 110
Series of 2017