



Republic of the Philippines  
**Bulacan State University**  
 City of Malolos, Bulacan  
 Tel/Fax (044) 791-0153

**CERTIFICATION of COMPLIANCE**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, CECILIA N. GASCON, PhD, Filipino, of legal age, President of the Bulacan State University, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

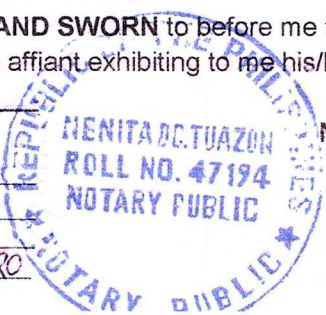
- 1) The Bulacan State University including its Fifteen (15) Offices, namely; Accounting, Cashier, CAO- Administrative Service Division, HR-Payroll, HR-Recruitment, Infirmary, Procurement, Records, Registrar, Student Affairs and Services, Admission and Orientation Services, Student Financial Assistance and Scholarship, Student Organizations and Activities, Student Welfare and Library has established its service strands known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Government services offered:
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iv. Maximum time needed to conclude the process;
    - v. Document/s to be presented by the applicant or requesting party, if necessary;
    - vi. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 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, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 \_\_\_\_ of \_\_\_\_\_, 2020 in Malolos, Bulacan, Philippines.

MARILAO, BULACAN  
*C. Gascon*  
 Cecilia Navasero-Gascon, Ph.D.  
 President  
 Bulacan State University

SUBSCRIBED AND SWORN to before me this \_\_\_\_ of \_\_\_\_\_ 2020 in Malolos, Bulacan, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_



MARILAO, BULACAN  
 NOTARY PUBLIC  
 SANDICO ST., POBLACION, MARILAO, BULACAN  
 IBP LIFE NO. 59 7042/BULACAN/5/19/2003  
 PTR NO. 028 1185/MARILAO, BULACAN/1/2/20  
 TIN 770-907-643-000  
 ATTORNEYS ROLL NO. 47194  
 MOLE COMPLIANCE NO. VI-001867 (MUE) APRIL 14, 2020

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