



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 ten (10) Offices, namely; Registrar, Accounting, Cashier, Clinic, Student Affairs and Services, Student Organizations and Activities, Student Welfare, Scholarships and Financial Assistance, Admissions and Orientations Services, 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. 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			
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 a day at a higher fee	Better service
CLINIC			
Citizen's Charter	Requisition of Medical/ Dental Certificate	Additional forms and requirements for specific Medical/Dental Certificate needed by the client	Systematic and fast issuance of certificate. Proper Documentation
OFFICE OF STUDENT AFFAIRS AND SERVICES			
Issuance of Certificate of Good Moral	Can issue certificate in less than 5 minutes	<ul style="list-style-type: none"> - Assigned a particular staff to prioritize processing request - Provide additional office equipment for the purpose of issuing certificate 	Lesser queuing time
ADMISSIONS AND ORIENTATIONS SERVICES			
Screening of applicants for	Documents to be submitted	Preparation of brochure and installing the announcement of	Applicants are fully aware

			Items constructed are analyzed to be effective for testing
OFFICE OF STUDENT ORGANIZATIONS AND ACTIVITIES			
Application of New Student Organizations	Wider coverage of information dissemination. More efficient pace and speed of processing documents.	Utilizing social media platform. Empowering student leaders to help and assist fellow students.	More efficient and effective application process.
Approval of Activities	Wider coverage of information dissemination. More efficient pace and speed of processing documents.	Utilizing social media platform. Empowering student leaders to help and assist fellow students.	More efficient and effective approval of activities.
Renewal of Recognition of Student Organizations	Wider coverage of information dissemination. More efficient pace and speed of processing documents.	Utilizing social media platform. Empowering student leaders to help and assist fellow students.	More efficient and effective application process.
OFFICE OF STUDENT WELFARE			
Insurance	Wider coverage of information dissemination	Utilizing social media for information and campaign	Increase of awareness and availment among stake holders.
OFFICE OF SCHOLARSHIPS AND FINANCIAL ASSISTANCE			
Application for scholarship	Announcement of opening slots or new scholarship	Posting the opening slots & deadline of submission on OSFAS FB Page	More BulSU students are being reached thru the announcement on social media
LIBRARY			
Library Reference Service	Accessibility of library materials and services	<ul style="list-style-type: none"> - Conducting Library Orientation/Instruction Program - Subscribing to online databases - Provisions of Bulletin Boards, Library Social media Page for information and campaign 	Clientele have greater awareness of themselves as learners and researchers
Borrowing and returning of Library Materials	Fast transaction on check-in and check-out of library resources	<ul style="list-style-type: none"> - Provisions of Online Public Access Catalog (OPAC) - Adapting Barcode system and ID scanning - Provisions of Library Users' (students, faculty members) account to KOHA 	Faster circulation of materials are processed
Information and Referral Services	Fast transaction in requesting referral letters	<ul style="list-style-type: none"> - Provisions of ISO (Library forms) forms a. BulSU-OP-UL-03F10 (Request Form for Referral) b. BulSU-OP-UL-03F11 (Referral Letter) 	Increases Library linkages
Computer / Internet Access	Accessibility of computers, browsing capability of students	<ul style="list-style-type: none"> - Increases the number of computer units and Wireless Fidelity (Wi-Fi) - Provisions of Computer Log-In software 	<ul style="list-style-type: none"> - Higher satisfaction and utilization of library users - Easy to monitor and generate reports
Library signing of clearance	Fast transaction in signing clearance	<ul style="list-style-type: none"> - Provisions of Online Public Access Catalog (OPAC) - Provisions of Library Users' (students, faculty members) account to KOHA 	Identifies the cleared clientele for specific information regarding library transactions
Photocopying of Materials	Accessibility of information	<ul style="list-style-type: none"> - Provisions of Online Public Access Catalog (OPAC) - Adapting Barcode system and ID scanning - Provisions of Library Users' (students, faculty members) account to KOHA - Provisions of ISO (Library forms) forms a. BulSU-OP-UL-03F3 (Photocopying slip Serials) 	Monitors the utilization of library materials

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 27 of July, 2018 in Malolos, Bulacan, Philippines.

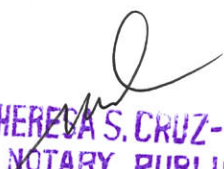

Cecilia Navasero-Gascon, Ph.D.

President 
Bulacan State University

SUBSCRIBED AND SWORN to before me this 27 of JUL 27 2018 2018 in Malolos, Bulacan, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at MALOLOS CITY

NOTARY PUBLIC

Doc. No. 406
Page No. 9
Book No. IV
Series of 2018


MA. THERESITA S. CRUZ-DAGUN
NOTARY PUBLIC
UNTIL DECEMBER 31, 2018
PNC-68-MB-2017/CITY OF MALOLOS BULACAN
TR NO. 6215454/MALOLOS CITY BULACAN/01-03-18
REP OR ON. 020113/01-04-18/BULACAN
VEHICLE COMPLIANCE NO. II-20013144
JECO ST. SAN VICENTE CITY MALOLOS BULACAN
ROLL NO. 40038