



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

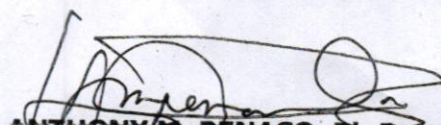
Therefore,

I **ANTHONY M. PENASO, Ph.D.**, 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 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 of 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, and updated in January 14, 2015, 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.
8. That the Citizen's Charter was evaluated by the Civil Service Commission on January 9, 2015, thereby consequent compliance on suggestions thereto was undertaken.

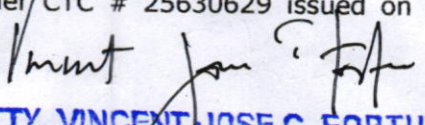
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 12th day of January 2015 in Ampayon, Butuan City, Philippines.


ANTHONY M. PENASO, Ph.D.
University President

SUBSCRIBED AND SWORN to before me this 12th day of January in Ampayon, Butuan City, Philippines, with affiant exhibiting to me his/her CTC # 25630629 issued on January 17, 2015 at Butuan City.

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ATTY. VINCENT JOSE C. FORTUN
NOTARY PUBLIC - UNTIL 31 DECEMBER 2016
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