



Republic of the Philippines
Mindanao State University at Naawan
 9023 Naawan, Misamis Oriental
 Email: msu_naawan@yahoo.com



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 Therefor

I, **Proserpina G. Roxas**, Filipino, of legal age, Chancellor of the Mindanao State University at Naawan, 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 Mindanao State University has established its services 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. Procedures for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of Mindanao State University at Naawan 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 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 Citizen's Charter was first published on December 12, 2012 and underwent review and revision on November 22, 2013 as required under section 4, Rule IV 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 that resulted from the process review of frontline service delivery, specifically: 1) inclusion of additional frontline services, 2) streamlining of procedures, and 3) shortened turnaround time.

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 NOV 26 day of 2013 in Naawan, Misamis Oriental, Philippines.

PROSERPINA G. ROXAS, Ph. D
 Chancellor

SUBSCRIBED AND SWORN to before me this NOV 26 day of 2013 in Naawan, Misamis Oriental, Philippines, with affiant exhibiting me her MSU at Naawan ID, valid until Dec. 31, 2017, issued at Naawan, Misamis Oriental.

ATTY. IKE L. ROA
 NOTARY PUBLIC

UNTIL DECEMBER 31, 2014

IBP NO. 873549/01-09-13/CAGAYAN DE ORO CI
 STR NO. 5202136/01-02-13/NAWAN, MISAMIS ORIENTAL
 TIN NO. 113-309-485
 ROLL NO. 38082

Doc. No.: 401
 Series of: 81
 Fee Paid: 09
 O.R. No.: 2013