



Republic of the Philippines
BATANGAS STATE UNIVERSITY

Batangas City

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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 Therefore

I, **DR. NORA LUMBERA-MAGNAYE**, Filipino, of legal age, Head of **BATANGAS STATE UNIVERSITY**, 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 **BATANGAS STATE UNIVERSITY** has established its service 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. Procedure for filing complaints

2. The Citizen's Charter is posted as information billboards in all the service offices of Batangas 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 either in English, Filipino, or in the local dialect and published as an information material.

5. The Citizen's Charter is uploaded in the agency' website and accessible to the public.

6. The Citizen's Charter was first published on November 5, 2009 and underwent review and revision beginning January 2013 as required under Section 4, Rule IV of the IRR: The Office of 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: streamlining procedures, shortened turnaround time, reduction in the number of signatories and other improvements beneficial to the University and the transacting public.

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 29th day of November 2013 in Batangas City, Philippines.



NORA LUMBERA-MAGNAYE Ph.D
Head, Batangas State University

SC no. 04-10-05-074-686

SUBSCRIBED AND SWORN to before me this 29th day of November 2013 in Batangas City, Philippines, with affiant exhibiting to me her Passport ID No. XX3686448 issued on May 13, 2009 at DFA Manila.

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ALFREDA D. DE TORRES-BANUELOS
Notary Public

Notarial Comm. Serial No. 2012-28
Until December 2013

PTR No. 1833902 - Jan. 02, 2013 - Bats City
IBP O.R. No. 873353 - Jan. 03, 2013 - Bats City
Roll of Attorneys No. 60969