



CENTRAL LUZON STATE UNIVERSITY

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Office of the University President

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, **RUBEN C. SEVILLEJA**, Filipino, of legal age, **President** of the **Central Luzon 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 **Central Luzon 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 **Central Luzon 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 (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 August 2, 2009 and underwent review and revisions on July 2011 and November 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: a) modification on the availment of frontline services at the University Library and Infirmary which resulted in; a.1) shorter turnaround time, and a.2) streamlined procedures; b) updated the accountable officers; and, c) client forms and feedback mechanisms were simplified. Translation of the same in Filipino is in progress.

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 27th day of **November, 2013** in the Science City of Munoz, Nueva Ecija, Philippines.

RUBEN C. SEVILLEJA
President, Central Luzon State University

SUBSCRIBED AND SWORN to before me this 27 day of NOV 2013 in the Science City of Munoz, Nueva Ecija, Philippines, with affiant exhibiting to me his CLSU Identification Card No. S-001 issued on May 1, 2007 at CLSU, Science City of Munoz, Nueva Ecija, Philippines.

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RODOLFO T. TOBIAS
NOTARY PUBLIC
UNTIL DECEMBER 31, 2014
PTR NO. 0014714, D-104-2013
SCIENCE CITY OF MUNOZ, NUEVA ECJIA
ROLL NO. 39824