



**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, **DR. LEVY B. ARAGO JR.**, Filipino, of legal age, President of the Mindoro State College of Agriculture and Technology (MinSCAT), 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 facts:

- 1) The Mindoro State College of Agriculture and Technology has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and Mission of the agency
  - b. Frontline service offered
  - c. Step-by-step procedure in availing of frontline service
  - d. Employee responsible to 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 Charters posted as information billboards in all the service offices of MinSCAT that deliver frontline services.
- 3) That the Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place 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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter already shows the improvements in its existing of procedures and shortened turnaround, on the most availed frontline services:

Frontline Services	Process Improvement	Action Taken to Improve Process	Results/Benefits
Clinic	List of Frontline Services Not Posted	List of Frontline Services posted	More awareness on the services provided by the Clinic
	Citizen's Charter Not Posted	Citizen's Charter posted in front of the Clinic	More awareness on the part of clients to the process and procedures of the Clinic
	Public Assistance and Complaint's Desk	Public Assistance and Complaint's Desk installed	Fast and efficient service and address the needs of clients promptly

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 30<sup>th</sup> day of July 2018 in MinSCAT, Alcate, Victoria, Oriental Mindoro, Philippines.

**LEVY B. ARAGO JR., Ph.D.**  
SUC President II

SUBSCRIBED AND SWORN to before me this 30<sup>th</sup> day of July 2018 in Victoria, Oriental Mindoro, Philippines, with affiant exhibiting to me his MinSCAT ID No. 039 issued on August 08, 2007 at Alcate, Victoria, Oriental Mindoro.

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