



CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **LEVY B. ARAGO Jr., Ph.D.**, Filipino, of legal age, SUC President III of the Mindoro State College of Agriculture and Technology (MinSCAT), the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declares and certifies the following facts:

- 1) The Mindoro State College of Agriculture and Technology (MinSCAT) with **Three (3) Campuses located in Victoria, Calapan City and Bongabong** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through tarpaulins, leaflets or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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 on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline service.

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/ Benefits
Enrolment	<ul style="list-style-type: none"> • Excluding unnecessary steps in the enrolment process and adapting the online registration of students • Excluding the testing fee based on the policy of the Universal Access to Quality Tertiary Education Act 	<ul style="list-style-type: none"> • Excluded the steps about administering entrance examination and verification of results, medical exam, application for scholarship and dormitory occupancy, issuance of library card and final checking/ approval of enrolment as enrolment shifted to online mode. • Excluded the step for payments to the cashier. 	<p>Minimized the steps that promote efficiency of work accomplishments. Adoption of the new normal trends and practices to prevent the students from the continuing threat of Covid-19.</p>



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 22nd day of July, 2020 in Victoria, Oriental Mindoro, Philippines.

LEVY B. ARAGO Jr., Ph.D

SUC President III

Mindoro State College of Agriculture and Technology

JUL 23 2020

SUBSCRIBED AND SWORN to before me this _____ day of _____, 2020 in Victoria, Oriental Mindoro, Philippines, with affiant exhibiting to me his/her PRC ID No. 0088938 issued on July 28, 1997 at PRC Manila.

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Series of 2020

ATTY. RAYMOND JOEL L. BABUENA
ROLL OF ATTORNEYS No. 61087
IBP LIFETIME No. 010769
MCLE COMPLIANCE No. VI-0013660
PTR No. 0571363, 03 JANUARY 2020 CALAPAN
MY COMMISSION EXPIRES ON 31 DECEMBER 2020
NAUTICAL HIGHWAY, TAWIRAN, CALAPAN CITY