



**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, **DR. CHRISTIAN ANTHONY C. AGUTAYA**, Filipino, of legal age, OIC-Office of the University President of the Mindoro State University, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Mindoro State University has established its most current and updated Citizen’s Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA issuances

**Citizen’s Charter Handbook Edition: 2024, 1<sup>st</sup> Edition**

- 2) The following required forms of posting of the Citizen’s Charter are present:

/	Citizen’s Charter Information billboard <i>(In the form of interactive information kiosk, electronic billboard, posters, tarpaulins, standees, others)</i>
/	Citizen’s Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
/	Official website/Online Posting

- 3) The Citizen’s Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen’s Charter Handbook enumerates the following information:

- a. Mandate, vision, mission and service pledge of the agency;
- b. Government services offered (External and Internal Services);
  - i. Comprehensive and uniform checklist of requirements for each type of application or request;
  - ii. Classification of service;
  - iii. Type of transaction;
  - iv. Who may avail;
  - v. Client steps and agency actions to obtain a particular service;
  - vi. Person responsible for each step;
  - vii. Processing time per step and total;
  - viii. Document/s to be presented by the applicant or requesting party, if necessary;
  - ix. Fee/s to be paid per step and total, if necessary;
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in complaints mechanism; and
- e. List of Offices.

- 5) The Citizen’s Charters Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all said service offices.

- 6) The Citizen’s Charter Handbook is placed at the windows/ counters of each frontline offices to complement the information on the services indicated in the Information Billboard.



- 7) The Citizen's Charter Handbook version is uploaded in 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 the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

**CHRISTIAN ANTHONY C. AGUTAYA, Ph.D.**  
OIC-Office of the University President  
Chairman, Committee on Anti-Red Tape  
Mindoro State University