



## CERTIFICATE OF COMPLIANCE

Year: 2022

*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.**, Filipino, of legal age, **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** including its **TWO (2) CAMPUSES** 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' Charter Handbook Edition: 2022, 2nd Edition

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

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input checked="" type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input checked="" type="checkbox"/>	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. 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 the complaints mechanism; and
- e. List of Offices