



Republic of the Philippines
TARLAC STATE UNIVERSITY

Tarlac City
Tel. Nos. 982-0717, 982-2447, 982 -0102
Fax No. 982-0110

CERTIFICATE 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, Priscilla C. Viuya, Filipino, of legal age, Secretary of the Tarlac 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 Tarlac 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 Tarlac 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 December 10, 2012 and underwent review and revision on September 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 (minimum of three) that resulted from the process review of frontline service delivery, specifically:

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 28th day of November, 2013 in Tarlac City, Philippines.

Priscilla C. Viuya
PRISCILLA C. VIUYA, Ph. D.
President, Tarlac State University

NOV 28 2013

SUSCRIBED AND SWORN to before me this ___ day of ___ 2013 in Tarlac City, Philippines, with affiant exhibiting to me her Employee ID issued at Tarlac City.

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SERIES OF 2013

CHRISTAN REE DELFIN B. OKENCIA
NOTARY PUBLIC
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MGLC COMPLIANCE No. 110014231/04-26-10
UNTIL DECEMBER 31 2014
TARLAC CITY