



CERTIFICATION of COMPLIANCE

I, **ROMEO R. QUILANG**, of legal age, President of the **Cagayan 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 Regulation, hereby declare and certify the following truths:

1. The **Cagayan State University** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the University
 - 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 Cagayan 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 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 3, 2012 and underwent review and revision on August 19, 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 improvements on the quality and timeliness of delivery, and increased in the awareness on the services of the university that resulted from the process review of frontline service delivery, specifically streamlining of procedures and shortened processing time.

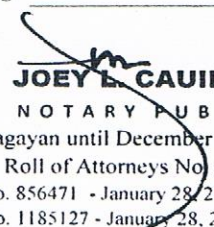
This certification is being used to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hands this 27th day of November, 2013 in Tuguegarao City, Cagayan, Philippines.


ROMEO R. QUILANG
 President, Cagayan State University

SUBSCRIBED AND SWORN to before me this 27th day of November, 2013 in Tuguegarao City, Cagayan, with affiant exhibiting to me his _____ issued on _____ at _____.

Doc. No. : _____
 Series of: Doc No. 443
 Fee Paid: Page No. 89
 O.R. No. Book No. II
 Series of 2013


JOEY L. CAULAN
 NOTARY PUBLIC
 Cagayan until December 31, 2013
 Roll of Attorneys No. 57143
 IBP No. 856471 - January 28, 2013 - Cagayan
 PTR No. 1185127 - January 28, 2013 - Cagayan