Republic of the Philippines
CAGAYAN STATE UNIVERSITY
Andrews Campus, Tuguegarao City

CERTIFICATION 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, *URDUJAH A. TEJADA*, Filipino, of legal age, University 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 Regulations, hereby declare and certify the following facts:

1) The Cagayan State University including its 8 Campuses 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 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 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 agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.

7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

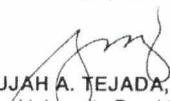| Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
ANDREWS CAMPUS			
Cashier Collection and Disbursement	Payment of fees	Introduction of an automated queuing system	Students are assured of a fast and efficient first-come-first served basis of service.
Medical	Securing medical certificate for purposes of students going for internship or OJT	Introduction of a clear-cut guidelines on how to secure medical certificate for students going for internship or OJT	Fast-tracked issuance of medical certificates
APARRI CAMPUS			
Registrar	Shift to manual system of enrollment to online procedure	Use of SIAS and HEEDS	• No more advising forms needed • Students can access grades online • Students can enroll and choose his or her own schedule online.

CARIG CAMPUS			
Registrar	• Viewing of grades • Inputting of grades • Queuing Management during enrollment	• Upgraded the Student Information and Accounting System • Installation of a queuing system	• Students can now view their grades at their most convenient time • Faculty members can already input their student grades online • Fast tracked enrollment process
GONZAGA CAMPUS			
Internet/E-Library	Saving of documents for printing using flash drive	Created shortcut folder **(Save your works here)** for printing	Prevention of virus penetration to system unit of the Librarian
Registrar	Automated enlistment of students	Implementation of HEEDS	Online and On time evaluation of students
	Automated Evaluation of Students	Implementation of HEEDS	Online and On time evaluation of students
All OSSW Services	Service Availability	Office time starts at 7 am and ends at 5pm	Longer service availability
Business	Selling of Organizational Shirts ,Books and Others	Allow clients to fit/check available items for their comfort	Swap/exchange of items can be avoided.
	Issuance of School Uniform	Ask client/student for Identification Card/Assessment form, if items available, issue payment slip appearing the ID number of the Client	Keying of particulars of the client/student in the cashier's system with ID number alone will be a good help with the collection of payments.
	Issuance of Gate/Car Pass Sticker	Can reduce the allotted time for duration of activity	Can accommodate appox. 20 clients with in 1 hour.
LALLO CAMPUS			
Enrolment	From Manual to Electronic System	Computerization of procedures	Enrolment processing became more efficient.
Assessment	From Manual to Electronic System	Computerization of procedures	Verification of account balances became faster; Statement of account is generated by the system.
LASAM CAMPUS			
Registrar	• Request for Issuance of Transcript of Records • Evaluation of Regular and Irregular Students • Request for Transfer Credentials • Request for Certification of Grades/ Enrollment/ Re-Assessment	Implemented an In-House Developed Student Information and Accounting System	• Transactions became faster • Got a higher rating in the Student Satisfaction Survey for STO
OSSW	Evaluation of requirements for scholarship grants Evaluation of documents for Student Organization Accreditation Supervision of Student Activities	The provision of two On-the-Job Trainees to assist in all the transactions made by the Coordinator of the Student Services and Welfare	• Transactions became faster • Got a higher rating in the Student Satisfaction Survey for STO Transactions became faster
Guidance and Counseling	• Filing of relevant Guidance and	• Labelling and arranging files	• Quick and easy retrieval of files during

Center	Counseling forms for the delivery of services to students (e.g. Counseling, Individual Inventory Service, Initial Interview, Exit Interview, Terminal Interview and Psychological Testing). • Administration of Psychological Testing and Growth Session Seminars • Issuance of the Certificate of Good Moral Character • Faculty Performance Evaluation	in alphabetical order as they are kept in a secured filing cabinet. • Requested three On-the-Job Trainees to help the counselor in facilitating the psychological testing and growth session services • Devised a template for easy updating and printing of the certificate needed for regular students, graduates and students who are to transfer. • Evaluation for each faculty member was conducted during signing of clearance to ensure that quota of evaluators were achieved.	Counseling, Individual Inventory Service updates and Psychological Testing administration and feed - backing. • High rating on the Student Satisfaction Survey is maintained • Very satisfactory rating on Guidance and Counseling Services was gained. • Very satisfactory rating on Psychological Testing and Growth Session was met. • Orderly, effective and efficient processes of said services were observed. • Documentation of said activities were realized, since the counselor designated one of the OJTs to be in-charge. • Prompt and very satisfactory service was extended to clients. • Students who are to evaluate the faculty members actively participated during the evaluation process.
Cashier	• Collecting of Fees • Issuing of Official receipt • Issuing of cheques • Disburse Salary of Faculty and Staff • Disburse Stipend of Scholar	• Implemented an In-House Developed Student Information and Accounting System	• Transactions became faster • Got a higher rating in the Student Satisfaction Survey for STO
Accounting Office	• Collection of Down payment and Validation of Enrolment • Issuance of Examination Permit • Accounting – Assessment Services	• Implemented an In-House Developed Student Information and Accounting System	• Transactions became faster • Got a higher rating in the Student Satisfaction Survey for STO
Business Affairs	• Merchandizing on school uniforms, Photocopier, School ID, books and Crops	• Installed Data base program for easy inventory of Incoming and out-going items	• Faster transactions • Ready inventory of items • Ready report for income generation • Clients were satisfied.
Library	• Issuance of Library Cards • Lending Services • Internet/Computer Services	• The provision of On-The-Job Trainees to readily assist in all the library	• Transactions became faster • Increased number of library users. • Got a higher rating in the

	books and Crops	easy inventory of Incoming and out-going items	items • Ready report for income generation • Clients were satisfied.
Library	• Issuance of Library Cards • Lending Services • Internet/Computer Services	• The provision of On-The-Job Trainees to readily assist in all the library services and other library transactions. • The provisions of internet services…	• Transactions became faster • Increased number of library users. • Got a higher rating in the Student Satisfaction Survey for STO
PIAT CAMPUS			
Accounting Cashier Registrar	Operations like enrolment, assessment and payment were done manually	Computerization of processes	Shortened time of processing
SANCHEZ MIRA			
Accounting Cashier Registrar OSSW	From a locally developed system to a more sophisticated computerized system	Enhancement of the Student Information and Accounting System	Lesser time of processing of equipment

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 1st of June, 2017 in Tuguegarao City, Cagayan, Philippines.

URDUJAH A. TEJADA, CESO II, Ph.D
University President
Cagayan State University

SUBSCRIBED AND SWORN to before me this 1st of June 2017 in Tuguegarao City, Cagayan, Philippines, with affiant exhibiting to me his/her Cagayan State University ID issued on October 6, 2016 at Tuguegarao City.

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