



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, **EVA MARIE CODAMON-DUGYON**, of legal age, **UNIVERSITY PRESIDENT** of the **IFUGAO 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 Ifugao State University including its five (5) 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 the Ifugao State University that delivers frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office of 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 improvement, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

FRONTLINE SERVICE	PROCESS IMPROVED	ACTION TAKEN TO IMPROVE PROCESS	RESULT/ BENEFITS
Enrollment of Students	One Stop Enrolment	A common place for all the services being availed of during enrolment is provided. Staff from all colleges and other concerned offices have their designated desks/terminal for students to enroll.	Time for enrolment is shortened since students need not go from one office/building to another to undergo the enrolment process

	Student secures enrolment form	Clerks are hired for all colleges and concerned faculty members are mandated to report during enrolment period.	Students need not wait in line just to get forms and to ask instructions from enrolling personnel in the College. Additional manpower is provided to cater to their needs.
		Additional manpower is hired at the Registrar's Office to man another window to serve clientele	Waiting time for clientele availing services is shortened due to additional manpower provided

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

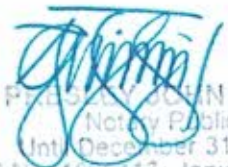
IN WITNESS WHEREOF, I have hereunto set my hand this 2nd day of December, 2019 in IFSU, Nayon, Lamut, Ifugao.


EVA MARIE CODAMON-DUGYON, PhD
 University President
 Ifugao State University

SUBSCRIBED AND SWORN to before me this DEC 04 2019, 2019 in Lagawe, Ifugao, Philippines with affiant exhibiting to me his _____ issued on _____ at _____.

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ATTY. FREDRICK JOHN L. NAMINGIT
 Notary Public
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 Lagawe, Ifugao