



RA 9299

Republic of the Philippines

June 25, 2004

Negros Oriental State University

NOPS (1907)

NOTS (1927)

EVSAT (1956)

CVPC (1983)

Kagawasan Ave., Dumaguete City, Negros Oriental, Philippines 6200

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

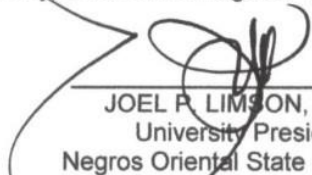
I, **JOEL P. LIMSON**, Filipino, of legal age, **University President** of the **NEGROS ORIENTAL STATE UNIVERSITY**, BEING RESPONSIBLE AND ACCOUNTABLE IN ENSURING COMPLIANCE WITH Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulation, hereby declare and certify the following facts:

- 1) The (**NEGROS ORIENTAL STATE UNIVERSITY**) including its External 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 **NEGROS ORIENTAL 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 services offices.
- 4) The Citizen's Charter is written either 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 Improvements	Action Taken to Improve Process	Results/Benefits
Registrar's Office	Review of Citizens Charter	Lowering Transaction time	Earlier releasing of regular client requests
Cashier's Office	Review of Citizens Charter	Lowering Transaction time	Earlier releasing of regular client requests
Library	Review of Citizens Charter	Lowering Transaction time	Earlier releasing of regular client requests
CARE Center	Review of Citizens Charter	Lowering Transaction time	Earlier releasing of regular client requests
Student Affairs Office	Review of Citizens Charter	Lowering Transaction time	Earlier releasing of regular client requests
Medical/Dental	Review of Citizens Charter	Lowering Transaction time	Earlier releasing of regular client requests


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 30th day of July, 2018 in Dumaguete City, Negros Oriental, Philippines.



 JOEL P. LIMSON, Ph. D.
 University President
 Negros Oriental State University

SUBSCRIBED AND SWORN to before me this 30th of July, 2018 in Dumaguete City, Negros Oriental, Philippines, with affiant exhibiting to me his/her Passport No. Ec-3646418 issued March 12, 2015 by the Department of Foreign Affairs.



ATTY. LOUIE A. PASTIGA
 NOTARY PUBLIC
 VALID UNTIL DEC. 31, 2018
 BP NO. 1042137, 12/6/16, DGTE. CITY
 TR NO. 1493915, 1/4/17, DGTE. CITY
 ATTY. ROLL No. 53084
 SERIAL No. 2017-032

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