



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, **ROLANDO F. HECHANOVA, PhD**, Filipino, of legal age, **UNIVERSITY PRESIDENT** of the **SULTAN KUDARAT 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 **SULTAN KUDARAT STATE UNIVERSITY** including its **Nine (9) 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 step by step procedure in availing of frontline services
 - c. Employee responsible for each step
 - d. Time needed to complete the procedure
 - e. Amount of fees
 - f. Required documents
 - g. Procedure for filing complains
- 2) The citizens’ Charter is posted as information billboards in all the service offices of **SULTAN KUDARAT STATE UNIVERSITY** that deliver frontline services.
- 3) The citizens’ Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The citizens’ Charter is written in either English, or Filipino or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The citizens’ 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 citizens’ Charter.
- 7) The citizens’ 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

SUBSCRIBED AND SWORN to before me this 13th of JUNE, 2017, in TACURONG CITY, PHILIPPINES, with affiant exhibiting to me his UMID-GSIS CRN 006-0113-5337-1 issued on 2010 at GSIS, General Santos City.

NOTARY PUBLIC

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CITY. LENEZ ANN D. CERDANA
Notary Public for Tacurong City
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