



# VISAYAS STATE UNIVERSITY

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Philippines

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## Office of the President

### 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, **DR. EDGARDO E. TULIN**, Filipino, of legal age, President of the **VISAYAS 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:

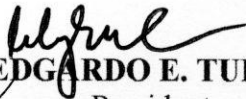
- 1) The VISAYAS STATE UNIVERSITY including its FOUR (4) *Branches (Alang-alang, Isabel, Tolosa and Villaba Campuses)*
- 2) has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - 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
- 3) The Citizen's Charter is posted as information billboards in all the service offices of *(name of agency)* that deliver frontline services.
- 4) 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.
- 5) 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).
- 6) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 7) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 8) 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
Enrolment services	On-line registration & payment of fees	1. Enhanced the enrolment program making it web based	1. For continuing students, the steps is reduced from 4 to one (printing and validation of Certificate of Registration) since


			original step 1 is no longer necessary and next two steps (enrolment & payment can be done by them online)
		2. Conducted 3 days hands on training among department secretaries and encoders of the enhanced registration system	2. Only freshmen and transferees will come to the university during the scheduled enrolment period to fill up registration forms and submit required/mandatory documents. This drastically improved the quality of service due to big reduction of the number of clients (1/4 of the total number) to be served by the same number of front line people.

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 27<sup>th</sup> day of December 2018 in Baybay City, Leyte, Philippines.

  
**EDGARDO E. TULIN**  
 President  
 VISAYAS STATE UNIVERSITY

SUBSCRIBED AND SWORN to before me this 27<sup>th</sup> day of December 2018 in Baybay City, Leyte, Philippines, with affiant exhibiting to me his VSU ID No. V000522 issued on at Visayas State University campus, Baybay City, Leyte, Philippines.

  
**ATTY GWEY MANUEL P. SANTIAGO**  
 Notary Public  
 PURSUANT TO R.A. 9406

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