



Republic of the Philippines
Bulacan State University
City of Malolos, Bulacan
Tel/Fax (044) 791-0153

OFFICE OF THE PRESIDENT

September 18, 2019

Director Dulce J. Cochon
Director II, Civil Service Commission Field Office
Provincial Capitol Compound
City of Malolos, Bulacan



Dear Director Cochon:

Greetings!

Respectfully forwarding to your good office the Certification of Compliance of Bulacan State University pursuant to the Republic Act 9485 also known as the Anti-Red Tape Act of 2007.

Sincerely,

C. Gascon
CECILIA S. NAVASERO-GASCON, Ph.D.
University 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, CECILIA N. GASCON, PhD, Filipino, of legal age, President of the Bulacan State University, being responsible and accountable in ensuring compliance with the 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 Bulacan State University including its ten (10) Offices, namely; Registrar, Accounting, Cashier, Clinic, Student Affairs and Services, Student Organizations and Activities, Student Welfare, Scholarships and Financial Assistance, Admissions and Orientations Services, and Library has established its service strands 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 Bulacan 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 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
ADMISSION AND ORIENTATION SERVICES			
ATBuSU Application for New College Student	<ul style="list-style-type: none">- Removing the testing fee because of the Universal Access to Quality Tertiary Education Act.- Removing some unnecessary steps in the application process for the incoming college student.- Removing the steps for ATBuSU Application for Transferees.	<ul style="list-style-type: none">- Removed the step for payments in the cashier’s office.- Removed the steps about the examination and verification of results, since the applicants schedule for examination varies and the date for verification of results is subject to approval of the Vice President for Academic Affairs and the University President.- Removed the steps for ATBuSU application for transfers, since our university is no longer accepting transfers with crediting their previous grades, but we are implementing of back to freshman policy without crediting units earned.	Lessen the number of steps to follow and lessen the number of minutes of the processes for ATBuSU application.

ATBuSU Application for Grade 7 and CPTE Students	- Separating the application for Grade 7 and CPTE from the previous process of Application for New Students.	- Created a new process for ATBuSU Application for Grade 7 and CPTE students, since they need to pay the non-refundable Php. 300.00 testing fee. The grade 7 and CPTE students are not covered by the Universal Access to Quality Tertiary Education Act.	- Have a clearer Citizen's Charter, and avoided the confusion of the clientele.
Reservation of Slot for Qualified Incoming Grade 7	- This process is being practiced and observed since then, but not included or listed in the Citizen's Charter of the Admissions and Orientation Services.	- Included in the revised Citizen's Charter of the Admissions and Orientation Services Office as a separate process.	- Have a clearer Citizen's Charter, and guided the clientele properly on the steps on how to reserved slot for incoming grade 7.
OFFICE OF STUDENT ORGANIZATIONS AND ACTIVITIES			
Renewal of Recognition of Student Organizations	Additional Form: BuSU-OP-OSO-01F8 Student Organization Adviser Performance Evaluation BuSU-OP-OSO-01F9 Student Organization Performance Evaluation	The said forms were submitted and approved by the Internal Quality Assurance Unit for implementation.	The Office of the Student Organization and Activities is in compliance with the requirements of ISO.
	Step 3 – Colloquium	One on one discussion with the organization using the evaluation instrument.	For Improvement of services of OSO and to evaluate the efficiency and effectiveness of advisers and leaders.
	Additional Time for checking the requirements. 31 minutes in total.	Checking and guiding student organizations on how to present financial report and accomplishment report.	An improve and sound accomplishment and financial report submitted by the student organizations.

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 ____ of ____, 2019 in Malolos, Bulacan, Philippines.

Cecilia Navasero-Gascon, Ph.D.
President
Bulacan State University

SUBSCRIBED AND SWORN to before me this ____ of ____ 2019 in Malolos, Bulacan, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____

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REPUBLIC OF THE PHILIPPINES
NOTARY PUBLIC
NENITA DELA CRUZ
ROLL NO. 47194

NENITA DELA CRUZ-TUJON
NOTARY PUBLIC
PNC-58-MB-2018 UNTIL DEC. 31, 2020
SANDICO ST., POBLACION I, MARILAO, BULACAN
IBP LIFE NO. 591042/BULACAN/5/19/2003
PTR NO. 0806589/MARILAO, BULACAN/1/4/19
TIN 170-307-664-000
ATTORNEYS ROLL NO. 47194
MILE COMPLIANCE NO. VI-001863 UNTIL APRIL 14, 2022