



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 *mlh*



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			
ATBulSU 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 ATBulSU 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 ATBulSU 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 ATBulSU application.