



## 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. EDGAR S. BALBUENA**, Filipino, of legal age, University President of the **Jose Rizal Memorial 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 **Jose Rizal Memorial State University** including its **five (5) 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 **Jose Rizal Memorial 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 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
Registrar's Office	1. Releasing of TOR / Records	Shortened Released time from 10 days to 5 days	More TOR/ Records released per week
	2. Enrolment Process	One-stop enrollment	More enrollees are catered per day
Cashier's Office	1. Receiving of Payment of School Fees	Tie up with Landbank for the acceptance of payment for school fees	Overcrowding at the cashier's office is minimized

	2. Collection of fees during enrolment	One stop collection	More students are catered per day
Library	User Registration in the Library (Manual)	Daily user registration in the database using bar code reader	Proper accounting of library users

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 1<sup>st</sup> of **June, 2017** in Dapitan City, Zamboanga del Norte, Philippines.



**EDGAR S. BALBUENA, Ed.D., FfUP, SFRIEdr**  
 University President  
 Jose Rizal Memorial State University



SUBSCRIBED AND SWORN to before me this 11 9 JUN 2017 of 20 in \_\_\_\_\_, Philippines, with affiant exhibiting to me his JRMSU ID No. 001 issued on January 1, 2010 at Dapitan City, Zamboanga del Norte.



**LYNBERT T. LO**  
 City Prosecutor  
 Dapitan City

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