

Pangasinan State University

Lingayen, Pangasinan

Website: www.psu.edu.ph

Telephone: (075) 206-0802 Telefax: (075) 542-4261/4057



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, **PAULO V. CENAS**, Filipino, of legal age, OIC – OFFICE OF THE UNIVERSITY PRESIDENT, PANGASINAN 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 PANGASINAN 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
 - 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 (name of agency) 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
B. Admissiion, Guidance and Testing Center	Specific personnel	Specified personnel for every process	Accountability of personnel
B.2. Application for Admission Exam (For Filipino Students)	Less steps	Removed unnecessary steps	Faster transaction
D. Medical and Dental Services Office	Specific personnel	Specified personnel for every process	Accountability of personnel
D.1. Medical Consultation	Shortened process time	Improved processing time from 45 mins to 35 mins	Faster transaction
	Patient's Medical Record Form	Provided a form for concerns	Better documentation
D.2. Dental Consultation	Shortened process time	Improved processing time from 45 mins to 35 mins	Faster transaction
	Dental Record Form	Provided a form for concerns	Better documentation
G. Library	Specific personnel	Specified personnel for every process	Accountability of personnel



G.1. Signing of clearance	Shortened process time	Improved processing time from 4 mins to 3 mins (if without accountability)	Faster transaction
G.2. Answering Reference Questions	Reference Question Form	Provided a form for concerns	Better documentation
	Shortened process time	Improved processing time from 7 mins to 6 mins	Faster transaction
	Less steps	Removed unnecessary steps	Faster transaction
G.3. Borrowing Library Books	Less steps	Removed unnecessary steps	Faster transaction
	Date due Slip / Book Card	Provided a form for concerns	Better documentation
G.5. Internet Access in the Library	Less steps	Removed unnecessary steps	Faster transaction
H. Registrar's Office	Specific personnel	Specified personnel for every process	Accountability of personnel
H.1. Issuance of Evaluation Record	Shortened process time	Improved processing time from 33 mins to 21 mins	Faster transaction
H.2. Issuance of Transfer Credentials	Specified Client	Specified process for graduates and undergraduate students to 31 mins for graduate and 32 mins for undergraduates	Transparency
	Shortened process time	Improved processing time from 43 mins for both graduate and undergraduate students to mins	Faster transaction
H.3. Issuance of Official Certification	Shortened process time	Improved processing time from 5 hrs and 19 mins to 31 mins	Faster transaction
H.4. Issuance of Certification, Authentication and Verification of OTR and Diploma	Shortened process time	Improved processing time from 2 hrs and 8 mins to 1 hr and 1 min	Faster transaction
H.5. Issuance of Official Transcript of Records	Less steps	Removed unnecessary steps	Faster transaction
H.6. Adding/Dropping of Subjects	Shortened process time	Improved processing time from 13 mins to 8 mins	Faster transaction
I.4. Request for Temporary Exemption from Wearing the School Uniform	Shortened process time	Improved processing time from 45 mins to 10 mins	Faster transaction
J. ETEEAP	Specific personnel	Specified personnel for every process	Accountability of personnel
J.1 Application for a degree through ETEEAP	Specified requirements needed	Specified requirements needed in the enrolment	Faster transaction
J.1.1. Inquiry about the program	Shortened process time	Improved processing time from 30 mins to 15 mins	Faster transaction
J.1.2. Submission of Application	Shortened process time	Improved processing time from 2 hrs and 45 mins to 35 mins	Faster transaction
J.1.3. Enrollment of Supplementary Courses	Shortened process time	Improved processing time from 59 mins to 29 mins	Faster transaction

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

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IN WITNESS HEREOF, I have hereunto set my hand this 30th of July, 2018 in Lingayen, Pangasinan, Philippines.

PAULO V. CENAS, Ed.D

Officer-in-charge, Office of the University President
Pangasinan State University

SUBSCRIBED AND SWORN to before me this 30th of July 2018 in LINGAYEN / PANGASINAN, Philippines, with affiant exhibiting to me his/her GSIS UMID No. CRN 006-0100-9859-8 issued on October 2011 at Dagupan City.

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Series of 1018

NOTARY PUBLIC
ATTY. BILLY CARDINAL N. TORIO
NOTARY PUBLIC
UNTIL DECEMBER 31, 2018
SERIAL No. 12-08-2016-0201
TRD LIFE No. 04564/ROLI No. 485
PTR No. 3336881B
LINGAYEN / PANGASINAN