



Lingayen, Pangasinan

Website: [www.psu.edu.ph](http://www.psu.edu.ph)

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### CERTIFICATION of COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Services to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, DR. DEXTER R. BUTED, Filipino, of legal age, PRESIDENT IV of the 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 9 (nine) 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 PANGASINAN 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 websites 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

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 31<sup>st</sup> of May, 2017 in Lingayen, Pangasinan, Philippines.

DEXTER R. BUTED, DBA  
University President  
Pangasinan State University

### DAGUPAN CITY

SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ of \_\_\_\_\_, 2017 in Lingayen, Pangasinan, Philippines, with affiant exhibiting to me his Passport No. EB7047698 issued on January 03, 2013 at DFA, Batangas City.

Vicente S. Orap  
ATTY. VICENTE S. ORAP  
NOTARY PUBLIC

UNTIL DEC. 31, 2017  
SNC-NP-18-2016

ISP NO. 1015203 1-3-2017 PTR NO. 9479099 1-3-17  
ROLL NO. 19134 TIN NO. 137-478-682  
MCLE EXEMPT. NO. IV-0010285  
MENESES BLDG. A.B. FERNANDEZ AVE.  
DAGUPAN CITY, PANGASINAN

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