

Republic of the Philippines
KALINGA STATE UNIVERSITY
 Bulanao, Tabuk City, Kalinga

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, **EDUARDO T. BAGTANG**, Filipino, of legal age, President of the Kalinga 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 Kalinga State University including its 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 Kalinga 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
A. RESEARCH DEVELOPMENT AND EXTENSION TRAINING			
1. Issuance of advice to proceed to conduct research/extension project	-Conduct of Review and Evaluation	-Reducing the number of signatories -Reduction on the duration on transaction	-Faster and more efficient service delivery
2. Issuance of request for copy of research/extension technology information	-Conduct of Review and Evaluation	-Reducing the number of signatories -Reduction on the duration on transaction	-Faster and more efficient service delivery
3. Request for the services of experts	-Conduct of Review and Evaluation	-Reducing the number of signatories -Reduction on the duration on transaction	-Faster and more efficient service delivery
B. HUMAN RESOURCE MANAGEMENT OFFICE			
1. Submission of Application	-Conduct of	-Reducing the number of	-Faster and more

