



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, Rexton F Chakas, Filipino, of legal age, the College President of the *Mountain Province State Polytechnic College*, 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 *Mountain Province State Polytechnic College* including its Bontoc Campus and Tadian Campus, 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 *Mountain Province State Polytechnic College* 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
Cashier	Updated system	Orientations and trainings of the head and staff	Responsive services to the clients Fast transactions of business
Registrar	Updated system	Orientations and trainings of the head and staff	Responsive services offered to the clients Fast processing of enrolment
Accounting	Updated system	Orientations and trainings of the head and staff	Transparent and sound budgetary usage
Student Services and Development Office	Review of Processes and Procedures	Orientations and trainings of the head and staff	Assured quality services to the students Effective and efficient responses to the students needs


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 WHEREOF, I have hereunto set my hand this 15th of June, 2017 in Bontoc, Mountain Province, Philippines.


Dr. REXTON F. CHAKAS
College President
Mountain Province State Polytechnic College

SUBSCRIBED AND SWORN to before me this 15th of June 2017 in Bontoc, Mt. Pro. Philippines, with affiant exhibiting to me his/her Taxpayer Identification Number 124-824 issued on 03-01-92 at Population Center, Mountain Province 332

NOTARY PUBLIC


JOSE N. CO
Notary Public for Mtn. Province
Until December 31, 2016
PR No. 1705014-1-6-16
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