



**ANNEX A**

**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, **RAUL F. MUYONG, Ed.D.**, of legal age, **SUC President III** of **ILOILO SCIENCE AND TECHNOLOGY 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 **ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY** including its External 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 **ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY** that deliver frontline services.
- 3) The Citizens' Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said services 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 improvement, 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
Office of the University Registrar and Admission	Reviewed processes	Revised response Time	Improve service delivery
Office of the Student Affairs and Services	Reviewed processes	Replacement process of ID	Improved service delivery to students
Offices of the Deans	Reviewed processes	Found in order	Improve service delivery

CA



Republic of the Philippines  
**ILOILO SCIENCE AND TECHNOLOGY UNIVERSITY**

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Cashier's Office	Reviewed processes	In order	Improve service delivery
Library	Reviewed processes	Revised response time	Improved service delivery
Medical and Dental Clinic	None		
Management Information System Office	None		

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

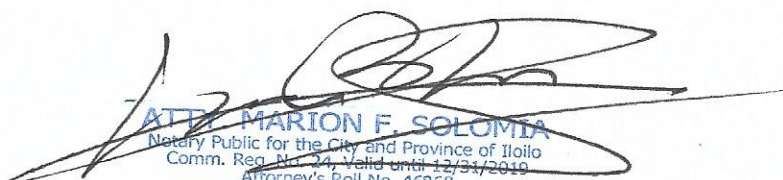
IN WITNESS HEREOF, I have hereunto set my hand this 16 day of July, 2018 in Iloilo City, Iloilo, Philippines.

  
**KAUL F. MUYONG, Ed.D.**  
SUC President III  
Iloilo Science and Technology University

SUBSCRIBED AND SWORN to before me this 16 day of July 2018 in Iloilo City, Iloilo, Philippines, with affiant exhibiting to me his/her ISAT U Identification Card No. 15-011 valid until April 23, 2019 at Iloilo City.

NOTARY PUBLIC

Doc. No. 759  
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Book No. X  
Series of 2018

  
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MCLE Compliance No. V-0001684/02-27-2014