Republic of the Philippines
SOUTHERN LEYTE STATE UNIVERSITY
Main Campus, Sogod, Southern Leyte
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telefax: (053) 577-8299

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **PROSE IVY G. YEPES**, Filipino, of legal age, *University President* of the ***Southern Leyte State University***, Sogod, Southern Leyte, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The Southern Leyte State University including its five external campuses (in Tomas Oppus, Bontoc, Hinunangan, San Juan and Maasin City) have established its service standards known as the Citizen's Charter that enumerates the following:
    a. Vision and mission of the agency;
    b. Government services offered;
        i. Comprehensive and uniform checklist of requirements for each type of application or request;
        ii. Step-by-step procedure to obtain a particular service;
        iii. Person responsible for each step;
        iii. Maximum time needed to conclude the process;
        iv. Document/s to be presented by the applicant or requesting party, if necessary;
        v. Amount of fees, if necessary; and
    c. Procedure for filing complaints.
2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
3) The Citizen's Charter is posted 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, and/or in the local dialect and published as an information material.
5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 27th day of November, 2020 in Sogod, Southern Leyte, Philippines.

PROSE IVY G. YEPES, Ed.D.
SUC President III
Southern Leyte State University

SUBSCRIBED AND SWORN to before me this _____ of 04 DEC 2020, 2020 in Sogod, Southern Leyte, Philippines, with affiant exhibiting to me his/her government-issued ID No. 001 issued on July 17, 2019 at Sogod, Southern Leyte.

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