



Republic of the Philippines
CENTRAL MINDANAO UNIVERSITY
University Town, Musuan, Bukidnon

CERTIFICATE 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, HAIDEE HELENA H. GARCIA, Filipino, of legal age, Chief, HRMO of the CENTRAL MINDANAO UNIVERSITY, being responsible and accountable in ensuing 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 truths:

1. The CENTRAL MINDANAO UNIVERSITY has established its services 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 CENTRAL MINDANAO 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 said service offices.
4. The Citizen's Charter is written in English, Filipino or in the local dialect and published in 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 Citizen's Charter was first published on 2009 and underwent review and revision on 2013 as required under Section 4, Rule IV of the IRR: the office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically: streamline the procedure of enrolment; almost all units complied with the No Noon Break policy; reduced the number of signatories from five (5) to three (3).

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

IN WITNESS WHEREOF, I have hereunto set my hand this 30th day of November, 2013 in Valencia City, Bukidnon, Philippines.

HAIDEE HELENA H. GARCIA
Chief, HRMO

SUBSCRIBED AND SWORN to before me this 5th day of December, 2013 in Valencia City, Bukidnon, Philippines, with affiant exhibiting to me her CMU ID issued on _____ at Central Mindanao University, Musuan, Bukidnon.

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ATTY. PAUL VINCENT G. VILLEGAS
NOTARY PUBLIC
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