



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, ELSIE G. FERRER, of legal age, Director of **PHILIPPINE SCIENCE HIGH SCHOOL-BICOL REGION CAMPUS**, 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, and the person whose signature appears below hereby declare and certify the following truths:

1. The Philippine Science High School-Bicol Region 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 the Philippine Science High School-Bicol Region Campus 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 the said service offices.
4. The Citizen's Charter is written in English and published as an information material.
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was published in 2009 and underwent review and revision in October 2012 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 that resulted from the process review of frontline service delivery, specifically:
 - a. Revisited and clarified the guidelines regarding the eligible students to take the NCE;



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- b. Immediate evaluation and processing of application forms brought by walk-in applicants. Test permits are immediately issued to the applicants after evaluation and processing;
- c. Convenient on line downloading of application forms.

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 25th day of November, 2013 in Goa, Camarines Sur, Philippines.

Elsie G. Ferrer

ELSIE G. FERRER

Director III

Philippine Science High School-Bicol Region Campus

SUBSCRIBED AND SWORN to before me this 25th of November, 2013 in Goa, Camarines Sur, Philippines, with affiant exhibiting to me her government-issued on March 26, 1997 at Legazpi City.

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Ernesto P. Pilapil
ATTY. ERNESTO P. PILAPIL
NOTARY PUBLIC
UNTIL DECEMBER 31, 20
ROLL NO. 15831
TIN # 129807284