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 DATE/TIME: JUN 30 2017



Republic of the Philippines
NORTHERN ILOILO POLYTECHNIC STATE COLLEGE
 Main Campus, Estancia, Iloilo



DTMS: _____

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, DR. MA. THERESA G. PALMARES, Filipino, of legal age, College President of the NORTHERN ILOILO POLYTECHNIC STATE 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 NIPSC including its six (6) 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

The Citizen's Charter is posted as information billboards in all the service offices of Northern Iloilo Polytechnic State College that deliver frontline services.

- 2) 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.
- 3) 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).
- 4) The Citizen's Charter is uploaded in the NIPSC website and accessible to the public.
- 5) The NIPSC has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 6) 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
Records	Application for Leave of Absence – Processing Time	Pursuant to NIPSC AO No. 3 s. 2017 issued by the College President	Proper observance in filing application for leave of absence.
Registrar	Enrollment of Old/New Students	Installation of new e-Enrolment System	Decreases the processing time of enrolment flow transactions.
Cashier	Verification of accounts and Issuance of Examination Permit or Clearance	Inclusion of additional frontline services to improve the transaction process	For a clear flow of transaction process.

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 20th of June, 2017 in Estancia, Iloilo, Philippines.

[Signature]
 MA. THERESA G. PALMARES, Ed.D.
 College President

SUBSCRIBED AND SWORN to before me this JUN 29 2017 of 2017 in Estancia, Iloilo Philippines, with affiant exhibiting to me his/her NIPSC ID No. 1297 on _____ at NIPSC Estancia, Iloilo

[Signature]
Atty. Sheryl D. Dela Rama
 Botongon, Estancia, Iloilo
 Notarial Commission No. 2016-047
 Until Dec. 31, 2017

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