



Republic of the Philippines

TARLAC STATE UNIVERSITY

Romulo Blvd., San Vicente, Tarlac City, Philippines 2300

Tel. Nos. (045) 982-1624, (045) 982-2605, (045) 982-5574

Fax No. (045) 982-0110 Official Website: <http://www.tsu.edu.ph>

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency of Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, Dr. Myrna Q. Mallari, Filipino of legal age, SUC President III of the Tarlac State 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 Tarlac State University including its three (3) 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 the Tarlac State 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 the said service 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 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
Graduate Studies – Admission Test	Unit in Charge	Graduate Studies Admission Test (GSAT) is removed as a service of the Graduate Studies and is assigned as a service administered by the Counseling, Testing, and Career Center (CTCC).	Testing Staff of the CTCC will handle the GSAT.



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Library – Library Card	Use of Library Card	Library Card is removed.	Student ID Number is used for verification when students borrow from the Library.
Office of Student Affairs – Certificate of Good Moral Character	Unit in Charge	The issuance of the Certificate of Good Moral Character is removed from the services of the Office of the Student Affairs, and is assigned as a service administered by the CTCC.	CTCC Staff will handle the issuance of the Certificate of Good Moral Character.
Testing Office	Merging of Counseling, Psychological Testing and Assessment, and Career Placement Services	Merging of Counseling, Psychological Testing and Assessment, and Career Placement Services	Renaming of the Testing and Evaluation Office to Counseling, Testing, and Career Center (CTCC).
Testing Office – Guidance and Counseling Center	Clarification on the Type of Transaction, Clients Concerned, Requirements, Attending Staff, Fees, and Forms Required.	Clarification on the Type of Transaction, Clients Concerned, Requirements, Attending Staff, Fees, and Forms Required.	<ul style="list-style-type: none"> • Issuance of Cert. of Good Moral Character – Undergraduate – Scholarship/OJT/Work/Etc. : Certificate of Registration (COR) / School ID : <u>Request Form</u> • Issuance of Cert. of Good Moral Character – Undergraduate – Transfer : <u>Request Form</u> • Issuance of Cert. of Good Moral Character – Undergraduate – Authentication of Certificate of Good Moral Character : <u>Free of Charge</u> • Issuance of Cert. of Good Moral Character – Graduate – Employment/Enrolment / Admission to Graduate Studies/Second Course : <u>Request Form</u> • Issuance of Cert. of Good Moral Character – Graduate – Authentication of Cert. of Good Moral Character : <u>Free of Charge</u> • RIASEC Examination/Career Testing and Counseling : <u>Undergraduate (Shifters & Returnees)</u> • <u>Psychological Test</u> : Graduate (Prof. Ed units takers), <u>Transferees &</u>



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			<u>Second Coursers : Testing Staff : P300 Fee : Admission Slip Form</u>
Testing Office – Certificate of Good Moral Character	Issuance of Certificate of Good Moral Character	Clarification on the step-by-step process of the issuance of the certificate.	The requirements are presented to the Main Guidance and Counseling Center Office (CTCC, Main Campus).
Testing Office – Admission Test	Who may avail testing services?	GSAT is available for TSU personnel and external clients who have obtained a Baccalaureate Degree. GSAT is assigned as another testing service of CTCC.	GSAT is scheduled and administered by the Testing Staff of the CTCC.
Testing Office – GSAT Fee	Amount of Fee	GSAT Fee increased by P50.	GSAT Fee is paid thru the Cashiering Office with the amount of P250.00
Testing Office – Admission Test	Form for Law Admission Test	LAT Form is registered to IMS.	From TSULAT Form 01 Revised 06-08-2011 changed to TSU-GUI-SF-17.
Testing Office – Filing of Application for Law Admission Test	Date for Filing of Application	Changed date of filing applications.	Date of Filing of Application for LAT is changed from May to June-July (Mid-year break of Academic Year).
Testing Office – Filing of Application for College Admission Test	Date for Filing of Application	Changed date of filing of applications.	For Academic Year 2017-2018, the date for filing of applications for CAT is June-July. <u>(Subject to Change due to K-12 Education)</u>
Testing Office – Psychological Test	Psychological Test-Students of the University	Psychological Test for Presently-Enrolled Students is free of charge.	Annual psychological testing for presently-enrolled students of the University free of charge.
University Hotel – Room Reservation	Clarification of the Room Reservation Service offered to Walk-in Clients	A more detailed step-by-step process for the availing of room reservations by walk-in clients.	Clarified and more detailed offering of hotel room reservation for walk-in guests.
University Hotel – Room Registration	Clarification of the Room Reservation service offered to Walk-in Clients	A more detailed step-by-step process for the availing of room registration by walk-in clients.	Room registration and client accommodation is improved.
University Hotel – Room Reservation	Clarification of the Room Reservation Service offered thru Phone Call / Online Reservation	A more detailed step-by-step process for the availing of room reservations by clients thru phone call/online reservation.	Clarified and more detailed offering of hotel room reservation for clients thru phone call/online reservation. Contact details of the University Hotel are updated.



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University Hotel – Laundry Services	Wash-Dry-Fold Service Fee	Clarification on the pricing of less than 5 kg of laundry.	A fee of P35 is required for availing laundry services that weighs to less than five (5) kilograms.
University Hotel – Room Reservations	Room Reservation Fee	Clarification of the rates per hotel room	The Rooftop (Priscilla Hall) has a P6,000 rate and an additional of P1,000 for every succeeding hour. The Mini Conference Room has a rate of P3,000.
Business Center- Print Shop	T-Shirt Printing Fee	White T-Shirt printing fee increased by P20.	White T-shirt printing has increased from P80 to P100.
Business Center- Photocopying/Document Printing Services	Photocopying / Document Printing for Teaching & Non-teaching Personnel	Business Center no longer accepts payment from TSU personnel who avails their photocopying & document printing services.	Photocopying & document printing needs of TSU personnel are compiled as a Monthly Accomplishment Report that collects the total fee of services of each office from their respective office fund.
Business Center- Photocopying Service	Students and External Clients are not catered by the Business Center's photocopying / document printing services.	Students and External Clients are advised to have their photocopying needs at the Multi-Purpose Cooperative Photocopying Area.	Teaching and non-teaching personnel of the University are the only ones who can avail the photocopying/document printing services.
Business Center- Fabrication of Alumni ID	Alumni ID Fee	Fabrication of Alumni ID (for graduating students and for second copies) lessened by P65.	Alumni ID fee is P90 from its original amount P155 (included on the Graduating Fee of students/second copy).
Disposal of Recyclable Waste Materials	Flow of the disposal of recyclable waste materials	Collected recyclable waste materials by the General Service Office is sent to Procurement Office. Procurement Office then canvasses the buyer/bidder for the recyclable waste materials. Highest bidder will pay to the Cashiering Office.	Easier/shorter processing of the disposal of the recyclable waste materials.
Administrative Services Office – Payroll Preparation for Job Orders	Documents Submitted by the Administrative Services Office to Other Concerned Offices (Steps 3-6)	Cash Request is removed. Obligation Request, Disbursement Voucher and Payroll are retained.	Cash Request is removed. Obligation Request, Disbursement Voucher and Payroll are retained.
Administrative Services Office – Payroll Preparation for Lecturers	Documents Submitted by the Administrative Services Office to Other Concerned Offices (Steps 2-6)	Cash Request is removed. Obligation Request, Disbursement Voucher and Payroll are retained.	Cash Request is removed. Obligation Request, Disbursement Voucher and Payroll are retained.



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Human Resource Management and Development Unit-Feedback Form	Feedback/Suggestions/Comments Drop Boxes	Drop Boxes are installed on each campus of the University	Feedback forms are collected every two weeks for proper action.
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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 31st of May, 2017 in Tarlac City, Tarlac, Philippines.

DR. MYRNA Q. MALLARI
SUC President III
Tarlac State University

SUBSCRIBED AND SWORN to before me this ____ of _____ 2017 in Tarlac City, Tarlac, Philippines, with affiant exhibiting to me her _____ issued on _____ at _____.

NOTARY PUBLIC

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