



Republic of the Philippines  
**Mountain Province State Polytechnic College**  
**OFFICE OF THE COLLEGE PRESIDENT**  
Bontoc, Mountain Province  
[mpspc@mpspc.edu.ph](mailto:mpspc@mpspc.edu.ph)

**CERTIFICATE OF COMPLIANCE**

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

I, Rexton F. Chakas, Filipino, of legal age, the College President of the Mountain Province State Polytechnic 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 Mountain Province State Polytechnic College including the Bontoc Campus and Tadian 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 service 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 *Mountain Province State Polytechnic College* 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 Charter is uploaded in the agency's website and is 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 improvement and reporting of improvements in its existing Citizen's Charter
- 8) 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 Services	Process Improvement	Action Taken to Improve Process	Results/Benefits
Cashier	Updated system	Orientation and training of the head and staff	Responsive services to the clients  Fast transactions of business
Registrar	Updated system	Orientations and trainings of the head and staff	Responsive services to the clients  Fast transactions of business
Accounting	Updated system	Orientations and trainings of the head and staff	Transparent and sound budgetary usage
Student Services and Development Office	Review of processes and procedures	Orientations and trainings of the head and staff	Assured quality services to the students  Effective and efficient responses to the students' needs


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

IN WITNESS HEREOF, I have hereunto set my hand this 1<sup>st</sup> of December, 2020 in Bontoc, Mountain Province, Philippines.

  
**REXTON F. CHAKAS**  
**SUC President III**  
**Mountain Province State Polytechnic College**

SUBSCRIBED AND SWORN to me before this 1<sup>st</sup> of December 2020 in Bontoc, Mountain Province  
Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued  
on \_\_\_\_\_ at \_\_\_\_\_.

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