

**ARTA**



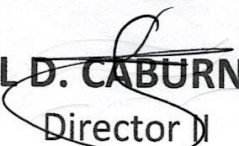
Civil Service Commission Autonomous Region in Muslim Mindanao Field Office - Sulu/Basilan

## CERTIFICATE OF COMPLIANCE

This is to certify that **SULU STATE COLLEGE** has fully-complied with the required elements of the Citizen's Charter duly-prescribed in the RA 9485 as amended by RA 11032 also known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB-EGSD)

This certification is issued in whatever purposes it may serve.

*Done this 17<sup>th</sup> day of December, 2019 at Civil Service Commission Field Office for Sulu, Jolo, Sulu, Philippines.*

  
**GIL D. CABURNAY**  
Director II

Bawat Kawani, Lingkod Bayani



Republic of the Philippines  
Autonomous Region in Muslim Mindanao  
**CIVIL SERVICE COMMISSION**  
Field Office for Sulu  
Jolo, Sulu

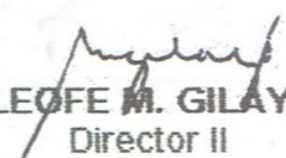
## CERTIFICATION

**THIS IS TO CERTIFY** that **SULU STATE COLLEGE (SSC)** has substantially complied with the provisions of Republic Act 9485 otherwise known as *"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 Thereof"* or the Anti-Red Tape Act of 2007 (ARTA).

**THIS IS TO CERTIFY** further that during our visit to the said institution it was observed the vital provisions of the ARTA, like, Citizens Charter Billboard, Anti-fixer campaign materials, Wearing of Readable Identification Cards, Public Assistance and Complaints Desk and No Noon Break Policy are present and visible to clients.

This Certification is issued upon the request of **SULU STATE COLLEGE** for whatever legal purpose it may serve.

Done this 21<sup>st</sup> day of **March 2013** at Jolo, Sulu, Philippines.

  
**CLEOFE M. GILAYO**  
Director II

Citizen's Charter Validation Checklist

Name of Agency Sulu State College  
 Location Capitol Site Patikul, Sulu  
 Date of Validation January 14, 2019

Branch:  
 Regional Office  Attached Agency  SUC Main Campus  Subsidiary  
 Service Office  Satellite Office  SUC other campus

Sector:  NGA  GOCC  LWD  SUC  LGU

Instructions: Mark with ✓ if Yes, x if No. Provide details if necessary.

CITIZEN'S CHARTER REQUIREMENT	Yes	No	Remarks
1. Vision and Mission of the Agency	✓		
2. List of Frontline Services	✓		
3. Citizen's Charter shows standard for each service office			
> Step-by-step procedure	✓		
> Officer/Employee responsible for each step	✓		
> Time needed to complete the procedure	✓		
> Amount of fees (if necessary)	✓		
> Required documents	✓		
> Procedure for filing complaints	✓		
4. Posting of CC as information material at the main entrance or at the most conspicuous place of the agency service office (check which ever is applicable)			
4.1 The posted CC contains ALL frontline services offered by the agency/service office (if frontline service units are located in one building)	✓		
4.2 CC is posted in all frontline service units/offices (if frontline service units are located in separate buildings)	✓		
5. CC is published, written in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure)	✓		
6. CC is uploaded in the agency's website and accessible to the public	✓		
7. Process Improvements			
Frontline Service			Findings

Note:

- Please indicate the Frontline Services as stated in the Certificate of Compliance (CoC).
- Put "none" in the Findings column if no deficiency/ies were noted.

Mark with ✓ agency's CC compliance:

Compliant  
 Non-compliant

Attested by:

DIL D. CASURNA  
 Name/Position