



Republic of the Philippines
UNIVERSITY OF SOUTHERN MINDANAO
 Kabacan, Cotabato
 Tel. No. 63 (64) 248-2138

OFFICE OF THE PRESIDENT

ANNEX 9

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 Tapes, Preventing Graft and Corruption and Providing Penalties Therefor

I, **Christoper B. Cabelin**, Filipino, of legal age, OIC-President of the **University of Southern Mindanao**, 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 the following truths.

1. The University of Southern Mindanao, USM has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and Mission of the University
 - 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 USM that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the Administration Building and at conspicuous place of all said service offices.
4. The Citizen's Charter is written either in English and published as an information material (brochure).
5. The Citizen's Charter is uploaded at the University Website; www.usm.edu.ph
6. The Citizen's Charter was first published on December 2012 and underwent review and revision on October 2013 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: changes in employee responsible for each step, streamlining of procedures, shortened turnaround time.

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 at Kabacan, North Cotabato, Philippines.

ATTY CHRISTOPER B CABELIN
 OIC - President

SUBSCRIBED AND SWORN to before me this 25th day of November 2013 at Kabacan, North Cotabato, Philippines with affiant exhibiting to me his Residence Certificate with no.18226284 issued on January 7, 2013 at Kidapawan City.

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GREGORIO CONOL TORRES
 NOTARY PUBLIC, NORTH COTABATO
 COMMISSION EXPIRES DEC. 31, 2013
 IBP LIFETIME NO. 842407 N.COTABATO