



**CERTIFICATE OF COMPLIANCE**

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

I, **Bernarda G. Perez**, Filipino, of Legal age, Assistant Regional Director for Finance and Administrative Division of the **Department of Science and Technology Regional Office No. VII**, 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 truths:

1. That the **Department of Science and Technology Regional Office No. VII** 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 complaint
2. That the Citizen's Charter is posted as information billboards in all the service offices of **Department of Science and Technology Regional Office No. VII** that deliver frontline services.
3. That the Citizens 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 Citizen's Charter was first published on *May 31, 2012* and underwent review and revision on *May 31, 2012* 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 (minimum of three) that resulted from the process review of frontline service delivery, specifically: online application of DOST scholarships, online submission and evaluation of proposals, installation of STARBOOKS (Science & Technology Academic and Research-Based Openly-Operated Kiosks) that contains hundreds of thousands of digitized science and technology resources in various formats (text and video/audio).

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 25<sup>th</sup> day of November 2013 in Cebu City, Philippines.

**BERNARDA G. PEREZ**  
 ARD, Finance and Administrative Division

SUBSCRIBED AND SWORN to before me this 25<sup>th</sup> day of November 2013 in Cebu City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on November 1, 2013 at Cebu City.

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