



**CERTIFICATION 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, **JESUS F. ZAMORA JR.**, Filipino, of Legal age, OIC, Office of the Regional Director 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:

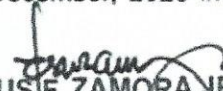
1. That the **Department of Science and Technology Regional Office No. VII** has established its service standards known as the Citizen's Chapter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline 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 compliant
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 Citizen's Charter is positioned at the main entrance of the office or the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino or in 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. That 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.<sup>3</sup>
7. The Citizen's Charter shows the process of improvements specifically on the streaming of procedures and shortened turnaround time, on the most availed frontline services.

Front Line Services	Process Improvement	Action Taken to Improve Process	Results/Benefits
SET UP	Enhance processing on project proposal	Online submission and evaluation of proposals from PSTC's/Beneficiaries	Faster and timely processing and approval of proposals
Library Services	Use digital technology in collecting, reading and retrieval of data and information	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).	Efficient, timely and enhance access of data and information.

Laboratory Services	Enhance referral system	Online referral system through the One LAP Project.	Faster retrieval of detailed information and has ability to refer laboratory services to other institutions.
Scholarship	Enhance timely processing of scholarship application	Online/manual processing and submission of application by using E-Scholarships Application System.	Faster and timely processing of application of DOST scholarships.


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 6<sup>th</sup> day of December, 2020 in Cebu City, Philippines.

  
**JESUS F. ZAMORA JR.**  
 @IC, Office of the Regional Director

SUBSCRIBED AND SWORN to before me this 6<sup>th</sup> day of December 2020 in Cebu City, Philippines, with affiant exhibiting to me his/her Passport No. 1874410B issued on June 2, 2019 at the City of Manila.

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**ATTY. ROLANDO M. LUEGO**  
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