



ANNEX A

**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 Tape, Preventing Graft and Corruption and providing Penalties Therefor*

I **JULIUS CAESAR V. SICAT, Ph.D.** of legal age, **Regional Director** of the **Department of Science and Technology Region III** 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 Department of Science and Technology Region III its 1 Regional Office with 7 Provincial Science and Technology Centers 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 complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of the Department of Science and Technology Region III 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's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self assessment and reporting of improvements in the existing Citizen's Charter.
7. 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 Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Technical Operations and Laboratories (Regional Standards and Testing Laboratory- RSTL)	Please refer to the Quality Management System (QMS) Manual	On-going migration to ISO 9001:2015	Improve efficiency.
Scholarship	Downloadable Forms	Encoded the necessary data of the applicants.	Easy access on processing application forms.
SETUP/GIA	SETUP projects amounting to 3 Million and below are processed and approved in the regional office. Follow-up review of the revised project proposal and preparation and Routing of the RTEC Report for Endorsement to the RTEC members was shortened from 7 working days to 5 calendar days.	Delegation of authority (DOST-CO) to DOST RD to approve SETUP projects amounting to 3 Million and below. Adjusted and improved the template for the RTEC endorsement to hasten its preparation.	Expedite the approval and implementation of SETUP projects.

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, 2019 in the City of San Fernando, Pampanga, Philippines.

*[Signature]*  
 JULIUS CAESAR V. SICAT, Ph.D., CESO III  
 Regional Director

SUBSCRIBED AND SWORN to before me this 6<sup>th</sup> day of December, 2019 in the City of San Fernando, Pampanga, Philippines, with affiant exhibiting to me his office ID with ID CODE JVS030765 issued at DOST 3 – City of San Fernando, Pampanga.

**ATTY. MICHAEL C. YABU**  
 Notary Public

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