



REPUBLIC OF THE PHILIPPINES
Cebu Normal University
OFFICE OF THE UNIVERSITY PRESIDENT
Osmeña Boulevard, Cebu City, 6000 Philippines
Telefax No.: (6332) 253-9611 / 253-6211
Website: <http://www.cnu.edu.ph>

CIVIL SERVICE COMMISSION
Regional Office No. 7
Cebu City

RECEIVED

MAY 31 2017

By **LIZA O. SEVILLA**
Civil Service Commission, ROT
Time **4:18 pm**

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 Therefore

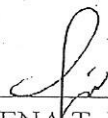
I, **Filomena T. Dayagbil**, Filipino, of legal age, **SUC President III** of **Cebu Normal University**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The Cebu Normal University including Cebu Normal University Medellin Campus and Cebu Normal University Balamban Campus has established its service standards known as the Citizen's Charter that enumerate 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 Cebu Normal University that deliver frontline service.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all he 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 its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specially on the streaming of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Result/Benefits
Issuance of Scholastic Records	To reduce processing time in the retrieval of permanent file of clients	Merging of Requesting Window and Archives	Easy access and reduce time in transmitting requests to archives

This certification is being issued to attest to the accuracy of all the foregoing based on available record and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this MAY 30 2017 in _____, Philippines.




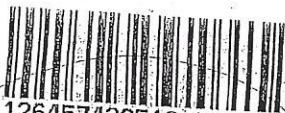
FILOMENA T. DAYAGBIL, Ed.D.
SUC President III
Cebu Normal University

SUBSCRIBED AND SWORN to before me this MAY 30 2017 of 20 in _____, Philippines, with affiant exhibiting to me her CTC# 24543991 Issued on 24 Jan 2017 at Cebu City.

NOTARY PUBLIC

Doc. No. 404
Page No. 81
Book No. IV
Series of 2017


ATTY. DOMINICIANA JUAREZ BANDALA, CPA
NOTARY PUBLIC - Until Dec. 31, 2017
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PTR No. 770476 - Jan 5, 2017, Cebu City
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Frontline Service	Process Improvement	Action Taken to Improve Process	Result/Benefits
OFFICE OF THE UNIVERSITY REGISTRAR Pre-Enrolment Processes	Reduce if not totally eliminate human	Before, individual subjects were encoded	The 5,253 students enrolled


	<p>error in encoding individual subject in the student's account registered in the Student Information System (SIS) particularly encoding of individual subject schedule ID.</p>	<p>in the SIS students account manually by 20-25 students' volunteers. At present, the system automatically generates subjects to the student's account according to the assigned program, year level and section.</p> <p>Processes:</p> <ol style="list-style-type: none"> 1. The University Registrar's Office submitted proposed innovation to the management with a customized lay-out through the Office of the Management Information System for possible execution. 2. The lay-out of proposed innovation covers improvements of Step 11 of the CORE PROCESS FLOWCHART 1-B on Pre-Enrolment. 3. Step 11 is improved in order to ensure that the 5,253 students will be able to avail the frontline service on Pre-Enrolment Process and consummate the same in a reduced time requirement to more or less 30-60 minutes to complete. 	<p>this Second Semester SY 2017-2018 enjoy the benefits of the improvement.</p> <p>The University reduces time and manpower requirement to enroll the 5,253 students every beginning of the school term.</p> <p>Able to address wrong entry of subjects in the student's ledger account in the SIS.</p> <p>Under CORE PROCESS 4 during evaluation the subjects assigned in the particular school term and enrolled by the student appeared to be complete with marked "E" in each subject assigned per semester, therefore no lacking subject detected to bar the student to complete the prescribe course of instruction to graduate in a particular program pursued.</p> <p>Eliminates 20-25 student volunteers to encode individual subject in the student's account</p> <p>Every client concern is</p>
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Customer Feedback Mechanism	Enable the Office to know the immediate concern of the transacting clientele	<p>There is quarterly collection of survey forms dropped by the clients in the suggestion box.</p> <p>Outright meeting is conducted to all staff/personnel and the contents of the survey are discussed for immediate action.</p>	<p>correspondingly addressed to prevent its recurrence.</p> <p>The feedback mechanism bridges the gap between transacting client and frontline management in such a way that untold clients' concerns are freely channeled thus, corresponding respond/measure is effectively executed/initiated.</p>
Display of 6-CORE PROCESSES equivalent to the total operation of the University Registrar's Office	The physical display of the CORE PROCESSES serves as the guiding information and understanding to the general public on how the Frontline Office of the University operates.	The 6-CORE PROCESSES of the University Frontline Office is submitted for ISO 9001:2015 certification of standards	<p>The public is assured of effective and efficient frontline service delivery.</p> <p>The citizens or the public clientele are assured of their trust and confidence that the services they want to avail meet the standards.</p> <p><i>EP/12/1/2017</i></p>

PUBLIC INFORMATION OFFICE (PIO) Freedom of Information (FOI) Online Portal Customer Satisfaction Survey	To streamline the process of client online transactions that include inquiries; complaints; benchmarking visits, requests for information and documents. To obtain feedback from walk-in clients	The office has created an online portal for Freedom of Information in the University official website: www.cnu.edu.ph which enables tracking the status of the requests at the different stages and at different coordinating units in the university. The PIO actively engages in customer satisfaction survey	The portal serves as a database of the clients' transactions that can provide data analytics in terms of response time and status requests. Enhances office processes based on the survey
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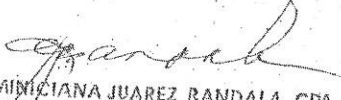
IN WITNESS WHEREOF, I have hereunto set my hand this 22nd of Dec., 2017 in Cebu City, Philippines.


 FILOMENA T. DAYAGBIL, Ed.D.
 SUC President III
 Cebu Normal University

SUBSCRIBED AND SWORN to before me this DEC 22 2017 of 20 in Cebu City, Philippines, with affiant exhibiting to me her PPA 11-01-0721 Issued on _____ at _____
Chel 11

NOTARY PUBLIC

Doc. No. 126
 Page No. 26
 Book No. V
 Series of 2017


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