

Annex A
New COC Template



Republic of the Philippines
Mountain Province State Polytechnic College
Bontoc, Mountain Province

CERTIFICATE OF COMPLIANCE
Year: 2023

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Edgar G. Cue**, Filipino, of legal age, **College President** of **Mountain Province State Polytechnic College**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The **MOUNTAIN PROVINCE STATE POLYTECHNIC COLLEGE** including its **2 Campuses** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: Year 2020, 2nd Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input checked="" type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input checked="" type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanism; and
- e. List of Offices

- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.

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- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.


EDGAR G. CUE
SUC President III
Mountain Province State Polytechnic College

ZERO BACKLOG CERTIFICATION

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes

I, Edgar G. Cue, Filipino, of legal age, College President of the Mountain Province State Polytechnic College, the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The MOUNTAIN PROVINCE STATE POLYTECHNIC COLLEGE, including its 2 Campuses, adhere to the responsibility to render fast, efficient, convenient, reliable service
- ^{nkn}2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period.

IN WITNESS THEREOF, I have hereunto set my hand this 31st of May, 2023 at Bontoc, Mountain Province, Philippines.


EDGAR G. CUE
SUC President III
Mountain Province State Polytechnic College

MPSPC's Principles on Corruption and Bribery in Compliance with ARTA and the Citizens' Charter

Mountain Province State Polytechnic College (MPSPC) is committed to creating a transparent, accountable, and corruption-free environment. The institution adheres strictly to the principles outlined in the **Anti-Red Tape Act (ARTA)** and the **Citizens' Charter**, both of which aim to improve public sector service delivery, reduce corruption, and ensure that citizens receive services in a timely, efficient, and ethical manner.

By integrating **anti-corruption** measures with **streamlined public services** as mandated by ARTA and further supported by the **Citizens' Charter**, MPSPC ensures that its operations reflect a strong commitment to fairness, integrity, and public accountability.

1. Zero Tolerance for Corruption and Bribery

MPSPC has a **zero-tolerance policy** towards corruption and bribery, in line with the institution's core values of integrity, accountability, and transparency. This policy is strictly enforced through clear codes of conduct that govern the behavior of all employees, faculty, and administrators. The college upholds the highest ethical standards, ensuring that all financial transactions, procurement processes, and student services are conducted without the influence of bribery or corrupt practices.

The implementation of an anti-corruption framework extends across all areas of the institution's operations, including but not limited to:

- Admissions and enrollment procedures
- Procurement processes
- Faculty and staff recruitment
- Disbursement of financial assistance and other benefits

By instituting these protocols, MPSPC ensures that services are delivered fairly and without external influence, fostering a culture of trust and ethical governance.

2. Compliance with the Anti-Red Tape Act (ARTA)

The **Anti-Red Tape Act (ARTA)** was enacted to streamline government processes, reduce unnecessary bureaucratic delays, and promote transparency and efficiency in government services. MPSPC is fully compliant with ARTA, which guides the institution in ensuring that services are delivered promptly, efficiently, and without corruption. The college adopts **simplified processes** and **clear guidelines** for all services, reducing red tape and making public service more accessible and efficient.

Under ARTA, MPSPC implements the following strategies:

- **Streamlined Processes:** By reducing unnecessary documentation and simplifying approval procedures, the college ensures that services such as enrollment, faculty appointments, and procurement are processed efficiently and without delays. This reduces the potential for corruption that often arises from complicated, unclear, or lengthy processes.
- **Service Standards and Timeframes:** MPSPC is committed to establishing clear timelines for each service it offers. These service standards are communicated transparently to the public, ensuring that students, faculty, and other stakeholders know exactly what to expect from the institution.
- **Regular Monitoring and Reporting:** The college continuously monitors its service delivery to ensure compliance with the set standards and to prevent delays. Feedback mechanisms allow students, faculty, and staff to report issues with service delivery or allegations of unethical practices, which are then promptly addressed by the administration.

3. Adherence to the Citizens' Charter

The **Citizens' Charter** is a critical tool in ensuring that public service providers, including government agencies and educational institutions like MPSPC, comply with the principles of transparency, accountability, and efficiency. It outlines the rights of citizens and the obligations of the government in providing services.

MPSPC adheres to the **Citizens' Charter** by ensuring the following:

- **Clear and Accessible Information:** The college provides detailed information on its services, including the steps involved, the required documents, service fees (if applicable), and expected timeframes for completion. This information is made readily accessible to all students and stakeholders, whether online or through physical platforms such as bulletin boards.
- **Customer-Oriented Service:** MPSPC prioritizes the needs of its stakeholders by adopting a **customer service approach** to all of its administrative processes. Whether it is a student applying for financial aid or a faculty member requesting professional development support, MPSPC ensures that services are not only accessible but also responsive to the needs of the community.
- **Feedback and Complaint Mechanisms:** The Citizens' Charter requires institutions to provide mechanisms through which citizens can provide feedback and file complaints. MPSPC has established multiple channels for stakeholders to report grievances, whether through online platforms, direct meetings with administrators, or formal complaints procedures. These complaints are promptly addressed, ensuring that the institution's services are consistently aligned with the needs and expectations of its stakeholders.
- **Performance Monitoring and Evaluation:** MPSPC regularly evaluates its performance against the standards set in the Citizens' Charter. This ensures that the institution continuously improves its services and meets the expectations of the public, while also adhering to anti-corruption standards. These evaluations include internal audits, feedback collection, and assessments based on clear performance metrics.

4. Transparency and Accountability

One of the fundamental principles of both ARTA and the Citizens' Charter is **transparency**. MPSPC ensures transparency in all its dealings by making information readily available to the public. This includes:

- **Public Posting of Service Standards:** MPSPC posts its service standards, fees, and required documents for all major administrative processes, ensuring that the public is well-informed about what to expect.
- **Open Procurement Processes:** The procurement process at MPSPC is transparent and follows all legal and regulatory requirements. By adhering to the principles set forth by ARTA, the college ensures that procurement activities are conducted fairly, without favoritism, and free from corruption or undue influence.
- **Annual Reporting:** MPSPC publishes annual reports that outline its financial status, operational activities, and performance against established goals. These reports are made available to the public to foster trust and accountability.

5. Internal Control and Monitoring Mechanisms

To further ensure compliance with anti-corruption and anti-bribery policies, MPSPC has established **internal control systems**. These systems monitor the institution's activities, ensuring that all processes are carried out in accordance with the law and institutional policies.

The college also implements regular **audits** and **performance reviews** to identify any weaknesses or areas where unethical practices might occur. By maintaining rigorous oversight, MPSPC ensures that its services are not only efficient but also free from corruption.

MPSPC's commitment to **anti-corruption** and **anti-bribery principles** is a cornerstone of its operation and public service. By adhering to the **Anti-Red Tape Act (ARTA)** and the **Citizens' Charter**, MPSPC ensures that its services are delivered efficiently, transparently, and in a manner that upholds the highest standards of integrity. The institution's commitment to these principles helps foster a fair, ethical, and accountable educational environment where all stakeholders can trust that their needs will be met without the influence of corruption or bribery. Through ongoing efforts to streamline processes, maintain transparency, and promote accountability, MPSPC sets a model for good governance in public education.

<https://www.mpspc.edu.ph/index.php/citizen-s-charter>