



Republic of the Philippines  
Department of Health  
Central Luzon Center for Health Development  
**BATAAN GENERAL HOSPITAL AND MEDICAL CENTER**  
Balanga City, Bataan  
ISO-QMS 9001 Certified



**CERTIFICATE OF COMPLIANCE**


*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, **GLORY V. BALTAZAR, MD, MPH, MHA, CESe**, Filipino, of legal age, **MEDICAL CENTER CHIEF II** of the **BATAAN GENERAL HOSPITAL AND MEDICAL CENTER**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **BATAAN GENERAL HOSPITAL AND MEDICAL CENTER** including its (33 of *Regional Offices/Branches/Service Offices/Campuses*) has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 23<sup>rd</sup> of March, 2021 in Balanga City, Bataan, Philippines.

  
**GLORY V. BALTAZAR, MD, MPH, MHA, CESe**  
Medical Center Chief II  
Bataan General Hospital and Medical Center

**SUBSCRIBED AND SWORN** to before me this 24<sup>th</sup> of March 2021 in Balanga City, Bataan, Philippines, with affiant exhibiting to me his/her PRC ID (0074346) issued on June 14, 2017 at Manila.

**NOTARY PUBLIC/ ADMINISTERING OFFICER**  
**ATTY. JORGE Z. PANGANIBAN**  
NOTARY PUBLIC  
NC. No. 369-15 until December 31, 2021  
Suite 31 Elison Hotel, Balanga City, Bataan  
PTR No. 3058001, 1/4/2021, Balanga City  
Roll of Attorneys No. 43090  
IBP Lifetime Member No. 01550  
MCLE Compliance No. V-0022338, 4/4/2019

Doc. No. 56  
Page No. 13  
Book No. XVI  
Series of 701