



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

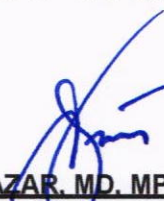
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

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:

- 7) 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:
 - d. Vision and mission of the agency;
 - e. Government services offered;
 - vi. Comprehensive and uniform checklist of requirements for each type of application or request;
 - vii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - viii. Maximum time needed to conclude the process;
 - ix. Document/s to be presented by the applicant or requesting party, if necessary;
 - x. Amount of fees, if necessary; and
 - f. Procedure for filing complaints.
- 8) 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.
- 9) 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.
- 10) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 11) 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.
- 12) 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.

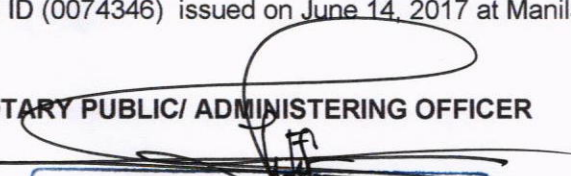
IN WITNESS WHEREOF, I have hereunto set my hand this 2nd of February, 2022 in Balanga City, Bataan, Philippines.


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

SUBSCRIBED AND SWORN to before me this 2nd of February 2022 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

Doc. No. 66
Page No. 14
Book No. XXVIII
Series of 2022


ATTY. FERNANDO S. MENDOZA II
NOTARY PUBLIC
Balanga City, Bataan | 06-30-2022
PTR No. 3216941/01-03-2022
IBP Lifetime No. 06325, Roll. No. 50966