



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, Maritess Teresita M. Torio, Filipino, of legal age, Chief of Medical Professional Staff II of the Batangas 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 Batangas Medical Center 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 DEC 06 2019 of _____ in Batangas City Philippines.

Maritess Teresita M. Torio, M.D.,
Chief of Medical Professional Staff II
Batangas Medical Center

SUBSCRIBED AND SWORN to before me this DEC 06 2019 in Batangas, Philippines, with affiant exhibiting to me his/her PRC ID No. 0070673 issued on September 4, 1990 at PRC Manila

NOTARY PUBLIC/ ADMINISTERING OFFICER

Doc. No. 80
Page No. 17
Book No. II
Series of 2019

JENN KRISTEL C. ZAMORA
Commission No. 2018-30
Until December 31, 2020

Roll No. 63456 / TIN 302-695-422-000
PTR No. 3324045, January 18, 2019, Batangas City
BP No. 070822, January 24, 2019, Batangas Chapter
MCLE No. V-016324, March 9, 2016
Sitio 1B Alangilan National Highway, Batangas City
jennkrystel@yahoo.com