



Republic of the Philippines
Department of Health
**BAGUIO GENERAL HOSPITAL AND
MEDICAL CENTER**
Baguio City



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, Ricardo B. Runez Jr., Filipino, of legal age, Medical Center Chief II of the Baguio 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 Baguio General Hospital and Medical Center including its divisions, sections and units 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.

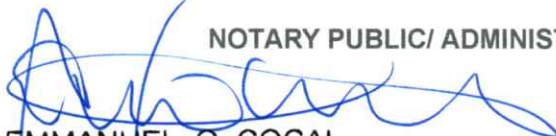
IN WITNESS WHEREOF, I have hereunto set my hand this 22 of March, 2021 in Baguio City, Benguet, Philippines.


RICARDO B. RUNEZ JR., MD, FPCS, MHA, CESE
Medical Center Chief II
Baguio General Hospital and Medical Center

SUBSCRIBED AND SWORN to before me this 22nd of March 2021 in Baguio City, Benguet, Philippines, with affiant exhibiting to me his/her PRC ID No. 0060423 issued on June 14, 2018 at Baguio City.

Doc. No. 418
Page No. 01
Book No. 11
Series of 2021

NOTARY PUBLIC/ ADMINISTERING OFFICER


EMMANUEL O. COCAL
Notary Public (Until June 30, 2021)
N.A. 37-NC-19-R
Roll No. 69426; 05/31/2017
IBP No. 006804; 01/13/2021; BG-BGT
PTR No. 7150555; 01/04/2021; Benguet
MCLE Compliance No. VI-00011757 until April 14, 2022
Rm. 2E, Sacred Heart Building, Diego Silang St.,
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