



Republic of the Philippines
 Department of Health – Metro Manila Center for Health Development
SAN LORENZO RUIZ GENERAL HOSPITAL
 25 O. Reyes St., Santulan, Malabon City
 Tel. No. (02)8294-4853 / 8294-4854 • Website: www.slrwh.doh.gov.ph
 PhilHealth Accredited Facility



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, **MARILOU T. NERY, MD**, Filipino, of legal age, **MEDICAL CENTER CHIEF I** of the **SAN LORENZO RUIZ GENERAL HOSPITAL**, 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 San Lorenzo Ruiz General Hospital including its one (1) office 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 MAR 31 2022, 2022 in MALABON CITY, Philippines.

Marilou T. Nery, MD, DPPS, MPH
 Medical Center Chief I
 San Lorenzo Ruiz General Hospital

SUBSCRIBED AND SWORN to before me this ___ of MAR 31 2022 2022 in MALABON CITY, Philippines, with affiant exhibiting to me his/her PRC ID issued on June 2020 at Manila.

NOTARY PUBLIC / ADMINISTERING OFFICER
 ATTY. IMERSON L. TEPLORA
 Notary Public for Malabon City
 Appointment No. NC-20-074-MAL, Until 31 December 2024
 537 M.H. del Pilar St., Santulan, Malabon City
 IBP Lifetime Member No. 018461; 9 January 2018; CALMANA
 PTR No. 4878079; 4 January 2022; Malabon City
 Roll No. 58211

Doc. No. 124
 Page No. 26
 Book No. XXXV
 Series of 2022