



Republic of the Philippines
Department of Health
SAN LAZARO HOSPITAL

Manila, Philippines
Telephone Nos.: 732-3776 to 78; 732-3106
E-mail Address: sanlazarohospital@yahoo.com
Official Website: www.slh.doh.gov.ph



RECEIVED
ANTI-RED TAPE AUTHORITY

CERTIFICATE OF COMPLIANCE

Received By: Francis Ayres
Date and Time: 22/10/19 11:03
DTS No: _____

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, **EDMUNDO B. LOPEZ, MD, MPH, MHA**, Filipino, of legal age, Medical Center Chief II of the San Lazaro 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 Lazaro Hospital 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 7th of October, 2019 in Manila, Philippines.

Edmundo B. Lopez
EDMUNDO B. LOPEZ, MD, MPH, MHA
Medical Center Chief II
San Lazaro Hospital

SUBSCRIBED AND SWORN to before me this 22 of OCT 2019, 2019 in _____, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____

NOTARY PUBLIC/ ADMINISTERING OFFICER

ATTY. JAIME G. JIMENEZ
NOTARY PUBLIC
UNTIL DECEMBER 31, 2019
PTR NO. 6657407/JAN. 04-19
IBP NO. 1008807
ROLL NO ATTY. 24566
MCE V-0013251/12-7-2019

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