



Republic of the Philippines
 Department of Health
 Regional Health Office – Central Visayas
SAINT ANTHONY MOTHER AND CHILD HOSPITAL
 Basak San Nicolas, Cebu City
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"PHIC Accredited Health Care Provider"



CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **Dr. Robert M. Denopol**, Filipino, of legal age, Chief of Hospital of the **Saint Anthony Mother and Child Hospital**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The Saint Anthony Mother and Child Hospital has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of Saint Anthony Mother and Child Hospital that deliver frontline services.
3. The Citizen's Charter is positioned 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, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on 2008 and underwent review and revision on 2010 as required under Section 4, Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements on Waiting time, Patient's Satisfaction and Performance of Personnel that resulted from the process review of frontline service delivery, specifically: On Policies, Procedures and Programs.

This certification is being issued to attest 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 1st day of June 2015 at Cebu City, Philippines.

ROBERT M. DENOPOL, MD, MHA, FPSMS
 Chief of Hospital II