



Department of Health  
Regional Office No. 3

## MARIVELES MENTAL HOSPITAL

*P. Monroe St. Poblacion, Mariveles, Bataan,  
Philippines. 2105*



### CERTIFICATION of COMPLIANCE

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

**I. MA. LOURDES L. EVANGELISTA, MD**, Filipino, of legal age, **OIC – CHIEF OF HOSPITAL II** of the **MARIVELES MENTAL 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 facts:

- 1) The Mariveles Mental Hospital has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the office
  - 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 Mariveles Mental 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 office's website and accessible to the public.
- 6) The office has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/ Benefits
Admission	Yes	Simplify process, update on durations	Simplified process
Consultation	Yes	Merging of Out-Patient Unit with Health Information Management Unit to lessen patient's step process	Lessen step process
Issuance of Medical Records	Yes	Indication of price per document, update on duration	More detailed information
Purchase and Acquisition of Medicine (Pharmacy)	Yes	Simplification of process	Simplified process

Billing and Visitation of Family and Relatives	Yes	Merging of two frontline services to minimize patient's step process	Lessen step process
Laboratory	New		
Radiology	New		
Psychology	New		

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<sup>nd</sup> of May, 2017 in Mariveles, Bataan, Philippines.



**MA. LOURDES L. EVANGELISTA, MD**  
**OIC – Chief of Hospital II**  
**Mariveles Mental Hospital**

SUBSCRIBED AND SWORN to before me this 23rd of May 2017 in Mariveles, Bataan, Philippines, with affiant exhibiting to me her MMH Employee ID No. 2016-003 issued on 2016 at Mariveles, Bataan.

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