



Republic of the Philippines
 Department of Health
NATIONAL KIDNEY AND TRANSPLANT INSTITUTE
 East Avenue, Quezon 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, ROSE MARIE ROSETE LIQUETE, M.D. Filipino, of legal age, Executive Director of the National Kidney and Transplant Institute, 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 National Kidney and Transplant Institute including its divisions, sections and units has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Mission and Vision 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;
 - iv. Maximum time needed to conclude the process
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. 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 link under the Transparency Seal
6. There is an established Client Satisfaction Measurement per service in the respective offices.

The Certification is being issued to the accuracy of all the foregoing based on available records and information that can be verified.

31 MAR 2021


IN WITNESS WHEREOF, I have hereunto set my hand this ___ of March, 2021 in Quezon City, Metro Manila, Philippines


ROSE MARIE ROSETE A. LIQUETE, M.D.
 Executive Director
 National Kidney and Transplant Institute

31 MAR 2021

SUBSCRIBED AND SWORN to before me this ___ of March 2021 in Quezon City, Metro Manila, Philippines, with affiant exhibiting to me his/her _____.

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 Series of 2021


ATTY. HERONILES P. GUZMAN
 Notary Public
 Until Dec. 31, 2021, Quezon City
 PTR No. 0686242; 01-05-2021, Quezon City
 MCLB Exemption VI NO. 000278, April 14, 2022
 IBP No. AR 48096148; 01-05-2021; Quezon City
 Admin No. NP-135 (2020-2021), Roll No. 32720
 Jurisdiction, Quezon City
 118A Luna St., Project 4, Quezon City