



Republic of the Philippines  
**PHILIPPINE HEALTH INSURANCE CORPORATION**

Citystate Centre, 709 Shaw Boulevard, Pasig City  
 Call Center: (02) 8441-7442 | Trunkline: (02) 8441-7444  
[www.philhealth.gov.ph](http://www.philhealth.gov.ph)



UNIVERSAL HEALTH CARE  
 KALUSUGAN AT KALINGA PARA SA LAHAT

**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, Atty. Dante A. Gierran, CPA, Filipino, of legal age, President and Chief Executive Officer of the Philippine Health Insurance Corporation, the person responsible and accountable in ensuring compliance with Section 6 of Ease of Doing Business and Efficient Government Service Delivery Act of 208, hereby declare and certify the following acts:

- 1) The PhilHealth including its offices in the Central Office, seventeen (17) Regional Offices and one hundred twelve (112) Local Health Insurance Offices (LHIOS), 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;
    - 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 kiosk, 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 December 18, 2020 in Pasig City, Metro Manila, Philippines.

  
 \_\_\_\_\_  
**ATTY. DANTE A. GIERRAN, CPA**  
 President and Chief Executive Officer  
 Philippine Health Insurance Corporation

**SUBSCRIBED AND SWORN** to before me this \_\_\_\_\_ of \_\_\_\_\_, 2020 in \_\_\_\_\_, Metro Manila, Philippines, with affiant exhibiting to me his ID: \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

**NOTARY PUBLIC / ADMINISTERING OFFICER**  
 \_\_\_\_\_  
 NOTARY PUBLIC - Pasig City  
 Appl. No. 24 - valid until DEC. 31, 2021  
 Unit 103-G7, MN Square Building  
 678 Shaw Blvd. Kapitolyo, Pasig City  
 PTA QR No. 5241953 Pasig City 1-2-20  
 Roll No. 28063 Tel. No. 655-47-02  
 MCLE VI-Compliance No. VI-0004652, 12-7-17  
 TIN: 135-064-700

BOOK NO. 64  
 PAGE NO. 14  
 BOOK NO. CCCXIII  
 SERIES OF 2020