



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Hospital Director's Office**  
**CITIZEN'S CHARTER**



**Handling of Communication relevant to the day to day operation of the hospital**

**Schedule of Availability of Service**

**Days** : Monday – Friday  
**Hours** : 8:00 am to 5:00 p, without noon break (except Holidays)  
**Who May Avail of the Service** :

- Hospital Personnel
- Local Government Unit officials
- Patients
- Relatives/Companion of patients
- Government Sector
- Private Sector

**Documentary Requirements** : Letter/Communication  
 Logbook  
 Routing Slip

**Processing Period** : Receiving and Releasing (urgent) 3 minutes – 30 minutes  
 Receiving and Releasing (non-urgent) 3 minutes – 1 day maximum

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
<b>INCOMING DOCUMENTS</b>						
1	Presents the letter / communication	Receipt of relevant document (Financial/non-financial)	3 minutes	Executive Secretary	None	Letter/ communication
2		Classification for to category	3 minutes			
		Logging of received documents  Urgent communication need immediate attention of the Hospital Director (Medical Assistance and others)	5 minutes			Logbook



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4		Forwarded to Hospital Director for Signing  Gives non-urgent communications to the Hospital Director	1 day	Hospital Director  Executive Secretary	None	Letter/ communication
5		Release of signed Documents	30 minutes -1 day	Executive Secretary	None	Routing Slip and Logbook
<b>OUTGOING DOCUMENTS</b>						
1	Letter/ Communication	Received signed document from Hospital Director to be send to the Internal and External Stakeholder	2 minutes	Hospital Director Executive Secretary	None	Letter/ Communication
2		Recording of signed documents in the logbook	2 minutes	Executive Secretary	None	
3		Transmit thru email or send hard copy to concerned office	30 minutes	Executive Secretary	None	
4		Secure receiving or acknowledgement via Email	15-30 minutes	Executive Secretary	None	
<b>END of TRANSACTION</b>						



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**Facilitate the issuances of Policies, Standard Operation Procedures, Guidelines and Other relevant issuances**

**Schedule of Availability of Service**

- Days** : Monday – Friday without noon break (except Holidays)  
**Hours** : 8:00 am – 5:00 pm  
**Who May Avail of the Service** : Department/Section Office concern  
**Documentary Requirements** : Policies  
Standard Operation Procedures  
Guidelines  
**Processing Period** : Receiving and Releasing 2 minutes – 2 days  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit the documents	Received and recorded	3 minutes	Executive Secretary	None	Policies/ SOP/ Guidelines
2		Submission of documents	2 Minutes	Executive Secretary	None	Policies/ SOP/ Guidelines
3		Review and approval	2 Days	Hospital Director	None	Policies/ SOP/ Guidelines
4		Signing of Document	3 minutes	Hospital Director	None	Approved Policies/ SOP/ Guidelines
5		Issuances of documents	1 day	Executive Secretary	None	Policies/ SOP/ Guidelines
<b>END of TRANSACTION</b>						