CITIZEN'S CHARTER

Director's Office

Service:	ervice: Handling Administrative issues related to the day to day operation of the Hospital							
Schedule of A	Schedule of Availability of Service:							
	Days: Monday – Friday without noon brea	k (except Holidays)						
	Hours: 8:00am – 5:00pm							
Who may ava	ail of the service							
Hospi	tal Staff Personnel							
Local	Government Unit officials							
Relativ	ves/Companion of patients							
Gover	nment Sector							
Private	e Sector							
Documentary	Requirements:							
	Letter/Communication							
	Logbook							
	Routing Slip							
Processing P	eriod:							
Ū.	Receiving and Releasing:	2 minutes – 1 day						

How to Avail the Service:

Step	Client	Service provider	Duration of	Person in	Fees	Form
			Activity	Charge		
	Incoming Documents					
1.	Presents the letter / communication.	Receives and stamp the letter/communic ation	3 minutes	Executive Secretary	None	Letter/ communic ation
2		Classifies type of communication	3 minutes	Executive Secretary	None	Letter/ communic ation
3		Recording of classified documents to respective logbook	5 minutes	Executive Secretary	None	Logbook
4		Forwarded to the Hospital Director for Signing	3 minutes	Hospital Director/ Executive Secretary	None	Letter/ communic ation
5		Releases all communications for appropriate action.	15mins-1 day minutes	Executive Secretary	None	Routing Slip Slip and Logbook

	Outgoing Documents					
1	Letter/ Communication	Receipt of document from Hospital Director	2 minutes	Hospital Director Executive Secretary	None	Letter/ Communic aiton
2		Recording of received document	2 minutes	Executive Secretary	None	Letter/ Communic aiton Logbook
3		Distribution of recorded documents	5 minutes	Executive Secretary	None	Letter/ Communic aiton Routing Slip
4		Receipt of documents by the corresponding Office	15-30 minutes	Executive Secretary	None	Letter/ Communic aiton Routing Slip
	END OF TRANSACTION					

CITIZEN'S CHARTER Director's Office

Service:	Coordination with the Local Govern	ment Officials, City Council, other
	Departments and other relevant sta	akeholder
Schedule of A	Availability of Service:	
	Days: Monday – Friday without no	on break (except Holidays)
	Hours: 8:00am – 5:00pm	
Who may ava	ail of the service	
Local	Government Official	
Gover	mment Sector	
Privat	e Sector	
Documentary	Requirements:	
	Notices	
	Endorsement	
	Transmittal Letter	
	Request Letter	
Processing P	eriod:	
C C	Receiving and Releasing :	2 minutes – 1 day

How to Avail the Service:

Step	Client	Service provider	Duration	Person	Fees	Form
			of	in		
			Activity	Charge		
	Receive				1	
1.	Present the	Receive letter	3 minutes	Executive	None	Notices/E
	documents/	request/messages		Secretary		ndorseme
	papers	/schedule/				nt/Transmi
		endorsement				ttal Letter
2.		Record the	3 Minutes	Executive	None	Logbook
		received letter		Secretary		
3.		Forwarded	2 minutes	Hospital	None	Notices/E
		documents to		Director		ndorseme
		Hospital Director				nt/Transmi
				Executive		ttal Letter
				Secretary		
4		Dissemination	15 to 30	Executive	None	Logbook
		documents to	Minutes	Secretary		
		concerned office				
	Outgoing Communication					
1	Letter/	Receives and	3 minutes	Hoopitel	None	Transmitta
1			3 minutes	Hospital	none	
	Communicati	record letter		Director		I Letter
	on	request from		Even evetime		
		Hospital Director		Executive		
		to sent		Secretary		
2		Transmit thru	15	Executive	None	Transmitta
		email or send hard	minutes	Secretary		I Letter

	copy to conce office	rned				
3	Secure receiv or acknowledgen via email		Executive Secretary	None	Transmitta I Letter	
END OF TRANSACTION						

CITIZEN'S CHARTER Director's Office

Service: Facilitate the Approval and Dissemination of Administrative Policies, Standard Operation Procedures, Guidelines and Other Relevant Issuances Schedule of Availability of Service: Days: Monday – Friday without noon break (except Holidays) Hours: 8:00am – 5:00pm Who may avail of the service Department/Section Office concern Documentary Requirements: Policies Standard Operation Procedures Guidelines Processing Period: Receiving and Releasing: 5 minutes – 1 Day

How to Avail the Service:

Step	Client	Service provider	Duration	Person	Fees	Form
			of	in		
			Activity	Charge		
1.	Submit the	Receive and	3 minutes	Executive	None	Policies/
	documents	record		Secretary		SOP/
						Guidelines
2.		Submission of	2 Minutes	Executive	None	Policies/
		document to		Secretary		SOP/
		Hospital Director				Guidelines
3.		Review and	1 Day	Hospital	None	Policies/
		approval of the		Director		SOP/
		documents				Guidelines
4		Signing of	2 minutes	Hospital	None	Approved
		Document		Director		Policies/
						SOP/
						Guidelines
5		Issuances of	1 day	Executive	None	Policies/
		documents to		Secretary		SOP/
		concerned				Guidelines
		department				
	END OF TRANSACTION					