

## **CITIZEN'S CHARTER**

### **Director's Office**

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Service: Handling Administrative issues related to the day to day operation of the Hospital

Schedule of Availability of Service:

Days: Monday – Friday without noon break (except Holidays)

Hours: 8:00am – 5:00pm

Who may avail of the service

Hospital Staff Personnel

Local Government Unit officials

Relatives/Companion of patients

Government Sector

Private Sector

Documentary Requirements:

Letter/Communication

Logbook

Routing Slip

Processing Period:

Receiving and Releasing: 2 minutes – 1 day

How to Avail the Service:

<b>Step</b>	<b>Client</b>	<b>Service provider</b>	<b>Duration of Activity</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
<b>Incoming Documents</b>						
1.	Presents the letter / communication.	Receives and stamp the letter/communication	3 minutes	Executive Secretary	None	Letter/communication
2		Classifies type of communication	3 minutes	Executive Secretary	None	Letter/communication
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/communication
5		Releases all communications for appropriate action.	15mins-1 day minutes	Executive Secretary	None	Routing 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  Logbook
END OF TRANSACTION						

## CITIZEN'S CHARTER

### Director's Office

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Service: Coordination with the Local Government Officials, City Council, other Departments and other relevant stakeholder

Schedule of Availability of Service:

Days: Monday – Friday without noon break (except Holidays)

Hours: 8:00am – 5:00pm

Who may avail of the service

Local Government Official

Government Sector

Private Sector

Documentary Requirements:

Notices

Endorsement

Transmittal Letter

Request Letter

Processing Period:

Receiving and Releasing : 2 minutes – 1 day

How to Avail the Service:

Step	Client	Service provider	Duration of Activity	Person in Charge	Fees	Form
<b>Receive</b>						
1.	Present the documents/ papers	Receive letter request/messages /schedule/ endorsement	3 minutes	Executive Secretary	None	Notices/Endorsement/Transmittal Letter
2.		Record the received letter	3 Minutes	Executive Secretary	None	Logbook
3.		Forwarded documents to Hospital Director	2 minutes	Hospital Director Executive Secretary	None	Notices/Endorsement/Transmittal Letter
4		Dissemination documents to concerned office	15 to 30 Minutes	Executive Secretary	None	Logbook
<b>Outgoing Communication</b>						
1	Letter/ Communication	Receives and record letter request from Hospital Director to sent	3 minutes	Hospital Director Executive Secretary	None	Transmittal Letter
2		Transmit thru email or send hard	15 minutes	Executive Secretary	None	Transmittal Letter

		copy to concerned office				
3		Secure receiving or acknowledgement via email	1 days	Executive Secretary	None	Transmittal Letter
END OF TRANSACTION						

## Director's Office

**Schedule of Availability of Service:**

Hours: 8:00am – 5:00pm

Department/Section Office concern

## Policies

## Standard Operation Procedures

## Guidelines

Receiving and Releasing: 5 minutes – 1 Day

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