

QUEZON CITY GENERAL HOSPITAL

Citizen's Charter Engineering Division

Core Process : Implementation of Preventive and Corrective Maintenance

Clients : Hospital Employees

Schedule of Availability of Service: Daily – 8:00am to 4:00pm

Contact Number : 8863-08-00 local 519

For any concern please contact : Engr. Richard Cruz / Engr. Mary Jesselle Obido
Arnold Del Campo

STEP/S	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
PREVENTIVE MAINTENANCE						
Check the schedule of Preventive Maintenance of facilities/ equipment	Hospital Employees	None	2 – 3 minutes	Maintenance staff	None	None
Wait for the result of preventive maintenance	Hospital Employees	Authorized Service provider	Depends upon the nature of preventive works needed Simple repair (3 hours) Complex repair (36 hours)	Maintenance staff	None	Logbook Equipment Monitoring
CORRECTIVE MAINTENANCE						
Secure job order form in CSR	Hospital Employee	None	2 – 3 minutes	CSR staff	None	Job Order
Submit completely filled-up Job	Hospital Employees	None	30 minutes	Engineering office staff	None	Job Order

Order form to Engineering office						
Wait for the result of corrective maintenance	Hospital Employees	None	<p>Depends upon the nature of corrective works needed</p> <p>Simple repair (3 hours)</p> <p>Complex repair (36 hours)</p>	Engineering maintenance staff	None	<p>Job order with remarks</p> <p>Logbook</p>

QUEZON CITY GENERAL HOSPITAL

Citizen's Charter Engineering Division

Core Process : Provision of Engineering Support Processes
Clients : Hospital Employees
Schedule of Availability of Service: Daily – 8:00am to 5:00pm
Contact Number : 8863-08-00 local 519
For any concern please contact : Engr. Richard Cruz / Engr. Mary Jesselle Obido
Edwild Pascual / Rubylyn Ramos

STEP/S	APPLICAN T / CLIENT	SEVICE PROVID ER	DURATIO N OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
LINEN						
Secure job order form in CSR	Hospital Employees	None	2 – 3 minutes	CSR staff	None	Job Order
Submit completely filled-up Job Order form to Engineering office	Hospital Employees	None	2 – 3 minutes	Engineering office staff	None	Job Order
CSR will release the new linen Linen staff will release the repaired linen	Hospital Employees	None	15 minutes	Linen staff CSR staff	None	Job order with remarks Logbook
LAUNDRY						
Collection/ received of soiled/infecti ous linen	Hospital Employees	None	30 minutes	Laundry staff	None	Linen Received Issued Report form (Major Pack) Linen Received

						Issued Report (Wards) Logbook
Received the clean linen	Hospital Employees	None	20 minutes	Laundry staff	None	Logbook
MOTORPOOL						
Secure trip ticket form in CSR	Hospital Employees	None	2 – 3 minutes	CSR staff	None	Trip Ticket
Submit completely filled-up Trip Ticket form to Engineering office	Hospital Employees	None	2 – 3 minutes	Authorized Engineering office staff	None	Trip Ticket
Transportation of the passenger	Hospital Employees	None	Depends on the location of trip	Motor pool staff	None	Trip Ticket

QUEZON CITY GENERAL HOSPITAL

Citizen's Charter
Engineering Division

Core Process : Management of Outsource Services
Clients : Hospital Employees
Schedule of Availability of Service: Daily – 8:00am to 5:00pm
Contact Number : 8863-08-00 local 519
For any concern please contact : Engr. Richard Cruz / Engr. Mary Jesselle Obido
Edwild Joy Pascual / Rubylyn Ramos

STEP/S	APPLICAN T / CLIENT	SEVICE PROVID ER	DURATIO N OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
JANITORIAL						
Check the schedule of area	Hospital Patients Hospital Employees	Janitorial	2 – 3 minutes	Janitorial staff	None	None
Wait for the area to be clean	Hospital Employees	Janitorial	1 hour	Janitorial staff	None	None
WASTE MANAGEMENT PROGRAM						
Request for the collection of waste	Hospital Employees	None	10 minutes	Janitorial staff	None	None
Collection of waste at Material recovery facility	Hospital Employees	Waste Collector	30 minutes	Waste Collector	None	Work assignment trip ticket
PEST CONTROL						
Check the schedule of area	Hospital Employees	Pest Control	2 – 3 minutes	Pest control staff	None	None

Wait for the area to be treated	Hospital Employees	Pest control	1 hour	Pest control staff	None	None
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QUEZON CITY GENERAL HOSPITAL

Citizen's Charter Engineering Division

Core Process : Coordination with Utility Providers
Clients : Hospital Employees
Schedule of Availability of Service: Daily – 8:00am to 5:00pm
Contact Number : 8863-08-00 local 519
For any concern please contact : Engr. Richard Cruz / Engr. Mary Jesselle Obido
Edwild Joy Pascual / Rubylyn Ramos

STEP/S	APPLICANT / CLIENT	SEVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
Submit incident report or inform engineering office thru phone call	Hospital Employees	Meralco Maynilad Telephone utility providers	5 minutes	Department Head	None	Incident Report
Wait for the corrective action to be taken	Hospital Employees	Meralco Maynilad Telephone utility providers	Depends upon the nature of corrective works needed Simple repair (3 hours) Complex repair (36 hours)	Utility provider staff Engineering maintenance staff Department head	None	Service report