



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Engineering Division**  
**CITIZEN'S CHARTER**



**Implementation of Preventive and Corrective Maintenance (Corrective Maintenance)**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 24 hours without noon break  
**Who May Avail of the Service** : Hospital Employees  
**Documentary Requirements** : Job Order Request Form  
**Processing Period** : Variable  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit properly filled up Job Order Request form <i>(Isumite ang kumpletong detalye ng Job Order Request form)</i>	Receives the properly filled up Job Order Request form <i>(Tanggapin ang nasagutang Job Order Request form)</i>	1 minute <i>(1 minuto)</i>	Engineering office staff	None <i>(Wala)</i>	Job Order Request
2		Validates the Job Order Request form and perform the corrective actions <i>(Pagsuri ng Job Order Request form at paggawa ng ankop na pamamaraan)</i>	Depends upon the nature of corrective works needed <i>(Nakadepende sa hinihinging gawain)</i>  <b>Simple repair</b> (Within 3 working days) <i>(Sa loob ng 3 araw)</i>  <b>Complex repair</b> (Within 5 working days hours) <i>(Sa loob ng 5 araw)</i>	Engineering maintenance staff		
4	Sign the Job Order Request form to acknowledge <i>(Pagsang-ayon at pagpirma sa Job Order Request form batay sa ankop ng gawain)</i>	File the Job Order Request with remarks as DONE <i>(Pagsinop ng Job Order Request na may markang DONE)</i>	1 minute <i>(1 minuto)</i>	Engineering office staff		Job Order Request form with remarks as DONE <i>(Job Order Request form na may marking DONE)</i>
<b>END of TRANSACTION</b>						



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**Provision of Engineering Support Processes (Linen)**

**Schedule of Availability of Service**

**Days** : Mondays – Saturday  
**Hours** : 8 hours without noon break  
**Who May Avail of the Service** : Hospital Employees  
**Documentary Requirements** : Job Order Request Form  
**Processing Period** : Variable

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit properly filled up Job Order Request form <i>(Isumite ang kumpletong detalye ng Job Order Request form)</i>	Receives the properly filled up Job Order Request form <i>(Tanggapin ang nasagutang Job Order Request form)</i>	1 minute <i>(1 minuto)</i>	Engineering office staff	None <i>(Wala)</i>	Job Order Request form
2		Validates the Job Order Request form and perform the necessary actions <i>(Pagsuri ng Job Order Request form at paggawa ng ankop na pamamaraan)</i>	Depends upon the nature of corrective works needed <i>(Nakadepende sa hinihinging gawain)</i>  <b>Repair</b> (Within 1 working day) <i>(Sa loob ng 3 araw)</i>  <b>Fabrication</b> (Within 3 working days) <i>(Sa loob ng 3 araw)</i>	Linen staff		
3	Claiming of requested linen <i>(Tanggapin and inirequest na linen)</i>	Releasing of new linen to CSR (Central Supply Room) <i>(Paglabas ng bagong linen sa CSR)</i>  Releasing of repaired at Linen office <i>(Paglabas ng kinumpuning linen mula sa Linen Office)</i>	3 minute <i>(3 minuto)</i>	CSR staff and Linen staff		
<b>END of TRANSACTION</b>						



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**Provision of Engineering Support Processes (Motor pool)**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 24 hours without noon break  
**Who May Avail of the Service** : Hospital Employees  
**Documentary Requirements** : Trip Ticket Form  
**Processing Period** : Variable  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit properly filled up Trip ticket form <i>(Isumite ang kumpletong detalye ng Trip Ticket form)</i>	Receives the properly filled up trip ticket form <i>(Tanggapin ang nasagutang Trip ticket form)</i>	1 minute <i>(1 minuto)</i>	Engineering office staff	None <i>(Wala)</i>	Trip Ticket form
2		Designate driver and affix sign in Trip Ticket form <i>(Magtalaga ng drayber kaalinsabay sa pagpirma ng Trip Ticket form)</i>	5 minutes <i>(5 minuto)</i>			
3	Forward the signed Trip Ticket form to Administrative Office <i>(Ipass ang Trip Ticket Form na may pirma sa Administrative Office)</i>	Advised requester to secure the Approval and signed trip ticket form by <i>(Imungkahi na papirmahan ang Trip Ticket Form sa kinaaukulan)</i> <ul style="list-style-type: none"> <li>• Chief Administrative Officer during office hours</li> <li>• Senior House Office (SHO) after office hours</li> </ul>	1 minute <i>(1 minuto)</i>			
4		Transportation of official passenger <i>(Ibiyahe ang opisyal na pasahero)</i>	Depends on the location of trip <i>(Dependes sa lokasyon ng biyahe)</i>	Motor pool staff		
<b>END of TRANSACTION</b>						



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