



PERSONNEL DIVISION

SERVICE NAME: ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Office or Division:	PERSONNEL DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL HOSPITAL EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip		Personnel Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the completely filled up request form	Review and receive accomplished request form	None	5 minutes	Office Aide
2.	Verify, process and print request	None	2 days	Office Aide
3.	Secure approval of authorized signatory	None	1 days	Chief Administrative Officer (HRMO V)
4.	Release request and signed the logbook upon receipt of the documents	None	5 minutes	Office Aide
TOTAL:			3 days and 10 minutes	



SERVICE NAME: ISSUANCE OF SERVICE RECORD

Office or Division:	PERSONNEL DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL HOSPITAL EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip		Personnel Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the completely filled up request form	Review and receive accomplished request form	None	5 minutes	Office Aide
2.	Verify, process and print draft of Service Record reflecting LWOP	None	1 day	HR Clerk
3.	Verify and update draft SR (prepare necessary personnel action if needed such as NOSA or other adjustment.	None	1 day	Clerk IV
4.	Review draft SR for final printing	None	4 hours	Clerk IV
5.	Secure approval of Authorized Signatory	None	4 hours	Chief Administrative Officer (HRMO V)
6.	Release request and signed the logbook upon receipt the documents	None	5 minutes	Office Aide
TOTAL:			3 days and 10 minutes	



SERVICE NAME: APPLICATION FOR RETIREMENT

Office or Division:	PERSONNEL DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2C / G2G			
Who may avail:	Plantilla Personnel of the Quezon City General Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement 2. Office Clearance 3. General Services Clearance 4. Affidavit of No Pending Administrative Case (Legal Department) 5. Latest Service Record, Certificate of Leave Without Pay 6. Waiver for Unaccounted Responsibilities and Liabilities 7. Exit Interview		Personnel Division Office/GSIS Personnel Division Office Personnel Division Office/GSIS Quezon City Hall Quezon City Hall Legal Department Personnel Division Office/QC HRMD Personnel Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get requirements	Give checklist of requirements and retirement forms and inform the retiree to secure all requirements	None	5-10 minutes	Clerk IV
2. Comply all the requirements	Secure all the needed requirements	None	1 month	Clerk IV
3. Submit requirements	Check and evaluate attachments	None	15-20 minutes	Clerk IV
4.	Prepares service record, certification of LWOP and no pending administrative case and indorsement letter and secure signatories	None	1-2 days	Clerk IV
5.		None	2-3 hours	Clerk IV
6.		None	2-3 hours	Liaison Officer

	Submit to City Personnel Office for processing			
	Submit to Government Service Insurance System (GSIS)			
TOTAL:			1 month and 2 days, 6 hours and 30 minutes	



Republika ng Pilipinas
Lungsod Quezon
PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON
(Quezon City General Hospital)
Seminary Road, EDSA, Quezon City
Tel. No. (02) 863-0800
PhilHealth Accredited Healthcare Provider



SERVICE NAME: RECRUITMENT AND HIRING OF NON-MEDICAL CONTRACTUAL APPLICANTS AT QCGH

Office or Division:	PERSONNEL DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL QUALIFIED APPLICANTS			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personal Data Sheet (PDS) w/ picture 2. PRC License (if w/ board) / Certificate of Eligibility 3. Board Rating 4. Diploma 5. Transcript of Records 6. Trainings and Seminars			Personnel Division Office/Download at CSC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Personal Data Sheet	Give PDS to the applicant and checklist of requirements	None	5 minutes	HR Clerk
2. Fill up the PDS	Require the applicant to fill up the PDS	None	1 hour	HR Clerk
3. Give the PDS to Personnel Clerk		None	10 minutes	HR Clerk
4. Submit PDS to Director's Office	Receive the completed PDS and check if it is properly filled up with complete supporting documents and application letter Inform the applicant to submit it to the Director's Office together w/ the application letter	None	5 minutes	HR Clerk
5. Wait for schedule of Department Exam	Inform the applicant that he or she will be notified once scheduled	None	3 working days	HR Clerk
6. Wait for schedule of IQ and Personality Test		None	Scheduled	HR Clerk

7. Wait for the schedule of Credentials Committee Panel Interview	<p>Inform the applicant that he or she will be notified once scheduled</p> <p>a) Inform the applicant that he or she will be notified once scheduled</p> <p>b) Tabulate results</p> <p>c) Recommend selected applicant/s</p> <p>d) Inform selected applicant/s to report to HR Office</p>	None	Scheduled	HR Clerk
TOTAL:			3 days, 1 hr and 20 mins	



SERVICE NAME: RECRUITMENT OF PLANTILLA PERSONNEL

Office or Division:	PERSONNEL DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2C / G2G			
Who may avail:	ALL QUALIFIED APPLICANTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application Letter or Recommendation Letter from the Department 2. Duly filled-up Personal Data Sheet (PDS) with picture 3. Diploma & Transcript of Records – for first & Second Level positions 4. Form 138 or Certification from school for position requiring completion of elementary & high school course. 5. Eligibility – for positions requiring license or eligibility 6. Training Certificates – for positions requiring training 7. Certificate of employment – for position requiring work experience 8. Two (2) consecutive Very Satisfactory (VS) Performance Rating for Promotional applicants 		Personnel Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the City Mayor's authority to fill up vacancies		None		HRMO
2.	If granted, request publication & posting of vacancies	None	10 working days	HRMO
3. Submits Document & complete requirements	Receives, checks documents & complete requirements	None	2 hours	HR Clerk
4. Wait for the schedule of exam & panel interview	Schedule exam & panel interview	None	Scheduled	HR Clerk
5.		None	5-6 hrs (depends on	HRMO

<p>6.</p> <p>7. Give requirements for PSB</p>	<p>Evaluates paper qualification</p> <p>Recommend the selected applicants</p> <p>Receives & Submits documents to City Personnel Office for PSB</p>	<p>None</p> <p>None</p>	<p>the number of applicants)</p> <p>5-6 hrs (depends on the number of applicants)</p>	<p>HRMO</p> <p>Clerk IV</p>
TOTAL:			10 days and 14 hrs	



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SERVICE NAME: RECRUITMENT & HIRING OF MEDICAL OFFICER III

Office or Division:	PERSONNEL DIVISION
Classification:	COMPLEX
Type of Transaction:	G2C / G2G
Who may avail:	ALL QUALIFIED APPLICANTS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Recommendation Letter from the Department head concern 2. Duly filled-up Personal Data Sheet (PDS) with picture 3. Diploma & Transcript of Records 4. PRC 5. Certificate of Board Rating	Personnel Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Publication of vacancies	None	10 working days	HRMO
2.	Posting of vacancies in 3 conspicuous places of the hospital	None	Scheduled	HRMO
3. Submit recommendation letter signed by the credentials committee	Schedule of Evaluation & Deliberation for hospital PSB Committee meeting	None	5 minutes	HR Clerk
4.	Give PDS & list of requirements	None	1 hour	HR Clerk
5. Submit duly filled-up PDS with complete requirements	Receives, checks and evaluate PDS as to the completeness of requirements	None	3-4 hours (depends on the number of applicants)	HRMO
6.	Evaluate paper qualification & prepare Comparative Assessment Form	None	2-3 hours (depends on the number of applicants)	Clerk IV
7.				

8.	Prepares Appointments and attached the Comparative Assessment Form signed by the Hospital PSB committee & submit it to City Personnel Office for City Mayor's signature	None	5 minutes	
9. Submit duly filled-up PDS with complete requirements	Give requirement papers for supporting documents for the appointment	None	15 minutes	
10.	Receives & checks duly filled-up PDS with complete requirements	None	10 minutes (depends on the number of applicants)	
11.	Once appointment is signed, prepare certificate of funding for hospital accountant's signature	None		
	Transmits Appointment & supporting documents to City Personnel Office for CSC Approval			
TOTAL:			11 days and 35 mins	



PERSONNEL DIVISION

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	<p>Answer the client feedback form and drop it at the designated suggestion box in front of the Personnel Division Office.</p> <p>Feedbacks can also be filed via electronic mail: qcgh.hrd@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Public Relations Officer opens the suggestion box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) working days upon receipt of the feedback.</p> <p>All feedbacks and answers of the concerned offices are forwarded to the Hospital Director and is then relayed to the citizen.</p>
How to file a complaint	<p>The complainant shall proceed to the Public Assistance Desk.</p> <p>The Public Assistance Desk Officer (PADO) shall interview the complainant and request for a written complaint.</p> <p>Complaints can also be filed via electronic mail. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of Complainant- Contact number of Complainant- Name of person/s being complained- Incident- Evidence
	<p>The PADO shall receive the written complaint and will forward the complaint to the Hospital Director.</p> <p>The Hospital Director calls the attention of the concerned Division Head.</p>

How complaints are processed	<p>The Division Head will initiate investigation and will submit a report to the Hospital Director.</p> <p>The PADO will give the feedback to the client.</p> <p>For inquiries and follow-up, you may contact: 8-863-0800 local 122</p>
Contact Information of Quezon City General Hospital, PCC, CCB	<p>QCGH: www.qcgh.org qcghmisystem@gmail.com 8-863-0800</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>