



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Planning Development Education and Research
CITIZEN'S CHARTER



Preparation, consolidation & submission for approval of hospital budget

Schedule of Availability of Service

Days : Monday – Friday
Hours : 8:00am – 5:00pm
Who May Avail of the Service : Medical and Ancillary Department staff
 Administrative Division staff
 Administrative and Ancillary Section staff

Documentary Requirements : Budget proposal (BP)
 Project Procurement Management Plan (PPMP)

Processing Period : April to July

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORM	
1		Issues memo/disseminates communication letter	April	Chief, PDER	None	Memo	
2	Submits budget proposal with PPMPs	Receives budget proposal & PPMPs	May to July	Administrative Aide III or IV Planning Officer IV		None	Budget proposal & PPMPs
3		Analyses, checks, reviews, corrects BPs and PPMPs					
4		Consolidates and finalizes all BPs & PPMP's					
5		Makes final review and Initials on BP's and PPMP's	July	Chief, PDER	None	Budget proposal & PPMPs	
6		Reviews consolidated hospital budget, discusses with budget staff & approves and signs BP's & PPMP's	July	Hospital Director	None	Budget proposal & PPMPs	
END of TRANSACTION							



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Request /facilitate for transfer of funds for hospital operation (PS & MOOE) Personal Services, Maintenance & Other Operating Expenses

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8:00am – 5:00pm
Who May Avail of the Service : Hospital management and employees
Documentary Requirements : Work and financial plan (WFP)
 Advice of Allotment (AA)
 Obligation Request (OBR)
 Disbursement Voucher (DV)
 Official Receipt (OR)
Processing Period : One (1) month

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORM
1	Receives approved budget	Prepares WFP for PS and MOOE	30 minutes	Administrative Aide III or IV	No fees	Work and financial plan (WFP)
2		Validates the correctness of WFP	20 minutes	Planning Officer IV		
3		Initials & signs WFP	1 day	Chief, PDER, Hospital Director		
4		Submits WFP to City Budget Dept. (CBD)	1 day	Administrative Aide III		
5		Secures advice of allotment (AA) from CBD	1-2 weeks after release of WFP	Administrative Aide III	No fees	AA



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6		Prepares obligation request (OBR) and disbursement voucher (DV)	30 minutes	Administrative Aide III & IV		OBR and DV
7		Validates the correctness of OBR & DV	20 minutes	Planning Officer IV		
8		Initials & signs OBR & DV	1 day	Chief, PDER Hospital Director		
9		Submits OBR & DV to City Budget Dept. (CBD)	1 day	Administrative Aide III or IV		
10		Receives photocopies of OR and DV	As soon as the Cash Section gets the OR and DV from City Treasury	Administrative Aide III or IV		Official receipt & DV
END of TRANSACTION						

Preparation & coordination for the procurement of Property, Plant & Equipment

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8 am – 5 pm
Who May Avail of the Service : Hospital management and employees

- Documentary Requirements** : Work and financial plan (WFP)
 Advice of Allotment (AA)
 Purchase Request (PR)
 Project Procurement Management Plan (PPMP)

- Processing Period** : Two (2) months

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORM
1	Receives approved budget	Prepares WFP for property, plant & equipment	30 minutes	Administrative Aide III or IV	No fees	



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2		Validates the correctness of WFP	20 minutes	Planning Officer IV		Work & financial plan (WFP)
3		Initials & signs WFP	1 day	Chief, PDER Hospital Director		
4		Submits WFP to City Budget Dept. (CBD)	1 day	Administrative Aide III		
5		Secures advice of allotment (AA) from CBD	1-2 weeks after release of WFP	Administrative Aide III	No fees	AA
6		Prepares purchase request (PR)	2 weeks	Administrative Aide III	No fees	PR
7		Validates the correctness of PR	20 minutes	Planning Officer IV		PR
8		Initials & signs PR	1 day	Chief, PDER, Hospital Director		PR
9		Submits PR to City Procurement	1 day	Administrative Aide III		PR
10		Coordinates with CBD & Procurement Department	Depends on the availability of Procurement Dept.	Administrative Aide III Planning Officer IV		AA, PR
END of TRANSACTION						



**QUEZON CITY GOVERNMENT
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Evaluation & acceptance of Medical Residency Training and Diplomate Medical Staff for Fellowship Training

Schedule of Availability of Service

Days : Monday – Friday
Hours : 8:00am – 5:00pm
Who May Avail of the Service : PRC- License Medical Doctors
 Administrative Division staff
 Administrative and Ancillary Section staff

Documentary Requirements : Application letter (original letter) addressed to Hospital Director
 Curriculum vitae with 2x2 picture
 Medical Internship certificate
 College Diploma (medical school)
 Transcript of Record (medical school)
 Recent & updated PRC MD license

Processing Period : 5-10 minutes
 3-5 days
 1 day

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORM
1	Submits requirement for residency training (email/ personal)	Checks/ Validates the correctness and completeness of the requirements	5-10 minutes	Training Nurse Supervisor	None	
2		Schedule & Conduct interview	3-5 days	Chief PDER		Interview Assessment Form
3		Endorses the successful applicants/s to the department/s concerned	1 day	Training Office Staff		Endorsement

END of TRANSACTION



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Organizing and Conduction of Relevant Training Activities

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8:00am – 5:00pm
Who May Avail of the Service : All hospital Employees who attend a seminar inside - outside Hospital
Documentary Requirements : Request Letter with Training Program
 Request letter/ form
 Special Order
 Voucher
Processing Period : 1 -2 weeks

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORM
1	Submits request letter to conduct training/ seminar	Receives request letter from the department/ service concerned to organize and conduct relevant training activities	5-10 minutes	Training Nurse Supervisor	None	Training Program Special Order official time or official business
2		Processes the required documents -Prepares 1. Special Order for Official time 2. Voucher for official business 3. Fund appropriation approval 4. Agency requirement (outside)	Variable (1 week)	Training Staff		-Request Form -Voucher -Certificate
END of TRANSACTION						



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Provision of Post Graduate Medical Internship Program

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8:00am – 5:00pm
Who May Avail of the Service : Post Graduate Medical Interns (PGI)
Documentary Requirements : Endorsement letter from the Association of Philippine Medical colleges (APMC)
 Acceptance letter from Quezon City General Hospital (QCGH)

Processing Period : Acceptance of qualified medical students from APMC matched to QCGH and vice versa for 1-6 months

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORM
1	Submits requirement for post-graduate medical internship	Reviews and assesses requirements of PPGI applicants for internship sent by APMC thru E-NIPS	Variable 1-6 months	Chief PDER	None	Endorsement letter from APMC thru E-NIPS
2		Submits to APMC the list of selected qualified post-graduate medical interns	2 weeks	Training Nurse supervisor	None	None
	Submit request letter of Withdrawal/ Release	Received request letter for withdrawal together with their guardian supporting letter with their valid ID	1 day	Chief PDER	None	Released letter from QCGH
		Receives a final list of PGI officially matched by the APMC to QCGH	2 weeks	Training Nurse Supervisor	None	None
		Conducts general Orientation	1 day	Training Nurse Supervisor	None	Endorsement form for different departments assigned
END of TRANSACTION						



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Provision of Undergraduate Internship Program

Schedule of Availability of Service

- Days** : Monday – Friday
Hours : 8:00am – 5:00pm
Who May Avail of the Service : Undergraduate students (medical paramedical)
Documentary Requirements : School letter of intent to affiliate
 Contract of affiliation
 Accreditation by Commission on Higher Education Division (CHED)
 School Profile
Processing Period : 2-4 weeks

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORM
1	Submits documents for school affiliation	Checks/ Validates the documents submitted by the school	1 day	Training Nurse Supervisor	None	-Letter of Intent -CHED Accreditation_ -School Profile
2		Conducts meetings between school representatives and Hospital administration	4 weeks			
3		Processes the contract of affiliation	Variable (2 weeks)		Variable (depending on the course)	Contract of affiliation
4		-Receives 4 copies of the list of students of affiliation -Conducts general orientation -endorse students to the perspective department on areas	1 day		None	Endorsement form List of students
5		Submits 2 copies of list of students to billing section	1 day			List of students (2 copies)
END of TRANSACTION						



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