



Planning, Development, Education and Research

SERVICE NAME: Preparation / consolidation of Annual Budget

Office or Division:	Budget section			
Classification:	Simple/Complex			
Type of Transaction:	G2C			
Who may avail:	All departments /sections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Directors Office Local Govt. Office		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receives the memorandum	Issuance of memorandum for the preparation of annual proposed / final PPMP	None	5 minutes	Hospital Director PDER chief
Prepares the proposed and final (from approved budget) PPMP	Answers queries over the phone	None	4 weeks	Department / section in-charge
Submits copies of proposed and final annual PPMP	Receives soft through email (to designated staff)	None	2-7 Days	Department / section in-charge PDER staff
	Consolidates submitted copies of PPMP	None	7 days	PDER C
Total		None	42 days	



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 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: Issuance of Training Certificates

Office or Division:	Training section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital employees, training residents and affiliate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from department head Hospital clearance		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the required documents (hard or soft copy)	Receives and records in the logbook	None	5 minutes	E. Banaag / C. Hernandez
	PDER chief approves the request C. Hernandez prepares / E. Banaag checks the certificates	None	5 minutes	Dr. SP Quiaoit E. Banaag C. Hernandez
	Drs Sabando / SP Quiaoit sign the certificates	None	1 day	Dr. JB SAbando Dr. SP Quiaoit
	Issues the certificates (hard or soft copy, as the case deemed it necessary)	None	10 minutes	C. Hernandez
	Total	None	1 day and 20 minutes	



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FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>Answer the client feedback form and drop it at the designated suggestion box in front of the Public Assistance Desk.</p> <p>Feedbacks can also be filed via electronic mail: gcghmisystem@gmail.com</p>
How feedbacks are processed	<p>Every Friday, Ms. L. Abraham / E. Banaag opens the suggestion box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the PDER Chief and they are answered within three (2) working days upon receipt of the feedback.</p> <p>All feedbacks and answers 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

	<p>- Evidence</p>
<p>How complaints are processed</p>	<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> <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>
<p>Contact Information of Quezon City General Hospital, PCC, CCB</p>	<p>QCGH: www.qcgh.org qcghmisystem@gmail.com 8-863-0800 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>