



## PROPERTY AND SUPPLY SECTION

**SERVICE NAME:** Receiving of Delivered Supplies

<b>Office or Division</b>		Property and Supply Section		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2G		
<b>Who may avail</b>		All QCGH Suppliers and Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Order (P.O.) Delivery Receipt (DR),/Sales Invoice (SI).		Provided by the Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The Supplier will notify the Property and Section three days before delivery thru letter or telephone call. Product Evaluation/Testing  Examination/inspection of supplies to determine whether the supplies conform to contract requirement	1. The Property and Supply will schedule the date of delivery	NONE	5 minutes	M. Celso
	2. The Property and Supply Section will call the end-user for product evaluation	NONE	15 minutes	M. Celso
	3.1 Inspects/examines supplies in conformance with the specifications, terms and conditions as stated in the Purchase Order (P.O.).	NONE	15 minutes hours	End-user, Internal Control Unit Personnel, Storekeeper

	If complete, the End-user accepts deliveries and Supply Officer signs "Received" "portion of Sales Invoice (SI) and/or Delivery Receipt (DR) indicating the date of receipt and requests inspection of delivery.	NONE	3-5 minutes	End-user, Internal Control Unit Personnel/ Inspector, Supply Officer
	3.2. Records deliveries on the logbook	NONE	15 minutes 1 hours	Clerk
	3.3. Encoding of the items into MMS (Materials Management System)	NONE	10 minutes	R. Savilla
	3.4. Wearing of face mask when inspecting supplies.			End-user, Internal Control Unit Personnel, Storekeeper, Supplier
	3.5. Observe social distancing.			End-user, Internal Control Unit Personnel, Storekeeper, Supplier
<b>TOTAL:</b>		NONE	3 hours and 5 minutes	



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Requisition and Issue Slip (RIS)		Provided by the Supplier and Property and Supply Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The end-user will request the items thru MMS (Materials Management System)	1. The Property and Supply will check the RIS and post the items into the MMS.	NONE	5 minutes	R. Savilla
Getting the Requested Item from the Stock Room	2.1. Issues supplies and records issuance in the Bin Card. Fills up and signs "Issuance" portion of the RIS  2.2. Wearing of face mask when issuing supplies  2.3. Observe social distancing  2.2. Prepares Report of Supplies and Materials Issued (RSMI)	NONE	30 minutes - 1 hour	M. Celso N. Aquino S. Meriales R. Savilla R. Salvio  End-user, Internal Control Unit Personnel, Storekeeper, Supplier
	Republika ng Pilipinas Lungsod Quezon <b>PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON</b> (Quezon City General Hospital) Seminary Road, EDSA, Quezon City Tel. No. (02) 863-0800 <i>PhilHealth Accredited Healthcare Provider</i>	NONE	1 hour – 2 hours	M. Celso  
<b>TOTAL.</b>		NONE	3 hrs/35 mins 35 minutes	

## PROPERTY AND SUPPLY SECTION

### Feedback and Complaints

<p>How to send a feedback</p>	<p>Answer the client feedback form and drop it at the designated suggestion box in front of the Property and Supply Section.</p> <p>Feedbacks can also be filed via electronic mail: <a href="mailto:qcghmisystem@gmail.com">qcghmisystem@gmail.com</a></p>
<p>How feedbacks are processed</p>	<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>
<p>How to file a complaint</p>	<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"><li>- Name of Complainant</li><li>- Contact number of Complainant</li><li>- Name of person/s being complained</li><li>- Incident</li><li>- Evidence</li></ul>
	<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>

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