



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Hospital Director's Office
CITIZEN'S CHARTER



Handling of Communication relevant to the day to day operation of the hospital

Schedule of Availability of Service

Days	:	Monday – Friday	
Hours	:	8:00 am to 5:00 p, without noon break (except Holidays)	
Who May Avail of the Service	:	Hospital Personnel Local Government Unit officials Patients Relatives/Companion of patients Government Sector Private Sector	
Documentary Requirements	:	Letter/Communication Logbook Routing Slip	
Processing Period	:	Receiving and Releasing (urgent) Receiving and Releasing (non-urgent)	3 minutes – 30 minutes 3 minutes – 1 day maximum
How to avail of the Service			

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
INCOMING DOCUMENTS						
1	Presents the letter / communication (<i>Naglalahad ng liham / komunikasyon</i>)	Receipt of relevant document (Financial/non-financial) (<i>Pagtanggap ng kaugnay na dokumento (Financial/non-financial)</i>)	3 minutes (<i>3 minuto</i>)	Executive Secretary	None (<i>wala</i>)	Letter/ communication (<i>Liham/ komunikasyon</i>)
2		Classification for to category (<i>klasipikasyon para sa kategorya</i>)	3 minutes (<i>3 minuto</i>)			



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		Logging of received documents (<i>Pag-log ng mga natanggap na dokumento</i>)	5 minutes (5 minuto)			Logbook
		Urgent communication need immediate attention of the Hospital Director (Medical Assistance and others) (<i>Ang agarang komunikasyon ay nangangailangan ng agarang atensyon ng Direktor ng Ospital (Medical Assistance at iba pa)</i>)				
4		Forwarded to Hospital Director for Signing (<i>Ipinasa sa Direktor ng Ospital para sa Pagpirma</i>) Gives non-urgent communications to the Hospital Director (<i>Nagbibigay ng hindi agarang komunikasyon sa Direktor ng Ospital</i>)	1 day (1 araw)	Hospital Director Executive Secretary	None (wala)	Letter/ communication (<i>Liham/ komunikasyon</i>)
5		Release of signed Documents (<i>Paglabas ng mga nilagdaang Dokumento</i>)	30 minutes -1 day (30 minuto – 1 araw)	Executive Secretary	None (wala)	Routing Slip and Logbook



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Facilitate the issuances of Policies, Standard Operation Procedures, Guidelines and Other relevant issuances

Schedule of Availability of Service

Days : Monday – Friday without noon break (except Holidays)
Hours : 8:00 am – 5:00 pm
Who May Avail of the Service : Department/Section Office concern
Documentary Requirements : Policies
Standard Operation Procedures
Guidelines
Processing Period : Receiving and Releasing 2 minutes – 2 days
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Submit the documents (Isumite ang mga dokumento)	Received and recorded (Natanggap at naitala)	3 minutes (3 minuto)	Executive Secretary	None (wala)	Policies/ SOP/ Guidelines (Mga Patakaran/ SOP/ Mga Alituntunin)
2		Submission of documents (Pagsusumite ng mga dokumento)	2 Minutes (2 minuto)	Executive Secretary	None (wala)	Policies/ SOP/ Guidelines (Mga Patakaran/ SOP/ Mga Alituntunin)
3		Review and approval (Pagsusuri at pag-apruba)	2 Days (2 araw)	Hospital Director	None (wala)	Policies/ SOP/ Guidelines (Mga Patakaran/ SOP/ Mga Alituntunin)
4		Signing of Document (Pagpirma ng Dokumento)	3 minutes (3 minuto)	Hospital Director	None	Approved Policies/ SOP/ Guidelines (Mga Inaprubahang Patakaran/ SOP/ Mga Alituntunin)



5		Issuances of documents <i>(Pagpapalabas ng mga dokumento)</i>	1 day <i>(1 araw)</i>	Executive Secretary	None <i>(wala)</i>	Policies/ SOP/ Guidelines <i>(Mga Patakaran/ SOP/ Mga Alituntunin)</i>
END of TRANSACTION						