



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Human Resource Division
CITIZEN'S CHARTER



RECRUITMENT AND HIRING OF PLANTILLA PERSONNEL

Schedule of Availability of Service:

Days: Monday – Friday

Hour: 8:00 am – 5:00 pm without noon break

Who may avail of the service:

All Qualified QCGH Employees and External Applicants

What are the requirements:

- A. Initial requirements for evaluation
 1. Application letter addressed to the Medical Center Chief II
 2. Duly filled-out Personal Data Sheet (CSC Form 212, Revised 2017)
 3. Photocopies of the following:
 - Diploma & Transcript of Records
 - Form 138 or Certification from school for position requiring completion of elementary & high school education
 - Certificate of relevant training/seminars attended
 - PRC License
 - Certificate of Board Rating/Civil Service Eligibility (for positions not involving practice of profession)
 - Performance Rating (with at least Very Satisfactory Rating) in the last rating period (for QCGH employees and applicants from other government agencies)
 4. Original copy of NBI Clearance
- B. Additional Requirements for Selected Applicants
 1. Notarized Personal Data Sheet (CSC Form 212, Revised 2017)
 2. Authenticated copy of Diploma & Transcript of Records
 3. Authenticated copy of Form 138 or Certification from school for position requiring completion of elementary & high school education
 4. Eligibility/License
 - a. Authenticated PRC License
 - b. Certificate of Board Rating
 - c. Authenticated Certificate of Board Rating/Civil Service Eligibility (for positions not involving practice of profession)
 5. Affidavit of No Relation to the Appointing/Recommending Authority



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6. Performance Rating (with at least Very Satisfactory Rating) in the last rating period (for QCGH employees and applicants from other government agencies)
7. Original copy of PSA Birth Certificate
8. Medical Certificate (CSC Form 211) with medical results: Blood Test, Urinalysis, Chest X-ray, Drug Test, and Neuro-Psychological Evaluation)

Duration: 40 working days (from date of interview to submission of documents to HRMD for HRMPSB)

How to avail of the service:

Steps	Applicant/Client	Service/Process	Duration of Activity	Person in Charge	Fees	Forms
1		Submit request to City HRMD for publication of vacant positions	4 hours	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No.9, Revised 2018)
2		Post vacant positions in 3 conspicuous places in the hospital	15 calendar days	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No.9, Revised 2018)
3	Submit application with complete documents at the Office of the Medical Center Chief II	Receive and forward the applications to the Administrative Officer II (HRMO I)	5 minutes	Office Aide	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
		Receive and screen the qualifications of the applicants	2 hours per 5 applicants	Administrative Officer II (HRMO I)	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
4		Shortlist applications	2 hours	Administrative Officer II (HRMO I)	None	None
5		Administer examination	2 hours per position	Administrative Officer II (HRMO I) Office Aide	None	None



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6		Conduct panel interview	30 minutes/applicant	Credentials Committee Supervising Administrative Officer (HRMO IV) Administrative Officer II (HRMO I)	None	Interview Rating Sheet
7		Tabulate results of exam and interview	2 days	Administrative Officer II (HRMO I)	None	Standard Criteria for Selection
8		Prepare recommendation letter to the Medical Center Chief II	1 day	Chief Administrative Officer (HRMO V) Supervising Administrative Officer (HRMO IV) Administrative Officer II (HRMO I)	None	Standard Criteria for Selection
9		Provide applicants with checklist of additional requirements for HRMPSB deliberation	30 minutes	Administrative Officer II (HRMO I)		Checklist of requirements
10	Submit additional documents required for the Human Resource Merit Promotion and Selection Board (HRMPSB) deliberation.	Receive and check the completeness of additional credentials, and verify authenticity of documents	2 hours per 5 applicants	Administrative Officer II (HRMO I)	None	<ul style="list-style-type: none"> • Personal Data Sheet (CSC Form 212, Revised 2017) • Affidavit of No Relation to the Appointing/Recommending Authority



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						<ul style="list-style-type: none"> • Medical Certificate (CSC Form 211, Revised 2018) with medical results
11		Prepare and submit the complete documents of applicants to City HRMD for inclusion in the HRMPSB deliberation	1 day	Administrative Officer II (HRMO I)	None	<ul style="list-style-type: none"> • Personal Data Sheet (CSC Form 212, Revised 2017) • Affidavit of No Relation to the Appointing / Recommending Authority • Medical Certificate (CSC Form 211, Revised 2018) with medical results
12	Forward appointments signed by the City Mayor to QCGH	Receive signed appointments and prepare the following documents: <ul style="list-style-type: none"> • Certificate of Funding • Oath of Office • Position Description Form • Certificate of Assumption 	2 hours	Administrative Officer II (HRMO I)	None	<ul style="list-style-type: none"> • Appointment (CS Form No. 33-A, Revised 2018) • Position Description Form (DBM-CSC Form No.1, s. 2017) • Oath of Office (CS Form No. 32, Revised 2018) • Certificate of Assumption (CS Form No. 4, Revised 2018)
13f		Return to City HRMD the appointment signed by the selected applicants with the supporting documents for CSC attestation	4 hours	Administrative Officer II (HRMO I) Administrative Assistant II	None	<ul style="list-style-type: none"> • Appointment (CS Form No. 33-A, Revised 2018) • Personal Data Sheet (CSC Form 212, Revised 2017)



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						<ul style="list-style-type: none"> • Affidavit of No Relation to the Appointing / Recommending Authority • Position Description Form (DBM-CSC Form No.1, Revised 2017) • Oath of Office (CS Form No. 32 Revised 2018) • Certificate of Assumption (CS Form No. 4, Revised 2018) • Statement of Assets, Liabilities and Net Worth (SALN) • Medical Certificate (CSC Form 211, Revised 2018) with results and complete documentary requirements
END TRANSACTION						



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RECRUITMENT AND HIRING OF MEDICAL OFFICER III

Schedule of Availability of Service

Days: Monday – Friday

Hour: 8:00 am – 5:00 pm without noon break

Who may avail of the service:

All interested qualified applicants

What are the requirements:

- A. Initial requirements for inclusion in the interview
 1. Recommendation letter of the Department Head addressed to the Medical Center Chief II through the Credentials Committee
 2. Personal Data Sheet (CSC Form 212, Revised 2017)
 3. Photocopies of the following:
 - valid PRC license
 - updated PhilHealth accreditation
 - certificate of memberships from Philippine Medical Association (PMA) & Medical Societies
 4. Original copy of NBI Clearance
- B. Additional Requirements for Selected Applicants
 1. Notarized Personal Data Sheet (CSC Form 212, Revised 2017)
 2. Authenticated copy of Diploma & Transcript of Records by the School Registrar
 3. Authenticated copy of PRC License
 5. Certificate of relevant training/seminars attended
 6. Certificate of Board Rating
 7. Original copy of PSA Birth Certificate
 8. Affidavit of No Relation to the Appointing / Recommending Authority
 9. Medical Certificate (CSC Form 211) with medical results: Blood Test, Urinalysis, Chest X-ray, Drug Test, and Sealed Neuro-Psychological Evaluation

Duration: 40 working days (from date of interview to submission of documents to HRMD for HRMPSB)



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How to avail of the service:

Steps	Applicant/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
1		Submit request to City HRMD for publication of vacant positions	4 hours	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No. 9, Revised 2018)
2		Post vacant positions in 3 conspicuous places in the hospital	15 calendar days	Administrative Officer II (HRMO I)	None	Request for Publication of Vacant Positions (CS Form No. 9, Revised 2018)
3	Submit recommendation letter at the Office of the Medical Center Chief II	Receive and forward the applications to the Administrative Aide III	5 minutes	Office Aide	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
4		Receive and screen requirement papers attached to the recommendation letters of the department heads	1 hour	Administrative Aide III	None	None
5		Convene the EDC	4 hours	Administrative Aide III	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials
6		Provide applicants with checklist of additional requirements for Hospital HRMPSB deliberation	5 minutes	Administrative Aide III	None	Checklist of requirements
7		Prepare comparative assessment for HRMPSB deliberation	1 day	Administrative Aide III	None	Comparative Assessment Form
8		Conduct Hospital HRMPSB deliberation	30 minutes/applicant	Credentials Committee/	None	Personal Data Sheet (CSC Form 212, Revised 2017) with credentials



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				Evaluation and Deliberation Committee Supervising Administrative Officer (HRMO IV) Administrative Aide III		
9		Submit comparative assessment and appointment with requirements to City HRMD for the City Mayor's signature	2 hours per 5 applicants	Administrative Aide III	None	<ul style="list-style-type: none"> • Appointment (CS Form No. 33-A, Revised 2018) • Personal Data Sheet (CSC Form 212, Revised 2017) • Comparative Assessment Form • Medical Certificate (CSC Form 211, Revised 2018)
10	Forward appointments signed by the City Mayor to QCGH	Receive signed appointment and prepare the following documents: <ul style="list-style-type: none"> • Certificate of Funding • Oath of Office • Position Description Form • Certificate of Assumption 	3 hours	Administrative Aide III	None	<ul style="list-style-type: none"> • Appointment (CS Form No. 33-A, Revised 2018) • Position Description Form (DBM-CSC Form No.1, Revised 2017) • Oath of Office (CS Form No. 32, Revised 2018) • Certificate of Assumption (CS Form No. 4, Revised 2018)



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11		Return to City HRMD the appointment signed by the selected applicants with the supporting documents for CSC attestation	4 hours	Administrative Aide III Administrative Assistant II	None	<ul style="list-style-type: none"> • Appointment (CS Form No. 33-A, Revised 2018) • Personal Data Sheet (CSC Form 212, Revised 2017) • Affidavit of No Relation to the Appointing / Recommending Authority • Position Description Form (DBM-CSC Form No.1, Revised 2017) • Oath of Office (CS Form No. 32 Revised 2018) • Certificate of Assumption (CS Form No. 4, Revised 2018) • Statement of Assets, Liabilities and Net Worth (SALN) • Medical Certificate (CSC Form 211, Revised 2018) with results and complete documentary requirements
END OF TRANSACTION						



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RECRUITMENT AND HIRING OF NON-MEDICAL CONTRACT OF SERVICE (COS) PERSONNEL

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

All interested qualified applicants

What are the Basic Requirements:

- A. Initial requirements for evaluation
 1. Application letter addressed to the Medical Center Chief II
 2. Duly filled-out Personal Data Sheet (CSC Form 212, Revised 2017)
 3. Photocopies of the following:
 - Diploma & Transcript of Records
 - Form 138 or Certification from school for position requiring completion of elementary & high school education
 - Certificate of relevant training/seminars attended
 - PRC License
 4. Photocopy of NBI Clearance
- B. Additional Requirements for Selected Applicants
 1. Photocopy of PSA Birth Certificate
 2. Original copy of NBI Clearance
 3. Medical Certificate (CSC Form 211) with medical results: Blood Test, Urinalysis, Chest X-ray, Drug Test, and Neuro-Psychological Evaluation)

Duration: 30 working days (from date of interview to submission of documents to HRMD for signature of contract by the City Mayor)



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How to Avail of the Service:

Steps	Applicant/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
1		Post vacancy on Kalibbr and bulletin boards in the hospital	2 hours	Administrative Aide III Office Aide	None	
2	Submit application with complete documents at the Office of the Medical Center Chief II	Receive and check completeness of submitted documents, and screen the qualifications of applicants	15 minutes per applicant	Administrative Aide III Office Aide	None	Personal Data Sheet (CSC Form 212, Revised 2017)
3		Shortlist applications	2 hours	Administrative Aide III Office Aide	None	None
4		Administer examination	1 hour/ applicant	Office Aide	None	None
5		Conduct panel interview	30 minutes/applicant	Credentials Committee Supervising Administrative Officer (HRMO IV) Administrative Aide III Office Aide	None	Interview Rating Sheet
6		Tabulate results of exam and interview	2 days	Administrative Aide III Office Aide	None	Standard Criteria for Selection Form



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7		Prepare recommendation letter to the Medical Center Chief II	1 day	Supervising Administrative Officer (HRMO IV)	None	Standard Criteria for Selection
8		Provide applicants with checklist of additional requirements	30 minutes	Administrative Aide III Office Aide	None	Checklist of requirements
9	Submit additional documents required for the approval of contract	Receive and check the completeness of the additional credentials, and verify authenticity of documents	15 minutes per applicant	Administrative Aide III Office Aide	None	<ul style="list-style-type: none"> • Personal Data Sheet (CSC Form 212, Revised 2017) • Medical Certificate (CSC Form 211, Revised 2018) with medical results • Statement of Actual Duties • Panunumpa sa Katungkulan
10		Prepare Contract of Service for the signature of selected applicants and the Medical Center Chief II	1 hour	Administrative Aide III Office Aide	None	Contract of Service
11		Submit to City HRMD the Contract of Service together with complete requirements of selected applicants for the City Mayor's signature	2 hours	Administrative Aide III Office Aide Administrative Assistant II	None	<ul style="list-style-type: none"> • Contract of Service • Personal Data Sheet (CSC Form 212, Revised 2017) • Medical Certificate (CSC Form 211, Revised 2018) with medical • Panunumpa sa Katungkulan • Statement Actual Duties
END OF TRANSACTION						



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PROCESSING OF BENEFITS FOR SEPARATION FROM THE SERVICE (Retirement, Graduation from residency training, End of Contract and Resignation)

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

QCGH Plantilla and Contract of Service (COS) Personnel

What are the Basic Requirements:

For retiree and graduate of residency training as Medical Officer III	For resigned employees (plantilla and Contract of Service)	For end of contract (EOC) and graduate of residency training as Adjunct Resident Doctor
<p>For payment of GSIS benefits</p> <ul style="list-style-type: none"> Accomplished GSIS retirement application form Office Clearance General Clearance (from City Hall) Ombudsman Clearance Certificate of No Pending Administrative Case (City Legal Department) Declaration of Pendency/Non-Pendency of Case (for retirees) Performance rating Statement of Asset Liabilities and Net Worth (SALN) Waiver for Unaccounted Responsibilities and Liabilities (for retirees) 	<p>A. For Plantilla</p> <ul style="list-style-type: none"> Approved letter of resignation Office Clearance General Clearance Performance rating Exit Interview Form SALN Certificate of No Pending Administrative Case (City Legal Department) Signed leave form <p>B. For COS</p> <ul style="list-style-type: none"> Approved letter of resignation Office Clearance Contractual Appraisal Form Exit Interview Form 	<ul style="list-style-type: none"> Office Clearance Contractual Appraisal Form Exit Interview Form



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<ul style="list-style-type: none"> • Latest Service Record/Certificate of Leave Without Pay • Latest NOSA • Latest Appointment • Leave Cards • Latest SPMS <p>For payment of Terminal leave benefits</p> <ul style="list-style-type: none"> • GSIS Clearance • Office Clearance • General Clearance (from City Hall) • Signed leave form • Latest NOSA • Latest Appointment • HRMD Total Leave Computation Sheet 		
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Duration: within 5 days upon submission of complete requirements to HRD

How to Avail of the Service:

Steps	Employee/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
For Retirement Claims and Terminal Leave						
1	Secure the documents	Provide the list of requirements and forms to employees with clear verbal instructions: <ul style="list-style-type: none"> • Retirees - 3 months before retirement date • Medical Officer III - after the date of graduation 	30 minutes	Administrative Assistant II	None	<ul style="list-style-type: none"> • GSIS Application for Retirement • SALN • Office Clearance • General Clearance • Application for Leave (CSC Form 6, Revised 2020)



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		<ul style="list-style-type: none"> Resigned and end of contract employees (plantilla & COS) - after the date of resignation/EOC 				<ul style="list-style-type: none"> Exit Interview Waiver for Unaccounted Responsibilities and Liabilities SPMS/Appraisal forms
2	<p>Submit complete and duly accomplished documents to HRD:</p> <ul style="list-style-type: none"> Retirees - submit within 2 months from receipt of list of requirements and forms Medical Officer III/Adjunct Residents resigned/EOC employees - submit within 2 months after date of graduation /last day of work. 	Review and evaluate completeness and correctness of submitted documents	30 minutes per employee	Administrative Assistant II	None	<ul style="list-style-type: none"> GSIS Application for Retirement SALN Office Clearance General Clearance Application for Leave (CSC Form 6, Revised 2020) Exit Interview SPMS/Appraisal forms Waiver for Unaccounted Responsibilities and Liabilities Certificate of No pending case (City Legal Department) Ombudsman Clearance
3		Submit request for service record and certification of LWOP to City HRMD one month before the retirement	4 hours	Administrative Assistant II	None	Leave Card
4		Submit retirement application with complete requirements	4 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> GSIS Application for Retirement Office Clearance



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		to City HRMD for endorsement to GSIS				<ul style="list-style-type: none"> • General Clearance • Service Record • Certificate of No pending case (City Legal Department)
5		Submit retirement application to GSIS	4 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> • GSIS Application for Retirement • Endorsement Letter • Certificate of No pending case (City Legal Department) • Service Record • Cert. of LWOP • Ombudsman clearance
6	Submit GSIS clearance to HRD for payment of terminal leave	Receive GSIS Clearance from the employees	5 minutes	Administrative Assistant II	None	<ul style="list-style-type: none"> • GSIS Clearance
7		Submit filled-out terminal leave form to HRMD for signature of the Head, HRMD	4 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> • Application for Leave • GSIS Clearance • Office Clearance • General Clearance • Certificate of No pending case (City Legal Department) • SALN • Service Record • Cert. of LWOP • NOSA • Latest appointment



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						<ul style="list-style-type: none"> • Leave cards
8		Submit disbursement voucher to Accounting Division for payment of terminal leave benefits	3 hours	Administrative Assistant II	None	<ul style="list-style-type: none"> • Application for Leave • GSIS Clearance • Office Clearance • General Clearance • Certificate of No pending case (City Legal Department) • SALN • NOSA • Latest appointment HRMD Total Leave Computation Sheet
4		Submit DTR with the approved clearance to HRD	5 minutes	Staff In-charge of processing DTR	None	<ul style="list-style-type: none"> • Office clearance • DTR
5		Include the DTR of the separated employee on the scheduled submission of DTRs to Accounting Division for payroll preparation	5 minutes	Staff In-charge of processing DTR	None	<ul style="list-style-type: none"> • Office clearance • DTR
END OF TRANSACTION						



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AVAILMENT AND MONITORING OF THE EFFECTIVENESS OF LEARNING AND DEVELOPMENT OPPORTUNITIES

Schedule of Availability of Service:

Days: Monday to Friday

Hours: 8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

QCGH Employees

What are the Basic Requirements:

- Training Calendars
- Pre-Training Evaluation Form
- Post-Training Impact Evaluation Form
- Photocopy of certificate of attendance
- Photocopy of Special Order

Duration: Pre-Training Evaluation Form – to be submitted to HRD at least 1 day before attending the training

Post-Training Impact Evaluation Form – to be submitted to HRD within 5 days from receipt of reminder letter to heads of departments/divisions/sections

How to Avail of the Service:

Steps	Employee/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
Dissemination of Training Calendar/s						
1		Disseminate the training calendar	30 minutes	Office Aide	None	Training Calendars
2	Heads of section/division/departament	Submit to Human Resource Division the names of the attendee/s and conduct pre-training evaluation	Within 4 hours from receipt of training calendar	Administrative Officer II (HRMO I)	None	Training calendars Pre-Training Evaluation Form



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3		Prepare letter to request the Special Order (SO) of the participants	1 hour	Administrative Officer II (HRMO I)	None	Letter Training calendar
4	Employee/Participant	Get the SO at the PDER; and register in the training program	15 minutes		None	Special Order
Completion of Post-Training Impact Evaluation Form						
1		Prepare letter/s to concerned head of section/division/department to accomplish the Post-Training Impact Evaluation Form	1 hour	Administrative Officer III	None	Post-Training Impact Evaluation Form
2		Secure signature of the Medical Center Chief II	1 hour	Administrative Officer III	None	Letter
3		Distribute the letters	1 hour	Office Aide	None	Letter L & D Impact Evaluation Form
4	Heads of section/division/department	Accomplish the Post-Training Impact Evaluation Form; and submit the duly accomplished form to Human Resource Division (HRD)	after 2 months	Administrative Officer III	None	Post-Training Impact Evaluation Form
5		Encode/update the L&D database	1 hour	Administrative Officer III	None	Post-Training Impact Evaluation Form
END OF TRANSACTION						



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PROCESSING AND ISSUANCE OF EMPLOYMENT DOCUMENTS

- a. Certificate of Employment (COE)
- b. COE with compensation
- c. COE with good moral character
- d. Certificate of Leave Credit Balance
- e. Service Record

Schedule of Availability of Service:

Days: Monday to Friday

Hours 8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

QCGH Employees and Separated Employees

What are the Basic Requirements:

Request Slip Form

Duration: 3 working days after receipt of request

How to Avail of the Service:

Steps	Employee/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
1	Submit duly accomplished request slip form	Review and receive the request slip form	5 minutes	Office Aide	None	Request Slip Form
		Prepare the requested document	10 minutes per request	Office Aide	None	Request Slip Form
2		Review and affix initial	15 minutes	Supervising Administrative Officer (HRMO IV)	None	Request Slip Form Certificates



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3		Sign requested documents	15 minutes	Chief Administrative Officer (HRMO V) or its authorized representative for approval and signature	None	Request Slip Form Certificates Service Card
4	Receive requested document • For authorized representative - submit authorization letter and photocopies of IDs of the owner and the person authorized	Issue the document	5 minutes	Office Aide	None	Certificates Service Card
END OF TRANSACTION						



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PROCESSING OF MONTHLY DAILY TIME RECORD

Schedule of Availability of Service:

Days: Every 16th of the month and 1st day of the ensuing month

Hours: 8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

QCGH Employees

What are the Basic Requirements:

- Daily Time Record
- Approved Leave
- Personnel Locator Slip
- Special Order
- Photocopy of certificate of attendance

Duration: 3 days from printing of DTRs to submission to Accounting Division (Contract of Service)

7 days from printing of DTRs to submission to Accounting Division (Plantilla)

How to Avail of the Service:

Steps	Employee/Client	Service Process	Duration of Activity	Person in Charge	Fees	Forms
1		Print Daily Time Records Sort and distribute DTRs per sections/division/department	1 day	Office Aide	None	Daily Time Record
2	Received printed DTRs	Sections/division/department receives printed DTR in the receiving form	1 hour	Office Aide	None	Daily Time Record



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3	Submit DTR with complete attachments	Submit DTRs to Human Resource Division with complete attachments	On the 6 th day (plantilla) On the 2 nd working day (contract of service)	Administrative Aide III Office Aide	None	Daily Time Record Approved Leave Personnel Locator Slip Special Order Certificate of Attendance
4		Check the data and the completeness of attachments of DTRs; and compute LWOP and late/undertime of contract of service for deduction.	1 day	Administrative Aide III Office Aide	None	Daily Time Record Approved Leave Personnel Locator Slip Special Order Certificate of Attendance
5		Sort the DTRs by plantilla, and checklist of payroll for the contract of service	4 hours	Administrative Aide III Office Aide	None	Checklist for payroll
6		Submit DTRs with complete attachments and the notice of No DTR to Accounting Division	5 minutes	Administrative Aide III Office Aide	None	Daily Time Record Approved Leave Personnel Locator Slip Special Order Certificate of Attendance
END OF TRANSACTION						