



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



Preparation, consolidation & submission for approval of hospital budget
Paghahanda, pagsasama-sama at pagsusumite para sa pag-apruba ng badyet ng ospital

Schedule of Availability of Service *(Iskedyul ng Availability ng Serbisyo)*
Days *(Araw)* : **Monday – Friday** *(Lunes – Biyernes)*
Hours *(Oras)* : 8:00am – 5:00pm
Who May Avail of the Service : **Medical and Ancillary Department staff** *(Mga tauhan ng Kagawaran ng Medikal at Pantulong)*
(Sino ang Maaaring Mag-avail ng Serbisyo) **Administrative Division staff** *(Mga kawani ng Administrative Division)*
Administrative and Ancillary Section staff *(Mga tauhan ng Administrative at Ancillary Section)*
Documentary Requirements : **Budget proposal (BP)** *(Panukala sa badyet)*
(Mga Kinakailangang Dokumentaryo) **Project Procurement Management Plan (PPMP)** *(Project Procurement Management Plan)*
Processing Period *(Panahon ng Pagproseso)* : **April to July** *(Abril hanggang Hulyo)*

How to avail of the Service *(Paano mag-avail ng Serbisyo)*

STEP (HAKBANG)	APPLICANT / CLIENT (APLIKANTE / KLIYENTE)	SERVICE PROCESS (PROSESO NG SERBISYO)	DURATION OF ACTIVITY (DURATION NG ACTIVITY)	PERSON RESPONSIBLE (TAONG RESPONSIBLE)	FEES (BAYARIN)	FORM (FORM)
1		Issues memo/disseminates communication letter (Naglalabas ng memo/nagpapalaganap ng liham pangkomunikasyon)	April (Abril)	Chief, PDER (Hepe, PDER)	None (Wala po)	Memo (Memo)
2	Submits budget proposal with PPMPs (Nagsusumite ng panukalang badyet kasama ng mga PPMP)	Receives budget proposal & PPMPs (Tumatanggap ng panukala sa badyet at mga PPMP)	May to July (Mayo hanggang Hulyo)	Administrative Aide III or IV Planning Officer IV (Administrative Aide III o IV Opisyal sa Pagpaplano IV)		Budget proposal & PPMPs (Panukala sa badyet at PPMP)
3		Analyses, checks, reviews, corrects BPs and PPMPs (Nagsusuri, nagwawasto sa mga BP at PPMP)				



4		Consolidates and finalizes all BPs & PPMP's <i>(Pinagsasama-sama at tinatapos ang lahat ng BP at PPMP)</i>				
5		Makes final review and Initials on BP's and PPMP's <i>(Gumagawa ng panghuling pagsusuri at nag- iinisyal sa BP at PPMP)</i>	July <i>(Hulyo)</i>	Chief, PDER <i>(Hepe, PDER)</i>	None <i>(Wala po)</i>	Budget proposal & PPMPs <i>(Panukala sa badyet at PPMP)</i>
6		Reviews consolidated hospital budget, discusses with budget staff & approves and signs BP's & PPMP's <i>(Nire-review ang pinagsama-samang badyet ng ospital, tinatalakay ang mga kawani ng badyet at inaprubahan at nilagdaan ang mga BP at PPMP)</i>	July <i>(Hulyo)</i>	Hospital Director <i>(Direktor ng Ospital)</i>	None <i>(Wala po)</i>	Budget proposal & PPMPs <i>(Panukala sa badyet at PPMP)</i>
END of TRANSACTION <i>(END ng TRANSACTION)</i>						



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CITIZEN'S CHARTER



Request /facilitate for transfer of funds for hospital operation (PS & MOOE) Personal Services, Maintenance & Other Operating Expenses
Humiling /mag-facilitate para sa paglipat ng mga pondo para sa operasyon ng ospital (PS at MOOE) Mga Personal na Serbisyo, Pagpapanatili at Iba Pang Operating na Mga Gastos

Schedule of Availability of Service *(Iskedyul ng Availability ng Serbisyo)*
Days (Araw) : Monday – Friday (*Lunes – Biyernes*)
Hours (Oras) : 8:00am – 5:00pm
Who May Avail of the Service : Hospital management and employees (*Pamamahala ng ospital at mga empleyado*)
(Sino ang Maaaring Mag-avail ng Serbisyo)
Documentary Requirements : Work and financial plan (WFP) *Plano sa trabaho at pananalapi (WFP)*
(Mga Kinakailangang Dokumentaryo)
Advice of Allotment (AA) *Advice ng Allotment (AA)*
Obligation Request (OBR) *Obligation Request (OBR)*
Disbursement Voucher (DV) *Disbursement Voucher (DV)*
Official Receipt (OR) *Opisyal na Resibo (OR)*

Processing Period
(Panahon ng Pagproseso) : One (1) month (*Isang buwan*)

How to avail of the Service *(Paano mag-avail ng Serbisyo)*

STEP (HAKBANG)	APPLICANT / CLIENT (APLIKANTE / KLIYENTE)	SERVICE PROCESS (PROSESO NG SERBISYO)	DURATION OF ACTIVITY (DURATION NG ACTIVITY)	PERSON RESPONSIBLE (TAONG RESPONSIBLE)	FEES (BAYARIN)	FORM (FORM)
1	Receives approved budget (<i>Tumatanggap ng naaprubahang badyet</i>)	Prepares WFP for PS and MOOE (<i>Inihahanda ang WFP para sa PS at MOOE</i>)	30 minutes (<i>30 minuto</i>)	Administrative Aide III or IV (<i>Administrative Aide III o IV</i>)	No fees (<i>Wala po</i>)	Work and financial plan (WFP) (<i>Plano sa trabaho at pananalapi (WFP)</i>)
2		Validates the correctness of WFP (<i>Pinapatunayan ang kawastuhan ng WFP</i>)	20 minutes (<i>20 minuto</i>)	Planning Officer IV (<i>Opisyal sa Pagpaplano IV</i>)		
3		Initials & signs WFP (<i>Mag- inisyal at pirmahan ng WFP</i>)	1 day (<i>1 araw</i>)	Chief, PDER, (<i>Hepe, PDER</i>)		



QUEZON CITY GOVERNMENT
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Planning Development Education and Research
CITIZEN'S CHARTER



				Hospital Director (<i>Direktor ng Ospital</i>)		
4		Submits WFP to City Budget Dept. (CBD) (<i>Nagsusumite ng WFP sa City Budget Dept. (CBD)</i>)	1 day (<i>1 araw</i>)	Administrative Aide III (<i>Administrative Aide III</i>)		
5		Secures advice of allotment (AA) from CBD (<i>Kumukuha ng advice ng allotment (AA) mula sa CBD</i>)	1-2 weeks after release of WFP (<i>1-2 linggo pagkatapos ilabas ang WFP</i>)	Administrative Aide III (<i>Administrative Aide III</i>)	No fees (<i>Wala po</i>)	AA
6		Prepares obligation request (OBR) and disbursement voucher (DV) (<i>Inihahanda ang request sa obligasyon (OBR) at disbursement voucher (DV)</i>)	30 minutes (<i>30 minuto</i>)	Administrative Aide III & IV (<i>Administrative Aide III & IV</i>)		OBR and DV
7		Validates the correctness of OBR & DV (<i>Pinapatunayan ang kawastuhan ng OBR & DV</i>)	20 minutes (<i>20 minuto</i>)	Planning Officer IV (<i>Opisyal sa Pagpapalano IV</i>)		
8		Initials & signs OBR & DV (<i>Mag-inisyal at maglagda sa OBR & DV</i>)	1 day (<i>1 araw</i>)	Chief, PDER (<i>Hepe, PDER</i>) Hospital Director (<i>Direktor ng Ospital</i>)		
9		Submits OBR & DV to City Budget Dept. (CBD) (<i>Nagsusumite ng OBR at DV sa City Budget Dept. (CBD)</i>)	1 day (<i>1 araw</i>)	Administrative Aide III or IV (<i>Administrative Aide III & IV</i>)		



QUEZON CITY GOVERNMENT
Quezon City General Hospital
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CITIZEN'S CHARTER



10		Receives photocopies of OR and DV (Tumatanggap ng mga photocopy ng OR at DV)	As soon as the Cash Section gets the OR and DV from City Treasury (Sa sandaling makuha ng Cash Section ang OR at DV mula sa City Treasury)	Administrative Aide III or IV (Administrative Aide III & IV)		OR & DV
END of TRANSACTION (END ng TRANSACTION)						

Preparation & coordination for the procurement of Property, Plant & Equipment
Paghahanda at koordinasyon para sa pagkuha ng Ari-arian, Planta at Kagamitan

Schedule of Availability of Service	<i>(Iskedyul ng Availability ng Serbisyo)</i>
Days (Araw)	: Monday – Friday (Lunes – Biyernes)
Hours (Oras)	: 8:00am – 5:00pm



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



Who May Avail of the Service : Hospital management and employees (*Pamamahala ng ospital at mga empleyado*)

(*Sino ang Maaaring Mag-avail ng Serbisyo*)

Documentary Requirements : Work and financial plan (WFP) *Plano sa trabaho at pananalapi (WFP)*
Advice of Allotment (AA) *Advice ng Allotment (AA)*
Purchase Request (PR) *Kahilingan sa Pagbili (PR)*
Project Procurement Management Plan (PPMP) (*Project Procurement Management Plan*)

Processing Period

(*Panahon ng Pagproseso*) : One (1) month (*Isang buwan*)

How to avail of the Service (*Paano mag-avail ng Serbisyo*)

STEP (HAKBANG)	APPLICANT / CLIENT (APLIKANTE / KLIYENTE)	SERVICE PROCESS (PROSESO NG SERBISYO)	DURATION OF ACTIVITY (DURATION NG ACTIVITY)	PERSON RESPONSIBLE (TAONG RESPONSIBLE)	FEES (BAYARIN)	FORM (FORM)
1	Receives approved budget (<i>Tumatanggap ng naaprubahang badyet</i>)	Prepares WFP for property, plant & equipment (<i>Inihahanda ang WFP para sa property, plant at equipment</i>)	30 minutes (<i>30 minuto</i>)	Administrative Aide III or IV (<i>Administrative Aide III & IV</i>)	No fees (Wala po)	Work & financial plan (WFP)
2		Validates the correctness of WFP (<i>Pinapatunayan ang kawastuhan ng WFP</i>)	20 minutes (<i>20 minuto</i>)	Planning Officer IV (<i>Opisyal sa Pagpaplano IV</i>)		
3		Initials & signs WFP (<i>Mag- inisyal at maglagda ng WFP</i>)	1 day (<i>1 araw</i>)	Chief, PDER (<i>Hepe, PDER</i>) Hospital Director (<i>Direktor ng Ospital</i>)		
4		Submits WFP to City Budget Dept. (CBD) (<i>Nagsusumite ng WFP sa City Budget Dept. (CBD)</i>)	1 day (<i>1 araw</i>)	Administrative Aide III (<i>Administrative Aide III</i>)		
5		Secures advice of allotment (AA) from CBD (<i>Kumukuha ng advice ng allotment (AA) mula sa CBD</i>)	1-2 weeks after release of WFP (<i>1-2 linggo pagkatapos ilabas ang WFP</i>)	Administrative Aide III (<i>Administrative Aide III</i>)	No fees (Wala po)	AA
6		Prepares purchase request (PR) (<i>Inihahanda ang kahilingan sa pagbili (PR)</i>)	2 weeks (<i>2 linggo</i>)	Administrative Aide III (<i>Administrative Aide III</i>)	No fees (Wala po)	PR



7		Validates the correctness of PR (<i>Pinapatunayan ang kawastuhan ng PR</i>)	20 minutes (20 minuto)	Planning Officer IV (<i>Opisyal sa Pagpapalano IV</i>)		PR
8		Initials & signs PR (<i>Mag-inisyal at maglagda sa PR</i>)	1 day (1 araw)	Chief, PDER (<i>Hepe, PDER</i>) Hospital Director (<i>Direktor ng Ospital</i>)		PR
9		Submits PR to City Procurement (<i>Nagsusumite ng PR sa City Procurement</i>)	1 day (1 araw)	Administrative Aide III (<i>Administrative Aide III</i>)		PR
10		Coordinates with CBD & Procurement Department (<i>Nakikipag-ugnayan sa CBD at Procurement Department</i>)	Depends on the availability of Procurement Dept. (<i>Depende sa availability ng Procurement Dept</i>)	Administrative Aide III (<i>Administrative Aide III</i>) Planning Officer IV (<i>Opisyal sa Pagpapalano IV</i>)		AA, PR
END of TRANSACTION (<i>END ng TRANSACTION</i>)						



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



Evaluation & Acceptance of Medical Residency Training and Diplomate Medical Staff for Fellowship Training
(Pagsusuri at pagtanggap ng Medical Residency Training at Diplomate Medical Staff para sa 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) <i>(Magsumite ng kinakailangan para sa Residency Training)</i>	Checks/ Validates the correctness and completeness of the requirements <i>(Sinusuri/ Pinatunayan ang kawastuhan at pagkakumpleto ng mga kinakailangan)</i>	5-10 minutes <i>(5-10 minutes)</i>	Training Nurse Supervisor	None (Wala)	
2		Schedule & Conduct interview <i>(Iskedyul at pagsasagawa ng panayaw)</i>	3-5 days <i>(3-5 araw)</i>	Chief PDER		Interview Assessment Form
3		Endorses the successful applicants/s to the department/s concerned <i>(Inendorso ang mga matagumpay na aplikante sa kinaauukulang departamento)</i>	1 day <i>(1 araw)</i>	Training Office Staff		Endorsement



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



END of TRANSACTION

Organizing and Conduction of Relevant Training Activities
(Pag-aayos at pagsasagawa ng mga kaugnay na aktibidad sa pagsasanay)

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 <i>(Nagsusumite ng liham ng kahilingan para magsagawa ng pagsasanay/seminar)</i>	Receives request letter from the department/ service concerned to organize and conduct relevant training activities <i>(Tumatanggap ng liham ng kahilingan mula sa kinauukulang departamento/ serbisyo upang ayusin at magsagawa ng mga nauugnay na aktibidad sa pagsasanay)</i>	5-10 minutes (5-10 minuto)	Training Nurse Supervisor	None (Wala)	Training Program Special Order official time or official business
2		Processes the required documents: <i>(Pinoproseso ang mga kinakailangang dokumento)</i> 1. Special Order for Official time	Variable (1 week) (1 Linggo)	Training Staff Budget Staff		-Request Form -Voucher -Certificate



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



		2. Voucher for official business 3. Fund appropriation approval 4. Agency requirement (outside)				
END of TRANSACTION						

Provision of Post Graduate Medical Internship Program
(Probisyon ng 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
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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 <i>(Nagsusumite ng kinakailangan para sa post-graduate na medikal na internship)</i>	Reviews and assesses requirements of PGI applicants for internship sent by APMC thru E-NIPS <i>(Sinusuri at tinasa ang mga kinakailangan ng mga aplikante ng PGI para sa internship na ipinadala ng APMC sa pamamagitan ng E-NIPS)</i>	Variable 1-6 months <i>(1-6 na buwan)</i>	Chief PDER	None <i>(Wala)</i>	Endorsement letter from APMC thru E-NIPS
2		Submits to APMC the list of selected qualified post-graduate medical interns	2 weeks <i>(2 Linggo)</i>	Training Nurse supervisor	None <i>(Wala)</i>	None



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



		<i>(Isusumite sa APMC ang listahan ng mga napiling kwalipikadong post-graduate medical interns)</i>				
	Submit request letter of Withdrawal/ Release <i>(Magsumite ng liham ng kahilingan ng Pag-withdraw/Pagpapalaya)</i>	Received request letter for withdrawal <i>(Nakatanggap ng request letter para sa withdrawal)</i>	1 day <i>(1 araw)</i>	Chief PDER	None <i>(Wala)</i>	Released letter from QCGH
		Receives a final list of PGI officially matched by the APMC to QCGH <i>(Nakatanggap ng panghuling listahan ng PGI na opisyal na itinugma ng APMC sa QCGH)</i>	2 weeks <i>(2 Linggo)</i>	Training Nurse Supervisor	None <i>(Wala)</i>	None
		Conducts general Orientation <i>(Nagsasagawa ng pangkalahatang oryentasyon)</i>	1 day <i>(1 araw)</i>	Training Nurse Supervisor	None <i>(Wala)</i>	Endorsement form for different departments assigned
END of TRANSACTION						

Provision of Undergraduate Internship Program
(Probisyon ng 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 (Nagsusumite ng mga dokumento para sa kaakibat sa paaralan)	Checks/ Validates the documents submitted by the school (Sinusuri/ Binibigyang-bisa ang mga dokumentong isinumite ng paaralan)	1 day (1 araw)	Training Nurse Super-visor	None (Wala)	-Letter of Intent -CHED Accreditation _-School Profile
2		Conducts meetings between school representatives and Hospital administration (Nagsasagawa ng mga pagpupulong sa pagitan ng mga kinatawan ng paaralan at administrasyon ng Ospital)	4 weeks (4 na lingo)			
3		Processes the contract of affiliation	Variable 2 weeks (2 na lingo)		Variable (depending on the course)	Contract of affiliation
4		-Receives 4 copies of the list of students of affiliation (Tumatanggap ng 4 na kopya ng listahan ng mga mag-aaral ng kaakibat) -Conducts general orientation (Nagsasagawa ng pangkalahatang oryentasyon) -endorse students to the perspective department on areas (i-endorso ang mga mag-aaral sa departamento ng pananaw sa mga lugar)	1 day (1 araw)		None (Wala)	Endorsement form List of students
5		Submits 2 copies of list of students to billing section (Nagsusumite ng 2 kopya ng listahan ng mga mag-aaral sa seksyon ng pagsingil)	1 day (1 araw)			
END of TRANSACTION						