

MARKET DEVELOPMENT AND ADMINISTRATION DEPARTMENT

1. Processing of New Business Permits

New Business Permit is issued to any person who shall conduct or operate business in all government owned and privately owned / operated Public Markets and all other market related activities in Quezon City.

Office or Division:	Market Development and Administration Department
Classification:	Complex
Type of Transaction:	G2B-Government to Business
Who may avail:	Stallholders/vendors in public markets, owners /operators of private markets, tiangge organizers and traders, meat shop owners/operators.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Notarized Application Form (1copy) 2. Market Certificate/Contract of lease (1copy) 3. Barangay Clearance (1copy) 4. Community Tax Certificate (1copy) 5. InspectionReport 	<ol style="list-style-type: none"> 1. W-1,BusinessPermits&LicensingUnit, MDAD 2. Market Field Office/Applicant 3. Barangay Hall where business is located 4. QC-City Treasurer's Office/Brgy. Hall (if available) 5. Market Inspection Unit / Management Information System Unit, MDAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notarized up Application Form, together with the basic requirements	1.1. Evaluates application as to completeness of information and submitted requirement against Checklist of Requirements	Php50.00	3mins.	Business Permits & Licensing Unit/City Market Administrator
NONE	1.2Clears application for pending cases and area rages	None	10mins.	Clearance Officer(Private Market Division &Market Inspection Unit
NONE	1.3 Inspection /verification of stall /business establishment	None	1day	Market/License Inspector, Market

	s			Inspection Unit
NONE	1.4. Assesses business taxes and fees based on Inspection Report, issues Tax Bill, and instructs applicant to pay taxes to City Treasurer's Office	<p><u>Minimum Taxes and Fees</u> City Tax: P 125.00(Initial CapitalizationPhp 50,000.00) Mayor's PermitFee:P100 Garbage Fee: P156 Sanitary Fee: P150 Bldg. Inspection Fee:P200 Elect. Insp. Fee: P20 Plumbing:P15 Signboard: P50 Fire:P300 Sticker:P50 Zoning:P545</p> <p><u>City Tax: Based on Sec. 19, Art. 8 of the QC Revenue Code as Amended</u></p> <p><u>Penalties (if applicable) :as per Sec. 22, Art. 8 of the QC Revenue Code</u></p>	5mins.	W-3,W-4& Head, Business Permits& Licensing Unit
2. Submits original and photocopy of Official Receipt	2.1Validates original Official Receipt(OR)	None	2mins.	W-1, Business Permits & Licensing Unit
NONE	2.2.Updates database record, encodes And prints business permits	None	5mins.	Private Market Division
NONE	2.3Approves business permit	None	2mins.	City Market Administrator
NONE	2.4Records business permit, sticker,b usiness plate	None	2mins.	W-1,Business Permits & Licensing Unit
3. Receives approved business permits, plate and	3.1 Releases business permit, sticker and	None	1min.	W-1, Business Permits &

sticker	business plate			Licensing Unit
	TOTAL	Php1,761.00	1day& 30mins.	

2. Renewal of Business Permits

Renewal of Business Permit is issued to any stallholders / vendors in public markets, owners/operators of private markets, tiangge organizers and traders, meatshop owners/operators and other market activities who were previously permitted to engage in business in Quezon City and intend to apply for renewal of their permit.

Office or Division:	Market Development and Administration Department
Classification:	Complex
Type of Transaction:	G2B-Government to Business
Who may avail:	Stallholders/vendors in public markets, owners /operators of private markets, tiangge organizers and traders, meat shop owners/operators.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Notarized Application Form (1 copy) 2. Market Certificate/Contract of lease (1 copy) 3. Barangay Clearance (1 copy original) 4. Community Tax Certificate (1 copy) 5. Latest Official Receipt and Previous Business Permit (1 original/1 photocopy) 6. Tax Declaration 	<ol style="list-style-type: none"> 1. W-1, Business Permits & Licensing Unit, MDAD 2. Market Field Office/Applicant 3. Barangay Hall where business is located 4. QC-City Treasurer's Office/Brgy.Hall (if available) 5. Applicant/Client 6. Inspection Division, City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Notarized Application Form, Tax Declaration together with the basic requirements	1.1Evaluates application as to completeness of information and submitted requirement against Checklist of Requirements	Php50.00	3mins.	W-1, Business Permits & Licensing Unit
NONE	1.2Clears application for pending cases and area rages	None	10mins.	Clearance Officer Private Market Division /Market

				Inspection Unit
NONE	1.3 Assesses business taxes and fees based on the last Official Receipt submitted, issues Tax Bill, and instructs applicant to pay taxes to City Treasurer's Office	<p><u>Minimum Taxes and Fees</u> City Tax:(Based on Gross Income) Mayor's Permit Fee:P100 Garbage Fee: P156 Sanitary Fee: P150 Bldg.Insp, Fee:P200 Elect. Insp. Fee: P20 Plumbing:P15 Signboard: P50 Fire:P300 Sticker:P50 Zoning:P545</p> <p><u>City Tax: Based on Sec. 19, Art. 8 of the QC Revenue Code as Amended</u> <u>Penalties:</u> as per Sec.22, Art. 8 of the QC Revenue Code</p>	5mins.	W-3, W-4 and Head, Business Permits & Licensing Unit
2. Submits original and photocopy of Official Receipt	2.1 Validates original Official Receipt (OR)	None	2mins.	W-1, Business Permits & Licensing Unit
NONE	2.2 Updates database record, encodes And prints business permits	None	5mins.	Encoder, Private Market Division
NONE	2.3 Approves business permit	None	2mins.	City Market Administrator
NONE	2.4. Records business permit, sticker, Business plate	None	2mins.	W-1, Business Permits& Licensing Unit
3.Receives approved business permits, plate	3.1.Releases business permit, sticker	None	1min.	W-1, Business

And sticker	and business plate			Permits & Licensing Unit
	TOTAL	Php1,636.00	30mins.	

3. Registration of Street Vendors in Designated Temporary Vending Sites

The sidewalk vendors registration is a measure to control the proliferation of vendors in the City and provide them with a secured temporary vending sites. The City Mayor shall designate vending areas / sites where the streets vendors shall be allowed to pursue their livelihood legitimately and under regulation of MDAD in accordance with policies, guidelines and procedures.

Office or Division:	Market Development and Administration Department		
Classification:	Complex		
Type of Transaction:	G2B-Government to Business		
Who may avail:	Street vendors, hawkers vending and residing in Quezon City		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Application/Registration Form (2 copies) 2. Barangay Certificate of Residency or /Voter's ID (1 original copy) 3. Barangay Certificate specifying the vending site or location where the street vendor operates (1 original copy) 4. NBI Clearance(1 original copy) 5. Inspection Report 	<ol style="list-style-type: none"> 1. Clerk, Hawkers Division, MDAD 2. Barangay Hall where the vendor resides/ Local COMELEC 3. Barangay Hall where the vending site is located 4. NBI Satellite Office QC Hall Complex 5. Inspection Unit, Hawkers Division 		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submits filled-up Application /Registration Form, together With the basic requirements	1.1 Evaluates application as to completeness of information and submitted requirements and permissibility of vending location against list of temporary vending sites	None	8mins.	Clerk, Hawkers Division

NONE	1.2 Clears application for pending cases and area rages	None	10mins.	Clerk, Hawkers Division
	1.3 Approval of Application	None	5mins.	Head, Hawkers Division
2.Submits original and photocopy of Official Receipt	2.1 Validates original OR and updates database record	None	5mins.	W-2, Business Permits & Licensing Unit
3.Receives second copy of Application /Registration Form	3.1 Issues second copy of Application /Registration Form	None	2mins.	W-2, Business Permits & Licensing Unit
	TOTAL	None	30mins.	

4. Processing of Hawkers Permit

A hawkers permit is issued to qualified registered vendors upon completion of the requirements.

Office or Division:	Market Development and Administration Department
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Registered side walk and street vendors at MDAD and residing in Quezon City.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application/Registration Form (1 original copy)	1) MDAD, Hawkers Division
2) Barangay certificate of residency (1 original copy)	2) Barangay where the vendors reside.
3) Barangay Certification specifying the vending site or location (1 original copy)	3) Barangay where the vendors are selling.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fills up registration form.	1.1 Issues one (1) Registration form	Php50.00	8mins.	Clerk, Business Permit and Licensing Unit

2. Submits the required documents to W-2 for initial assessment and verification.	2.1. Receives the required documents and check for completeness	None	5mins.	Clerk, Business Permit and Licensing Unit
NONE	2.2.Start processing the registration	None	5mins.	Clerk, Business Permit and Licensing Unit
NONE	2.3.Approval of the registration.	None	2mins.	City Market Administrator
NONE	2.4.Issues the order of payment when all the required documents were submitted.	Minimum Taxes and Fees: City Tax P125 Application Fee:100 Garbage Fee: 156 Vending Fee: 20/sq.m./day Com. Tax Cert. 67.20	5mins	Clerk, Business Permit and Licensing Unit
3.Pays the required taxes and fees at the City Treasurer's Office by showing the Order of Payment.	3.1.Receives payment as per order of payment and issues Official Receipt.	None	1min.	City Treasurer's Office
4.Return to the MDAD Office for the processing and release of Vendors Registration Certificate.	4.1.Checks the original Official Receipt and marks the photocopy and updates the Database record.	None	2mins.	Clerk, Business Permit and Licensing Unit
5.Submits the second copy of the Registration Form for validation.	5.1.Issues the Registration Certificate.	None	2mins.	Clerk, Business Permit and Licensing Unit
	TOTAL	Php518.20	30mins.	

5. Processing of New Stall Award

New Market Stall award is issued to qualified lease holders in city markets as prescribed by the QC Revised Market Code.

Office or Division:	Market Development and Administration Department
Classification:	Complex
Type of Transaction:	G2B-Government to Business
Who may avail:	Persons interested to lease stall in the Quezon City Public Markets who possesses the qualifications and not otherwise disqualified as prescribed by the Quezon City Revised Market Code
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Notarized Application Form (1 copy) 2. Proof of Residency (any of the following: (Barangay Certificate of Residency or Voter's ID, Proof of Billing and Government Issued IDs, such as SSS, GSIS, Driver's License, Passport, Pag-ibig, etc) (1 photocopy) 3. Copy of Birth Certificate (1 photocopy) 4. 2X2 ID picture (2 pcs) 	<ol style="list-style-type: none"> 1. Market Supervisor, City Markets 2. Barangay Hall/Appropriate Government Agency 3. Local Civil Registrar / Philippine Statistics Authority 4. Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Notarized Application Form, together with the basic requirements	1.1 Evaluates application as to completeness of information and Submitted requirements	None	15mins.	Market Supervisor, City Markets / Clerk, Public Market Division
NONE	1.2 Issues Order of Payment for application fee and instructs to pay to the City Treasurer's Office	Php150	5mins.	Market Supervisor, City Markets / W-3&W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for Application Fee	2.1 Attaches Official Receipt(OR)to the application	None	1min.	Clerk, Public Market Division
NONE	2.2 Evaluates documents and schedules	None	2-3days	Head, Public Market Division

	interviews of applicant			
3. Personal interview of the applicant	3.1 Interviews and screens applicant	None	30mins.	City Market Administrator & Head, Public Market Division
NONE	3.2 Encodes and prints StallAward	None	5mins.	Clerk, Public Market Division
NONE	3.3 Approves Stall Award	None	5mins.	City Market Administrator
4. Receives approved Stall Award	4.1ReleaseStall Award	None	2mins.	Clerk, Public Market Division
	TOTAL	Php150.00	3days,1hr. &3mins.	

6. Renewal of Stall Awards/Contract of Lease

Renewal of Market Stall award is issued to qualified leaseholders in city markets who were previously permitted to engage in business in Quezon City as prescribed by the QC Revised Market Code.

Office or Division:	Market Development and Administration Department
Classification:	Complex
Type of Transaction:	G2B-Government to Business
Who may avail:	Existing stall holders in city markets.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Notarized Application Form (1 copy) 2. Original/Certified True Copy of Stall Award 3. Proof of payment of rental fees (last 3 months) 4. Proof of payment of business taxes and fees and business permit 5. Evaluation/Assessment Report of the Market Supervisor 6. Two (2) pcs 2x2 ID Picture 	<ol style="list-style-type: none"> 1. Applicant/Client 2. Records Management Section, MDAD 3. Applicant-Client / Market Field Office 4. Applicant-Client/Market Field Office 5. Inspection Unit/Market Field Office 6. Applicant/Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled-up and notarized	1.1 Evaluates application as to			

Application Form and Information Sheet together with the basic requirements	completeness of information, submitted requirements, and checks records of payment and violations (if any) of applicant/stallholder	None	30mins.	Market Supervisor, City Markets/ Clerk, Public Market Division
NONE	1.2 Issues Order of Payment for application fee and instructs stall holder to pay to City Treasurer's Office	Php150.00	5mins.	Market Supervisor ,City Markets)/ W-3 & W-4,Business Permits &Licensing Unit
2. Submits Official Receipt for application fee	2.1 Attaches OR to the application	None	1min.	Clerk, Public Market Division
NONE	2.2 Evaluates and assesses application and documents	None	2days	Head, Public Market Division
NONE	2.3 Encodes and prints Stall Award	None	5mins	Clerk, Public Market Division
NONE	2.4 Approves renewal of Stall Award	None	5mins	City Market Administrator
3. Receives approve Stall Awards	3.1. Records and releases Stall Award	None	2mins	Clerk, Public Market Division
	TOTAL	Php150.00	2 days & 48mins.	

7. Processing of Stall Award for Transfer and Succession

Stall Award is processed and issued to legitimate adjudicated market stall holders in the eight (8) citymarkets who want to transfer their lease award/s to their successor/s due to death or incapacity of the adjudicated stallholder.

Office or Division:	Market Development and Administration Department	
Classification:	Complex	
Type of Transaction:	G2B-Government to Business	
Who may avail:	Legitimate adjudicated market stall holders in the eight (8) city markets who want to transfer their lease awards to their successors due to reasons of death or in capacity of an adjudicated stallholder.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>A. Transferor/Succession (due to death and incapacity)</p> <ol style="list-style-type: none"> 1. Deed of Transfer (Notarized & For Transfer Only) (1 copy) 2. Death Certificate or Affidavit of Incapacitated adjudicated stall holder (for Succession only) (1 copy) 3. Original/Certified True Copy of Stall Award (1 copy) 4. Proof of payment of rental fees (last 3 months) (1 copy) 5. Proof of payment of business taxes and fees and business permit (1 copy) 6. Waiver of rights of legal spouse or legitimate son/s or daughter/s (1 copy) <p>B. Transferee/Successor</p> <ol style="list-style-type: none"> 1. Notarized Application Form (1 copy) 2. Proof of Residency (any of the following: Barangay Certificate of Residency or Voter's ID, Proof of Billing and Government Issued IDs, such as SSS, GSIS, Driver's License, Passport, Pag-ibig, etc) (1 photocopy) 3. Copy of Birth Certificate (1 photocopy) 4. 2X2 ID picture (2 pcs) 5. Personal Appearance for Interview 	<ol style="list-style-type: none"> 1. Applicant/Client 2. Applicant/Client 3. Applicant-Client / Records management Section 4. Applicant- Client/ Market Field Office 6. Applicant–Client/Market Field Office 6.Applicant/Client <ol style="list-style-type: none"> 1. Market Supervisor, City Markets 2. Barangay Hall / Appropriate Government Agency <ol style="list-style-type: none"> 3. Local Civil Registrar / Philippine Statistics Office 4. Applicant/Client 5. Applicant/Client 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled-up and notarized Application Form and Information Sheet	1.1Evaluates application as to completeness of information,	None	30mins	Market Supervisor, City Markets/Clerk, Public Markets

together with the basic requirements.	submitted requirements			Division
NONE	1.2 Issues Order of Payment for application fee and instructs applicant to pay to City Treasurer's Office.	₱150.00	5mins	Market Supervisor, City Markets/ W-3& W-4, Business Permits& Licensing Unit
2. Submits Official Receipt for application fee.	2.1 Attaches Original Receipt (OR) to the application.	None	1min	Clerk, Public Markets Division
NONE	2.2 Evaluates documents and records of payment and violations (if any) and schedules interview of applicant.	None	2-3days	Head, Public Markets Division
3. Attends personal Interview of the Applicant.	3.1. Interviews and screens Applicant.	None	30mins	City Market Administrator & Head, Public Markets Division
NONE	3.2 Issues Order of Payment for application fee and instructs Applicant to pay to City Treasurer's Office.	Php1,000.00	5mins	W-3,W-4&Head,Business Permits & Licensing Unit
4. Submits Official Receipt for Transfer fee.	4.1. Attaches OR to application; Encodes And prints Stall Award.	None	5mins.	Clerk/Encoder, Public Market Division
	4.2 Approves Stall Award.	None	2mins.	City Market Administrator
5. Receives approved Stall Award.	5.1 Releases Stall Award.	None	2mins.	Clerk, Public Market Division
	TOTAL	₱1,150.00	3Days& 1hr. & 20mins	

8. Issuance of Order of Payment for Market Rental Fees

Order of Payment for market rental fees is issued to Stallholders in the eight (8) city markets.

Office or Division:	Market Development and Administration Department	
Classification:	Simple	
Type of Transaction:	G2B-Government to Business	
Who may avail:	Stall holders in the eight (8) city markets	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Latest Official Receipt for market fee Payment (1original copy)		1. Stallholder

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for assessment and Order of Payment for market rental fee, presenting Official Receipt (OR) for last payment made.	1. Verifies presented Official receipt(OR) against records and prepares Order of Payment for market rental fees due.	None	5mins.	Market Supervisor, City Markets
2. Submits Official Receipt for payment made.	2. Validates Original Receipt (OR) and updates stallholder's record of payment.	None	5mins.	Market Supervisor, City Markets
TOTAL		None	10mins.	

9. Issuance of Market Certification

A certification is issued to stall holders/vendors in public markets, owners/operators of private markets, tiange organizers and traders who are applying for business permit.

Office or Division:	Market Development and Administration Department	
Classification:	Simple	
Type of Transaction:	G2B-Government to Business	
Who may avail:	Stall holders in the eight (8) city markets who are applying for business permits	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Latest Official Receipt (OR) for market rental fee payment (1 photocopy)	1. Stallholder
2. Latest Business Permit (1 photocopy)	2. Stallholder

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Market Certification, presenting Official Receipt (OR) for last payment made for market rental fee and latest business permit	1. 1 Verifies presented Official Receipt(OR) against records and prepares Order of Payment for requested certification and instructs stallholder to pay to City Treasurer's Office	None	5mins.	Market Supervisor, City Markets
2. Submits Official Receipt (OR) for payment of certification	2.1Validates Original Receipt (OR), prepares and releases Market Certification	None	5mins.	Market Supervisor, City Markets
	TOTAL	None	10mins.	

10. Issuance of Certified True Copy of Business Permit and Market Stall Award

Certified true copy of Business Permit and Market Stall Award are issued to Stallholders/vendors in public markets, owners/operators of private markets, tiangge organizers and traders.

Office or Division:	Market Development and Administration Department
Classification:	Simple
Type of Transaction:	G2B-Government to Business
Who may avail:	Stallholders/vendors in city markets, owners/operators of private markets, tiangge organizers and traders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Form	1.Records Management Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up Request Form for a	1.Receives request and			Records

Certified True Copy of business permit or market stall award	retrieves requested document	None	5mins.	Officer, Records Management Section
NONE	1.1 Prepares Order of Payment for Certified True Copy and instructs applicant to pay to City Treasurer's Office	Php50.00 per page per copy	5mins.	W-3&W-4, Business Permits & Licensing Unit
2. Submits Official Receipt for payment for Certified True Copy.	2. Validates OR; photocopies requested document.	None	5mins.	Records Officer, Records Management Section
3. Receives Certified True Copy of requested document	4. Releases Certified True Copy of requested document	None	2mins.	Records Officer, Records Management Section
	TOTAL:	Php50.00 per page /percopy	17mins.	

11. Issuance of Permit to Repair/Construct Stalls

A permit to repair/construct stalls are issued to existing stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls.

Office or Division:	Market Development and Administration Department
Classification:	Complex
Type of Transaction:	G2B-Government to Business
Who may avail:	Stallholders/vendors in city markets who would like to construct or undertake any repair in their stalls
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Repair Permit Form (1 original copy)	1. Market Field Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-up and notarized Application Form for repair/construction	1.1 Receives request and recommends to Technical Services Division.	None	5mins.	Market Supervisor, City Markets

of stalls, with plan or layout for repair or construction.				
	1.2Evaluates application, inspect site for proposed repair/construction	None	1day	Head, Technical Services Division
2. Submits Official Receipt for application fee.	2.1ApprovesRepairPermit.	None	5mins.	Cit Market Administrator
NO NE	2.2 Prepares Order of Payment for Repair Permit and instructs stallholder to pay to City Treasurer's Office.	Php200.00	5mins.	W-3&W-4, Business Permits & Licensing Unit
3.Submits Official Receipt for Repair Permit	3.1Validates OR and records Repair Permit	None	2mins	Clerk, Public Market Division
4.Receives Repair Permit	4.1.Releases Repair Permit	None	5mins.	Clerk, Public Market Division
	TOTAL	Php200.00	1day& 19mins.	

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback?	<p>Client/Citizen call the Market Development and Administration Department for Complaint / submission of a complaint to the Records Section or via the drop box in the frontline desk.</p> <p>Contact info: Front Desk: 89884242 loc.8354</p>
How feedbacks are processed?	<p>Every Friday, the Front Desk Staff shall open the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned Head of Division which requires them to answer within two (2) days upon receipt of the feedback.</p> <p>The action taken shall then relayed to the citizen/client.</p>
How to file a complaint?	<p>Submits complaint to the Records Section, or thru the drop box (frontline desk) indicating the name of the person being complained of stating the nature of complaint, the name of complainant with complete address and contact number and other relevant information.</p>

	<p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, client may contact the following telephone numbers :</p> <p>MDAD- Records Section: 89884242 loc. 8352 Front Desk: 89884242 loc. 8354</p>
<p>How complaints are processed?</p>	<p>The Front Desk Staff shall record and course the call to the concerned Head of Division or staff who shall contact the Complainant to inform him/ her of the action taken.</p> <p>The Complaint shall be processed immediately for response/action.</p> <p>In case of a written complaint, upon receipt, the Front Desk Staff shall immediately forward it to the Records Section for recording. After which, it shall be forwarded to the Head Administrative Division.</p> <p>The Duplicate copy of the complaint shall be retained by the Records Management Section for reference/file.</p> <p>The Head Administrative Division evaluates the complaint and refer it to the City Market Administrator for appropriate action.</p> <p>The City Market Administrator shall order the Division Head concerned to evaluate and recommend appropriate action.</p> <p>The Division Head concerned shall summon the erring personnel to explain in writing regarding the Complaint and submit explanation within 72 hours from receipt of the complaint.</p> <p>The City Market Administrator will evaluate the findings and recommendations of the concerned Division Head.</p> <p>The City Market Administrator shall refer the matter to the City Legal Department, if warranted, for appropriate legal action.</p> <p>The Records Officer shall furnish copy to the client with the course of action taken.</p>
<p>Contact information of ARTA,PCC,CCB</p>	<p>The citizen / client / business may also submit complaint or inquire to the following government agencies:</p> <p>Anti-Red Tape Authority (ARTA)–Tel.No.: 84785093 Email: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>Presidential Complaint Center (PCC)– 8888</p> <p>Civil Service Commission (CSC)- Tel.No: 8931-7931 to 39 /8931-8092</p>

	CCB: 0908-881-6565 (SMS)
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NOVALICHES DISTRICT HOSPITAL

INTERIM SERVICE PROCESSES DURING COVID-19 PANDEMIC

1. NDH SATELLITE CLINIC CONSULTATION PROCESS

Consultation process for patients with COVID-19 symptoms requiring immediate medical management and treatment.

Office or Division	NDH Satellite Clinic			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Satellite Clinic Form (1 original copy) Satellite Clinic Stub (1 original copy) Hospital Card (1 original copy) Patient Information Form (1 original copy)		NDH Satellite Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the triage staff and state the chief complaint or reason for consultation with all honesty.	1. Interview client / watcher for chief complaint and get the initial vital sign of patient. Classify patient (non-urgent, urgent, emergent).	None	3 minutes	<i>Triage Officer</i> Triage Area
2. Proceed to Registration window once Satellite Clinic slip is received from the triage nurse.	2. Issue Satellite Clinic slip to patient/watcher and instruct to go to registration window.	None	2 minutes	<i>Registration Officer</i> Registration Window
3. Present the Satellite Clinic slip to the Registration staff.	3. Tell patient / watcher to fill up Patient Information Form. Release Satellite Clinic Record and instruct to go to triage staff.	None	3 minutes	<i>Registration Officer</i> Registration Window
4. Return to triage window and hand-over	4. Receive Satellite Clinic Record.	None	1 minute	<i>Triage Officer</i> Triage Area

the Satellite Clinic Record to triage staff.				
5. Wait for the Consultant on Duty.	5. Refer to respective Consultant on Duty for consultation / check-up.	None	15 minutes	<i>Triage Officer</i> Triage Area
6. Submit self / patient for check-up. Cooperate and follow Consultant on Duty.	6. Secure patient's consent prior examining the patient. Explain outcome of diagnosis or plan of care to patient and relative.	None	35 minutes	<i>Consultant on Duty</i> Consultation Area
8. a. If for Discharged – receive prescription and home instructions. b. If for Diagnostic procedure – wait until name is called upon by the respective staff to execute diagnostic procedure. c. If for Observation – wait for the instruction of Satellite nurse in case emergency medicine ordered by physician is not available. d. If for Admission – sign consent for admission. e. THOC (Transfer to Hospital of Choice) - receive THOC referral form	8. a. Discharged - Explain prescription and give home instructions and clearance. b. Diagnostic procedures - shall be requested by the Satellite nurse. c. Observation – Carry out physician's order and administer physician's order if there is any. d. Admission – Secure consent for admission. Follow Admission Process and carry out doctor's order. e. THOC - Explain the reason to referral to other hospital. Secure consent for THOC.	None	1 minute	<i>Consultant on Duty</i> Consultation Area
TOTAL:		None	1 hour	

2. NDH RT-PCR SWABBING PROCESS

Process for patients with COVID-19 related symptoms or COVID-19 Exposure requiring RT-PCR Swab Test as ordered by the Attending Physician.

Office or Division	NDH Swabbing Area			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Case Investigation Form (4 original copies) Philhealth PMRF (2 original copies) Patient Valid ID (1 original copy)		NDH Swabbing Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient advised by the Consultant on Duty to undergo COVID-19 RT-PCR swabbing.	1. Consultant on Duty orders RT-PCR Swabbing to qualified patient. Explains Information about the procedure.	None	5 minutes	<i>Consultant on Duty</i> NDH Satellite Clinic
2. Patient supplies required information.	2. Satellite Nurse fills up CIF (4copies).	None	5 minutes	<i>Satellite Nurse</i> NDH Satellite Clinic
3. For Inactive Philhealth Account: Patient fills up PMRF ad submits valid ID with complete address.	3. Satellite Nurse accepts accomplished PMRF form and patient's valid ID.	None	3 minutes	<i>Satellite Nurse</i> NDH Satellite Clinic
4. Patient will be advised to come back for the Scheduled RT-PCR swab test.	4. Satellite Nurse forwards accomplished CIF and other required documents to Laboratory for processing.	None	3 minutes	<i>Satellite Nurse</i> NDH Satellite Clinic
5. Patient will be advised for the RT-PCR schedule thru SMS.	6. IPC nurse will inform the patient on the swabbing schedule thru SMS.	None	3 minutes	<i>IPC Nurse</i> <i>IPC Committee</i>
7. Patient shall return on the scheduled date of swabbing and present one valid ID for identity verification purpose.	7. Medical Technologist will validate presented patient's ID.	None	1 minute	<i>Medical Technologist</i> Swabbing Area

8. Patient undergoes RT-PCR swabbing procedure.	8. Assigned Swabber will conduct RT-PCR swabbing procedure.	None	5 minutes	<i>RT-PCR Swabber Swabbing Area</i>
9. Patient will be instructed regarding the release of RT-PCR results.	9. Medical Technologist will process and send RT-PCR swabbing specimen to respective RT-PCR Testing Facility (external).	None	5 days	<i>Medical Technologist Swabbing Area</i>
10. Patient will be notified regarding results and further instructions thru SMS or Email.	10. IPC Nurse will notify patient regarding result and further instructions thru SMS or Email.	None	5 minutes	<i>IPC Nurse IPC Committee</i>
TOTAL:		None	30 minutes 5 days	

3. OUT-PATIENT DEPARTMENT ONLINE CONSULTATION PROCESS

For all patients who seek consult at the Out-Patient Department Online Page.

Office or Division	NDH Out-Patient Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 original copy) Valid ID (1 original copy) Consent Form (with signature) PDF Out-Patient Record		NDH Out-Patient Department Online Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message to NDHQC Out-Patient Department Facebook Online Account for queuing and appointment.	1.1 Log into Out-Patient Department's Facebook Online page inbox. 1.2 Queues the patient. Triage according to respective medical department. 1.3 Patient will be	None	45 minutes	<i>Consultant on Duty NDH OPD Telemedicine</i>

	requested to proceed to assigned Medical Department Facebook Page link.			
<p>2.1 Fill up the Patient Information Sheet (google form) and present valid ID.</p> <p>2.2 Gives consent for online consultation / assessment; provide sufficient and truthful interview data via telemedicine.</p> <p>2.3 Prepares Viber account for teleconsultation.</p>	<p>2.1 Verifies the data in the Patient List (google sheet.</p> <p>2.2 Verifies Telemed Consent and DPA Agreement form.</p> <p>2.3 Verifies and validates Patient's ID.</p> <p>2.4 Consultant on Duty initiates Video call consultation.</p>	None	15 minutes	<i>Consultant on Duty</i> NDH OPD Telemedicine
<p>3.1 Initiates Viber call thru Consultant on Duty's viber number or any secured encrypted platform agreed upon with the Consultant on Duty.</p> <p>3.2 Patients will send laboratory results to the Consultation on Duty thru email or viber.</p>	<p>3. Intervention and management. Consultant on Duty will assess the patient if physical check-up is necessary.</p> <p>3A. If Yes, Consultant on Duty will ask the patient to go to Emergency Room / Satellite clinic for urgent management or will be given a slot on the scheduled dates for physical OPD consults.</p> <p>3B. If No, Consultant on Duty proceeds with teleconsult via viber video call or secured / encrypted platform will give needed laboratory request and prescription. Pictures will be sent to the patient thru COD's viber account.</p> <p>3C. Schedule follow-up dates and time accordingly.</p>	None	45 minutes	<i>Consultant on Duty</i> NDH OPD Telemedicine

<p>4. Acknowledges the appointment date and time. (Observes the OPD face to face consult guidelines)</p> <p>a. No Mask, No Entry.</p> <p>b. One companion per patient.</p> <p>c. No Appointment, No Entry.</p> <p>d. Must be in the OPD area 15 minutes before the appointment time.</p> <p>e. Print or take a picture of the verified appointment slip and health declaration form.</p> <p>(To be presented on the day of consultation)</p>	<p>4. Confirmation of follow-up dates and time accordingly.</p> <p>4.1 All patients' charts are logged, recorded, and sent thereafter to NDHQC OPD email and NDH Medical Records Section for safe keeping.</p>	None	15 minutes	Consultant on Duty NDH OPD Telemedicine
TOTAL:		None	2 hours	

4. OUT-PATIENT DEPARTMENT FACE-TO-FACE CONSULTATION PROCESS

For all patients who seek consult at the Out-Patient Department Online Page.

Office or Division	NDH Out-Patient Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 original copy) Valid ID (1 original copy) OPD Record Form (1 original copy)		NDH Out-Patient Department Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OPD triage window and present the appointment slip and accomplished Health Declaration Form. Allow the OPD staff to	1. Verify the appointment slip. Triage patient if COVID or NONCOVID Case & take vital signs.	None	5 minutes	Nurse on Duty Out-Patient Department

get patient's vital sign.	If with history of cough, fever, diarrhea, history of travel or contact with COVID suspect or confirmed, patients will be directed to the NDH Satellite Clinic for further evaluation and management.			
2. Prepare self to answer questions regarding illness and physical examination.	2. Interview patient / patient's relative.	None	5 minutes	<i>Nurse on Duty</i> Out-Patient Department
3. Submit self to consultation.	3. Examine patient.	None	5 minutes	<i>Consultant on Duty</i> Out-Patient Department
4. Follow instructions given by the OPD staff for next follow-up schedule. (Telemed face to face)	4. Patient for discharge / may go home: Instruct patient / patient's relative on the home instructions and follow-up check-up if needed.	None	30 minutes	<i>Consultant on Duty</i> Out-Patient Department
TOTAL:		None	45 minutes	

5. ENROLMENT OF ADMITTED COVID-19 RELATED PATIENT TO POINT OF SERVICE

Enrolment process to PHILHEALTH Point of Service (POS) for COVID-19 related patients.

PATIENT WITH RELATIVES

Office or Division	Medical Social Service
Classification:	Simple
Type of transaction:	G2C – for government services whose client is transacting public
Who may avail:	All COVID-19 Related Admitted Patients
CHECKLIST OF REQUIREMENTS	WHERE TO AVAIL
Hospital Card (1 original copy) Birth certificate / Marriage Certificate (1 original copy) Valid ID (1 original copy) PMRF (1 original copy) Assessment Tool (1 original copy)	NDH MALASAKIT CENTER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's relative supplies patient's information with hospital card.	1. Instruct the Security Guard to call the patient's relative for Philhealth verification	None	2 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
2. Client's relative receives and fills-up the stub.	2. Brief assessment on patient's admission.	None	2 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
3. Return the accomplished stub.	3. Verify the Philhealth status to Philhealth Portal.	None	3 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
4. Receive instructions from the Social Welfare Officer.	4. Instruct patient's relative to fill up the provided form. for active Philhealth: instruct patient's relative to proceed to Philhealth Window.	None	3 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
4. Return the accomplished forms with required attachments.	5. Checked the submitted documents and enroll to POS.	None	10 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
6. Receive Philhealth Certification with slip and proceed to Philhealth Window.	5. Provide Certification form with slip and instruct to proceed to Philhealth Window.	None	2 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
TOTAL:		None	22 minutes	

6. ENROLMENT OF ADMITTED COVID-19 RELATED PATIENT TO POINT OF SERVICE

Enrolment process to PHILHEALTH Point of Service (POS) for COVID-19 related patients.

PATIENT WITHOUT RELATIVES / UNDER QUARANTINE

Office or Division	Medical Social Service			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All COVID-19 Related Admitted Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Birth certificate/Marriage Certificate (1 original copy) Valid ID (1 original copy) PMRF (1 original copy) Assessment Tool (1 original copy)			NDH MALASAKIT CENTER	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/patient's relative receive text messages from the Social Welfare Officer.	1. Acquire patient/patient's contact number from patient Ledger and send text message.	None	2 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
2. Provide Patient's information.	2. Verify the Philhealth status to Philhealth Portal.	None	2 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
3. Send requirement thru messenger or e-mail.	3. Check the received documents and fill up to forms.	None	10 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
4. Receive confirmation.	4. Enroll to POS and inform the billing Section.	None	3 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
TOTAL:		None	17 Minutes	

7. PROCESS FOR DISCHARGE ASSISTANCE OF COVID-19 RELATED PATIENTS WITHOUT RELATIVE

Assistance to patients without relative during discharged (for COVID-19 related patients.)

Office or Division	Medical Social Service			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All COVID-19 Related Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Statement of Account (SOA)		NDH MALASAKIT CENTER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patients receive discharge notification.	1.Proceed to Billing Window for patient's SOA	None	5 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
2.Wait for the billing process.	2.Log and stamp the SOA.	None	2 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
3.Wait for instruction of Social Welfare Officer.	3.Proceed to Admitting and Cash Section for signature of SOA.	None	5 minutes	<i>Social Welfare Officer</i> Medical Social Service Section
4.Prepare and pack personal belongings.	4.Submit/present acquired patient's clearance to Security Officer.	None	1 minute	<i>Social Welfare Officer</i> Medical Social Service Section
TOTAL:		None	13 minutes	

8. COORDINATION FOR HOME CONDUCTION OF PATIENTS FOR DISCHARGE

Assistance to patients requiring Home Conduction during discharged (COVID-19 Related Cases)

Office or Division	Medical Social Service			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All COVID-19 Related Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Statement of Account (SOA) Discharge Summary/Medical Certificate Swab Test Result copy Trip Ticket		NDH MALASAKIT CENTER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide complete home address and contact number.	1. Coordinate with the respective barangay or inform the relative thru phone call/text messages	None	1 minute	<i>Social Welfare Officer</i> Medical Social Service Section
2. Wait for instruction from the Social Welfare Officer.	2. Inform the Covid ward nurses to prepare the patient for pick-up	None	1 minute	<i>Social Welfare Officer</i> Medical Social Service Section
2. Prepare and wait for pick-up.	3. Log to ward referral logbook and wait for the arrival of barangay service.	None	4 hours	<i>Social Welfare Officer</i> Medical Social Service Section
4. Ride the ambulance.	4. In case the barangay vehicle is not available, home conduction thru ambulance service	None	1 hour	<i>Social Welfare Officer</i> Medical Social Service Section
TOTAL:		None	6 hours	

9. PHYSICAL THERAPY TELEREHAB PROCESS

Process for patients' physical therapy telerehabilitation management

Office or Division	Rehabilitation Medicine Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	Patients in need of physical therapy			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Referral Form with valid physician's signature Valid ID (1 original copy for reference only) Physical Therapy OPD Form(1 original copy) Physical Therapy Telerehab Consent Form (1 original copy)		Facebook page: NDH QC - Rehabilitation Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Messages Rehab FB page	1. Checks and answers messages on FB page, provides guidelines on how the telerehab will go	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation Department
2. Writes his/her consent for online Physical Therapy session	2. Ensures that the consent form was read, understood, and completely signed by the patient or patient representative	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation Department
3. Receives given time and day of scheduled telerehabilitation session	3. Schedules patient telerehabilitation session	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation Department
4. On schedule: prepares for Physical Therapy program via video call, preferably with a companion	4. Provides / demonstrates Physical Therapy program	None	30minutes – 1hour	<i>Physical Therapist</i> Rehabilitation Department
5. Receives other home management program to be carried out outside online session with PT.	5. Gives further instructions for other home management program and next online session	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation Department
TOTAL:		None	1 hour 12 minutes	

10. PHYSIATRIST TELECONSULTATION PROCESS

Process for patients' physiatrist teleconsultation

Office or Division	Rehabilitation Medicine Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	Patients in need of physical therapy			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Referral Form with valid physician's signature Valid ID (1 original copy for reference only) Physical Therapy OPD Form(1 original copy) Physical Therapy Telerehab Consent Form (1 original copy)			Facebook page: NDH QC - Rehabilitation Department	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Messages Rehab FB page	1. Checks and answers messages on FB page, provides guidelines on how the tele-rehabilitation will proceed.	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation Department
2. Writes, signs and sends his or her consent form as well as all other requirements for the tele-consultation.	2. Ensures that the consent form was read, understood, and completely signed by the patient or patient representative, and checks if other requirements are complete.	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation Department
3. Messages Rehab FB page for the schedule of teleconsultation.	3. Sends the date and time of teleconsultation.	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation Department
4. On schedule of teleconsultation: Patient should be on-line. He or she maybe with or without companion (Depending on his or her medical condition)	4. Assesses the patient and provides appropriate Physical Therapy program	None	~30minutes	<i>Physiatrist</i> Rehabilitation Department
5. Ask PT staff On duty for schedule of PT	5. Gives the schedule of PT	None	2-3 minutes	<i>Physical Therapist</i> Rehabilitation

sessions.	sessions and answers all other queries of the patient.			Department
TOTAL:		00.00	1 hour 12 minutes	

HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION

(Admitting Section)

1. EMERGENCY ROOM REGISTRATION PROCESS

Registration process for patients requiring immediate medical management and treatment.

Office or Division	Admitting Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Emergency Room Form (1 original copy) ER Stub (1 original copy) Hospital Card (1 original copy) Patient Information Form (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy)		Business Office – Window 4		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For new and old patient. Present the ER Stub and Hospital Card or Valid ID. Answer the Patient Information Form.	1. Accept the ER Stub and let the patient / patient's relative answer the Patient Information Form.	None	10 minutes	<i>Admitting Clerk</i> Admitting Section
2. Accept the Order of Payment and proceed to the cashier for payment.	2. Issue and Order of Payment and instruct client to proceed to the cashier for payment.	None	3 minutes	<i>Admitting Clerk</i> Admitting Section
3. Present the Order of payment form and pay the amount indicated. Client will receive an official receipt after payment.	3. Accept the Order of payment form and payment. Issue an official receipt after payment.	100.00	3 minutes	<i>Cashier</i> Cash Section

4. Present the official receipt to admitting clerk and accept the Emergency record form with the ER stub. For new patients, they will be given a new hospital card. After the transaction, return to Emergency Room.	4. Inspect the Official receipt, release the Emergency room record form and instruct client to go back to the emergency room.	None	3 minutes	<i>Admitting Clerk</i> Admitting Section
TOTAL:		100.00	19 minutes	

2. ADMISSION PROCESS

Process for patients requiring hospital admission.

Office or Division	Admitting			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Admission and Discharge Record (1 original copy) Hospital Card (1 original copy) Reminders to Patients, Watchers and Visitors Form (1 original copy)			Business Office – Window 4	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital card, patient's valid ID and Admission and Discharge form to Admitting Section.	1. Accept the Hospital card, Patient's valid ID and Admission and Discharge form.	None	3 minutes	<i>Admitting Clerk</i> Admitting Section
2. Answer the Patient Data Sheet.	2. Instruct client to answer the Patient Data Sheet and transfer information to Patient's Ledger.	None	10 minutes	<i>Admitting Clerk</i> Admitting Section
3. Will be given 2 copies of Reminders to Patient, Watchers, and Visitors Form. Read and sign the form.	3. Instruct client to read and sign the Reminders to Patient, Watchers and Visitors Form.	None	10 minutes	<i>Admitting Clerk</i> Admitting Section
4. Will receive an accomplished Admitting and Discharge form. Return to Emergency	4. return the Admission and Discharge form and instruct client to go back to the Emergency Room.	None	3 minutes	<i>Admitting Clerk</i> Admitting Section

room after the transaction.	<p>For PhilHealth members:</p> <p>Instruct client to go to the Billing and Claims section for the required Philhealth documents.</p> <p>For non-Philhealth members:</p> <p>Instruct Client to go to the Medical Social Service for Philhealth application instructions.</p>			<p><i>Philhealth Clerk</i> Billing and Claims Section</p> <p><i>Medical Social Worker</i> Medical Social Service</p>
TOTAL:		None	26 minutes	

HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION

(Billing Section)

1. STATEMENT OF ACCOUNT PROCESS

Process for patients requesting for an issuance of Statement of Account.

Office or Division	Billing and Claims Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Pre-billing Notification Slip (1 original copy) Statement of Account (1 original copy)			Business Office – Window 3	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the Hospital card and accomplished pre-billing notification slip. For non-Philhealth members: They will be instructed to go to the Medical Social Service.	1. Accept the accomplished pre-billing notification slip. For non-Philhealth members: Instruct client to go to the Medical Social Service.	None	3 minutes	<i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section
2. Accept the Statement of account form and do the following: a) Proceed to the Admitting section (window 4) for clearance. b) Proceed to the Medical Social Service if needed. c) Proceed to the Cashier for payment. d) Go back to the Respective ward.	2. Compute the Hospital Bill, prepare the Statement of Account and release it to the client with instructions of the following: a) Proceed to the Admitting section (window 4) for clearance. b) Proceed to the Medical Social Service if needed. c) Proceed to the Cashier for payment. d) Go back to the Respective ward.	None	45 minutes	<i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section
TOTAL:		None	48 minutes	

2. PHILHEALTH PROCESSING

For Philhealth members, procedures, and requirements for Philhealth processing.

Office or Division	Billing and Claims Section	
Classification:	Simple	
Type of transaction:	G2C – for government services whose client is transacting public	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL
CF1 (1 original copy) CF2 (1 original copy) CE1 (1 original copy) MDR (1 original copy)		Business Office – Window 3

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. For Employed or Member in Formal Economy</p> <p>1.1 Answer CF1 and CF2 Form</p> <p>1.2 Ask Employer for certificate of contribution with signature of Employer and MDR</p> <p>1.3 Or may go to directly Philhealth office of your area to get the MDR.</p> <p>1.4 OFW Member</p> <p>1.4.1 Present MDR</p> <p>1.4.2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form</p> <p>1.4.3 if not, you may proceed to Medical Social Service for further instructions.</p> <p>1.5 For individual paying, or self-employed, or voluntary</p> <p>1.5.1 Present the receipt of contribution and MDR.</p> <p>1.5.2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form</p> <p>1.5.3 if not, you may proceed to Medical Social Service for further</p>	<p>1. Instruct client to accomplish and complete all required documents depending on the Philhealth Member classification.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Billing Clerk / Philhealth Care Staff Billing and Claims Section</i></p>

instructions. 1.6 For Sponsored/ Indigent/ 4P's (PantawidPamilya Pilipino Program) 1.6.1 present CE1 (Sponsored Health Certificate) o MDR 1.6.2 answer CF1 and CF2 Form 1.7 Lifetime or SeniorCitizen 1.7.1 present Philhealth lifetime ID/ Senior Citizen's Card/ MDR 1.7.2 answer CF1 at CF2 Form				
2.Submit all accomplished documents to Billing and Philhealth section.	2.Verify all submitted documents and attached to patient's ledger.	None	3 minutes	<i>Billing Clerk / Philhealth Care Staff Billing and Claims Section</i>
TOTAL:		None	8 minutes	

HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION

(Cashier Section)

1. PAYMENT PROCESS

Steps on the payment process for availed hospital products and services.

Office or Division	Cashier Section	
Classification:	Simple	
Type of transaction:	G2C – for government services whose client is transacting public	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL
Hospital Card (1 original copy) Order of Payment (1 original copy)		Business Office – Cashier 1 and 2

Statement of Account (1 original copy) Official Receipt (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital Card, Order of Payment, Statement of Accounts and pay the indicated amount.	1. Accepts Order of Payment, Statement of Accounts and indicated amount.	Depends on the amount indicated in the Order of Payment, Statement of Account	3 minutes	Cash Clerk / Cashier Section
2. Will receive an Official receipt and will be instructed to go back to the respective ward/unit/section.	2. Issues Official receipt and instruct client to go back to the respective ward/unit/section.	None	3 minutes	Cash Clerk / Cashier Section
TOTAL:			6 minutes	

ANCILLARY SERVICES DIVISION

(Dental Section)

1. DENTAL CONSULTATION PROCESS

Process for patients requesting for dental consultation.

Office or Division	Dental Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 original copy) Dental Record (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy) Prescription (1 original copy)		First Floor – Specialty Clinic Room 8		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1.1 For new patients, proceed to OPD section, get a queuing number and follow OPD process.</p> <p>1.2 For old patients, proceed to OPD section and present Hospital card and get queuing number. Follow OPD process.</p> <p>1.3 For old patient without / loss hospital number, proceed to OPD section and answer the Lost Data Sheet Form and get queuing number and follow OPD process.</p>	<p>1. Follow OPD section process.</p>	<p>40.00</p>	<p>10 minutes</p>	<p><i>OPD Nurse</i> Nursing Service</p>
<p>2. Proceed to dental section and wait to be called.</p>	<p>2. Call patients for dental examination.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Dental Assistant</i> Dental Section</p>
<p>3.1 Proceed to dental Section, let the dentist check you.</p> <p>3.2 For patients for dental examination and consultation only, skip steps 4, 5, and 6.</p>	<p>3. Examine patients and give necessary instructions.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Dentist</i> Dental Section</p>
<p>4. For patients requiring dental extraction, they will receive an Order of payment. Proceed to cashier section for payment.</p>	<p>4. Give an Order of Payment and instruct client to proceed to cashier section for payment.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Dental Assistant</i> Dental Section</p>
<p>5. Present an order of payment and pay indicated amount Receive an official receipt.</p>	<p>5. Accepts order of payment and indicated amount. Give an official receipt.</p>	<p>100.00 (Tooth Extraction) 50.00 (Oral Prophylaxis)</p>	<p>3 minutes</p>	<p><i>Dental Assistant & Dentist</i> Dental Section</p>
<p>6. Present official receipt and wait to be called and be treated.</p>	<p>6.1 Verify Official receipt. 6.2 Proceed to the desired dental management.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Dental Assistant & Dentist</i> Dentist Section</p>

7. Will receive a home instruction and prescription from the Dentist.	7. Give patient the necessary instructions and prescription.	None	5 minutes	<i>Dentist</i> Dental Section
TOTAL:			1 hour	

ANCILLARY SERVICES DIVISION

(Laboratory Section)

1. LABORATORY EXAMINATION PROCESS

Steps for patients requesting for laboratory examinations as requested by the physician.

Office or Division	Laboratory Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Laboratory Request signed by NDH doctor (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			First Floor, Laboratory Section – Window 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital card and laboratory request signed by the doctor. 1.2 Will receive necessary instructions depending on the requested examination. 1.3 For patients with request from other hospital, they have to consult with NDH doctors to acquire new laboratory	1. Accept laboratory request. 1.2 Instruct patient according to the requested examination.	None	3 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department

request.				
<p>2.1 Will receive an order of payment and proceed to cashier section for payment.</p> <p>2.2 For patients who cannot pay the indicated amount, they may proceed to Medical Social Service for assistance.</p>	<p>2.1 Give an order of payment and instruct to proceed to cashier section for payment.</p>	<p>CLINICAL CHEMISTRY TEST</p> <p>OGCT 75 Grams 302.00</p> <p>BUA 135.00</p> <p>BUN 122.00</p> <p>Chloride 90.00</p> <p>Cholesterol 183.00</p> <p>Creatinine 134.00</p> <p>Glucose (FBS, RBS, 2PP) 123.00</p> <p>FT3 500.00</p> <p>HBA1C 909.00</p> <p>HDL 364.00</p> <p>Potassium 90.00</p> <p>PSA 500.00</p> <p>SGOT 263.00</p> <p>SGPT 263.00</p> <p>Sodium 90.00</p> <p>T3 500.00</p> <p>T4 500.00</p> <p>Total protein 142.00</p> <p>Triglycerides 229.39</p> <p>Troponin I (quantitative) 1300.00</p> <p>CLINICAL MICROSCOPY TEST</p> <p>Fecalysis 40.00</p> <p>Occult blood 50.00</p> <p>Pregnancy Test</p>	<p>3 minutes</p>	<p><i>Laboratory Clerk/ RMT Laboratory Department</i></p>

		Urinalysis	104.00		
			45.00		
		HEMATOLOGY TEST			
		ABO and RH typing	40.00		
		Bleeding time	65.00		
		Clotting time	65.00		
		CBC (automated)	180.00		
		CBC (manual)	100.00		
		Differential count	59.00		
		ESR	70.00		
		Hematocrit	65.00		
		Hemoglobin	70.00		
		Malarial smear	70.00		
		Peripheral Blood Smear	75.00		
		Platelet count	104.00		
		RBC count	52.00		
		Toxic Granules	50.00		
		WBC count	60.00		
		IMMUNOSEROLOGY TEST			
		HBSAG	800.00		
		ANTIHBBS	1000.00		
		ANTIHAV IgG	1100.00		
		ANTIHAV IgM	1100.00		
		HIV	1100.00		
		BLOOD BANK TEST			
		Cross matching +			

		blood typing 1315.00 SEROLOGY TEST Dengue IgM and IgG 600.00 NS1Ag 900.00		
3. Present the order of payment and pay the indicated amount. Get official receipt.	3. Accepts Order of payment and indicated amounts. Give official receipt.	Depends on the requested examination.	3 minutes	<i>Cashier Clerk Cash Section</i>
4. Present the Official receipt to the Laboratory Department.	4. Verify Official receipt and list on patient's registry.	None	3 minutes	<i>Laboratory Clerk / RMT Laboratory Department</i>
5.1 Submit specimen (urine, stool, etc.) 5.2 Undergo blood extraction 5.3 Will receive instructions regarding release of examination's official results.	5.1 Accept specimen and verify identification by asking patient's name. 5.2 Verify identification by asking patient's name prior to blood extraction. 5.3 Will receive instructions regarding release of examination's official results.	None	10 minutes	<i>Laboratory Clerk / RMT Laboratory Department</i>
6. Steps to claim results, present hospital card, valid ID or Official receipt before claiming the official examination result.	6. Verify Hospital card, valid ID or Official receipt and issue official examination results.	None	2 minutes	<i>Laboratory Clerk / RMT Laboratory Department</i>
TOTAL:			25minutes	

ANCILLARY SERVICES DIVISION

(Health Information Management Section)

1. BIRTH CERTIFICATE REGISTRATION PROCESS

Steps for clients requesting for Birth Certificate registration.

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Live Birth Certificate Form Tool (1 original copy) Valid ID (1 original copy) Cedula (1 original copy) Affidavit of Using Surname of the Father (1 original copy) Authorization Letter (1 original copy) Registered Live Birth (1 original copy) Marriage Certificate (1 photocopy) <i>if needed</i>			First Floor – Health Information Management Window 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For married parents, undergo Interview and submit a copy of marriage certificate to the midwife. For married parents, skip steps 2 and 3. For unmarried parents, undergo interview c/o midwife.	1. For married parents, undergo interview and accomplish Live Birth Certificate form tool and attach a copy of marriage certificate. For unmarried parents, undergo interview and accomplish Live Birth Certificate form tool, leave father's details blank and attach affidavit of using Surname of Father (AUSF).	None	5 minutes	<i>Midwife Nursing Service</i>
2. for unmarried parents, father or relative will be given further instructions.	2. Give instructions to the father to proceed to the medical records section and present a valid government ID or cedula.	None	2 minutes	<i>Midwife Nursing Service</i>
3. For unmarried parents, Father of new born will	3. Verify Valid ID o Cedula, instruct how to answer Live Birth	100.00 (notarization of documents)	20 minutes	<i>Medical Records Clerk / Medical Records Officer</i>

proceed to the medical records section and present a valid ID or Cedula, answer Live Birth Certificate Tool Form regarding father's information.	Certificate Tool Form father's information and Acknowledgement.			Health and Information Management
4. For married and unmarried parents, they will receive instructions on when to claim the registered live birth certificate.	4. Instruct to comeback after 1 month to claim the registered live birth certificate.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
5. for married and unmarried parents, present hospital card and parent's valid ID. For parents who cannot come to claim the certificate, authorized representative must have the following documents: <ul style="list-style-type: none"> • Hospital Card of Mother • Authorization letter • Copy of Mother's ID with signature • Copy of Representative ID with signature 	5. Verify hospital card, valid ID of parents, authorization letter and release the registered Live birth certificate.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
TOTAL:		100.00	30 minutes	

2. RELEASE OF HOSPITAL DOCUMENTS PROCESS

Steps when requesting a certified true copy of anesthesia record / operating room technique / discharge summary / clinical abstract for discharged patients.

Office or Division	Health and Information Management (Medical Records Section)	
Classification:	Simple	
Type of transaction:	G2C – for government services whose client is transacting public	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL
Hospital Card (1 original copy) Certified True Copy of Anesthesia Record (1 original copy) Operating Room Technique/ Discharge Summary (1 original copy)		First Floor – Health and Information Management Window 1

Clinical Abstract(1 original copy) Authorization Letter (1 original copy) <i>if needed</i> Valid ID (1 photocopy) Representative's Valid ID (1 photocopy) Order of Payment (1 original copy) Official Receipt (1 original copy) Request Form (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request form and present patient's hospital card. For patient representative the following are required: <ul style="list-style-type: none"> • Hospital Card • Authorization letter • Copy of patient's Valid ID with signature • Copy of Representative's Valid ID with signature 	1. Accept Request Form, Valid ID and Authorization Letter.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
2. Will receive instructions on when to claim the document.	2. Give instructions to come back after 7 working days for the release of requested document.	None	10 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
3. Will receive an order of payment and proceed to the cashier section for payment.	3. Give an order of payment and instruct to proceed to the cashier section for payment.	None	5 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
4. Present Order of payment and pay indicated amount. Will receive an official receipt.	4. Accept order of payment and indicated amount. Issue an official receipt.	50.00 (per document)	10 minutes	<i>Cashier Clerk</i> Cash Section
5. To claim the document: Present the official receipt to the medical records section and claim the requested document.	5. Verify Official receipt and release the requested document.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
TOTAL:		50.00	30minutes	

3. RETRIEVAL OF PATIENT'S OLD CHART PROCESS

Steps to retrieve old patients / discharged patient's chart.

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy)			First Floor Medical Records – Window 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Hospital card at the medical records card box.	1. Accept and verify patient's hospital card.	None	3 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
2. Wait for your name to be called.	2. Give instructions to wait for the name to be called.	None	3 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
TOTAL:		None	6 minutes	

4. RETRIEVAL OF PATIENT'S OLD CHART PROCESS (WITHOUT HOSPITAL CARD)

Steps to retrieve old patients / discharged patient's chart. (without hospital card)

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Lost Data Sheet Form (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy) New Hospital Card (1 original copy)			Medical Records – Window 1	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and present Lost card data sheet to the medical records section.	1. Accept Lost card data sheet form.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
2. Wait for the retrieval of old Hospital number.	2. Give Instructions to wait for the retrieval of old hospital number in the database.	None	30 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
3. Will receive an order of payment and proceed to cashier section for the payment.	3. Give order of payment at instruct client to proceed to the cashier section for the payment.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
4. Present order of payment and pay the indicated amount. Will receive an official receipt.	4. Accept order of payment and indicated amount. Give official receipt.	90.00 (OPD) 150.00 (ER)	3 minutes	<i>Cashier Clerk</i> Cash Section
5. Present official receipt at medical records section. Will receive new hospital card with same hospital number with the lost card. Proceed back to OPD or Emergency room and wait for your name to be called.	5. Verify official receipt and issue new hospital card with same hospital number. Give instructions to go back to OPD or Emergency room and wait for their name to be called.	None	2 minutes	<i>Medical Records Clerk / Medical Records Officer</i> Health and Information Management
TOTAL:		90.00-150.00	40 minutes	

ANCILLARY SERVICES DIVISION

(Pharmacy Section)

1. PURCHASING MEDICINES PROCESS

Steps on how to purchase medicines for out-patient clients.

Office or Division	Pharmacy Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Prescription signed by the Doctor (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy)			Pharmacy Section – Window 1, 2 & 3	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present hospital card and prescription signed by the Doctor.	1.1 Accept prescription signed by the doctor. 1.2 Check stock availability. 1.2.1 If not available, ask the doctor for alternative medicine. 1.2.2 If still not available, give instructions to buy outside.	None	3 minutes	<i>Pharmacist</i> Pharmacy Section
2. Will receive order of payment and proceed to cashier section for the payment. For patients who cannot pay the indicated amount, may ask for assistance at the Medical Social Service of the hospital.	2. Give order of payment and instruct client to proceed to the cashier section for payment.	Depends on the requested medicine.	3 minutes	<i>Pharmacist</i> Pharmacy Section
3. Present the order of payment and pay the indicated amount. Will	3. Accept order of payment and indicated amount. Give official		3 minutes	<i>Pharmacist</i> Pharmacy Section

receive an official receipt.	receipt.			
4. Present the official receipt at the pharmacy section.	4. Verify the Official receipt.		3 minutes	<i>Pharmacist</i> Pharmacy Section
5. Claim the requested medicine and instructions on how to take the purchased medicines. Sign the logbook for release.	5. Release the requested medicines and give instructions on how to take it. Let the client sign the releasing logbook.		5 minutes	<i>Pharmacist</i> Pharmacy Section
TOTAL:			20 minutes	

ANCILLARY SERVICES DIVISION

(Radiology Section)

1. RADIOLOGY EXAMINATIONS PROCESS

Steps for patients requiring radiological procedures as requested by the doctor.

Office or Division	Radiology Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Radiology Request Form signed by the Doctor (1 original copy) Valid ID (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			First Floor, Radiology Section – Window 1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the hospital card and radiology request form signed by the Doctor. For patients with request from other hospital, present the radiology request form signed by the Doctor and a valid ID.	1. Accept the radiology request form and give instructions depending on the requested procedure / examination. For ultrasound patients. Schedule will depend on the number of	None	3 minutes	<i>Radiology Technologist</i> <i>Radiology Clerk</i> Radiology Section

Instruction will be given depending on the requested procedure / examination.	patients.			
<p>2. Will receive order of payment and proceed to the cashier section for payment.</p> <p>For patients who cannot pay the whole amount, they may ask assistance from the medical social service section of the hospital.</p>	2. Give order of payment and instruct patient to proceed to cashier section for payment.	<p>X-RAY.</p> <p>Chest PA 300.00</p> <p>Chest PA/L 400.00</p> <p>Chest ALV/Coned down 250.00</p> <p>Chest lateral 250.00</p> <p>Chest lateral decubitus 250.00</p> <p>Chest (portable) 315.00</p> <p>Ribs / Thoracic Cage 400.00</p> <p>Skull (PA/L) 400.00</p> <p>Mandible 700.00</p> <p>Mastoid 500.00</p> <p>TMJ 600.00</p> <p>Water's view 300.00</p> <p>Paranasal Sinuses 450.00</p> <p>Submentovertex / townes view 250.00</p> <p>Orbits 450.00</p> <p>Nasal bones / soft tissue lateral 500.00</p> <p>Cervical spine (A/L) 450.00</p> <p>Cervical spine (AP/L)+O 550.00</p> <p>Thoracic spine 450.00</p> <p>Lumbosacral spine</p>	3 minutes	<p><i>Radiology Technologist Radiology Clerk Radiology Section</i></p>

		450.00 Lumbosacral spine + Oblique view		
		550.00 Scoliotic study		
		900.00 Abdomen supine & upright		
		500.00 Abdomen (portable)		
		375.00 Pelvis (AP)		
		300.00 Pelvis + frog leg		
		600.00 Shoulder unilateral		
		300.00 Shoulder AP/O		
		450.00 Elbow (unilateral)		
		350.00 Ankle (unilateral)		
		350.00 Foot (unilateral)		
		350.00 Humerus (unilateral)		
		350.00 Femur (unilateral)		
		350.00 Lower leg (unilateral)		
		350.00 Hand (unilateral)		
		350.00 Wrist (unilateral)		
		750.00 Extremity (portable)		
		ULTRASOUND		
		800.00 1 Organ (including RLQ)		
		1000.00 HBT Upper abdomen		

		1200.00 Lower abdomen (KUBP or KUB + pelvic) 1200.00 Whole abdomen 2400.00 Transrectal (prostate or pelvic) 1500.00 Transvaginal 1500.00 Pelvic Gyne 1000.00 Pelvis (OB/Biometry) 1200.00 BPS 1500.00 KUB 1000.00 Breast (bilateral) 1500.00 Thyroid 1200.00 Neck 1500.00 Cranial 950.00 Scrotal w/ doppler 1500.00 Inguinoscrotal w/ doppler 1500.00		
3. Present the order of payment and pay the indicated amount at the cashier. Client will be given an official receipt.	3. Accept the order of payment at indicated amount. Give official receipt after payment.	None	3 minutes	<i>Cashier</i> Cash Section
4. Present the official receipt at the radiology section and wait for your name to be called.	4. Verify the official receipt and instruct patient wait.	None	3 minutes	<i>Radiology</i> <i>Technologist</i> <i>Radiology Clerk</i> Radiology Section
5. Proceed to the radiology section for the procedure. After the procedure, patient will be instructed on when the official results will be released.	5. call the patient and proceed to the examination room for the procedure. Give instructions when the official results will be released. <ul style="list-style-type: none"> for X-ray: 2working days 	None	15 minutes	<i>Radiology</i> <i>Technologist</i> <i>Radiology Clerk</i> Radiology Section

	<ul style="list-style-type: none"> for Ultrasound: 10 to 20 minutes after the procedure. 			
6. To claim results, present hospital card, valid ID or official receipt.	6. Verify Hospital card, valid ID or Official receipt at release official examination result.	None	3 minutes	<i>Radiology Technologist Radiology Clerk Radiology Section</i>
TOTAL:		Depending on the requested procedure	30 minutes	

ANCILLARY SERVICES DIVISION

(Rehabilitation Medicine Section)

1. CONSULTATION TO PHYSIATRIST AND PROVISION OF TREATMENT PROGRAM PROCESS

Steps for patient requesting for Psychiatrist consultation and provision of their treatment program.

Office or Division	Rehabilitation Medicine Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) Referral Form signed by the Doctor (1 original copy) Out-Patient Assessment Form (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			First Floor, Rehab Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Hospital card and referral form signed by the doctor. For patients with referral form from other hospital, present the referral form signed by the doctor and a valid ID.	1. Accept and verify the referral form signed by the doctor.	None	3 minutes	<i>Physical Therapist Rehabilitation Medicine Section</i>
2. Will receive instructions	2. Give instructions on	None	3 minutes	<i>Physical Therapist</i>

for physiatrist consultation schedule.	physiatrist consultation schedule.			Rehabilitation Medicine Section
3.1 Day of scheduled consultation: 3.1.1 Present the hospital card and referral form signed by the doctor. 3.1.2 Will receive a queuing number. 3.2 For new patients: 3.2.1 Will receive new hospital card. 3.3 For old patients: 3.3.1 Present the hospital card at the medical records for chart retrieval 3.4 for old patient without hospital card: 3.4.1 Follow the process of citizens charter for old patient without / with loss hospital cards. 3.5 Answer out-patient assessment form.	3.1 Accept the referral form signed by the doctor and verify the hospital card or valid ID. 3.2 Give patient queuing number and instruct to answer Out-patient Assessment Form.	None	5 minutes	Rehabilitation Medicine Section <i>Physical Therapist</i> Rehabilitation Medicine Section
4. Will receive and order of payment and proceed to cashier section for the payment.	4. Give an order of payment and instruct patient to proceed to the cashier section for the payment.	None	3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
5.1 Present the order of payment and pay indicated amount. 5.2 Will receive official receipt.	5.1 Accept the order of payment and indicated amount. 5.2 Give Official receipt.	NON-Senior =100 Senior=ND	3 minutes	<i>Cashier / Cashier Clerk</i> Cash Section
6. Present the official receipt to the Rehabilitation Medicine Section at wait to be called.	6. Verify Official receipt and give instructions to wait until called.	None	3 minutes	<i>Physical Therapist</i> Rehabilitation Medicine Section
7.1 Be ready for the examination. 7.2 Will receive a treatment program.	7.1 Examine the patient. 7.2 Provide the patient with a treatment program. 7.3 List down the patient	None	15 minutes	<i>Physiatrist</i>

	on the consultation logbook.			
8. Will receive an instruction and wait to be called for the treatment program to start.	8. Instruct patient to wait outside. Patient will be called for the treatment program to start.	None	3 minutes	<i>Physical Therapist Rehabilitation Medicine Section</i>
TOTAL:		100.00	40 minutes	

2. PHYSIATRIST TREATMENT PROCESS

Steps for patients requiring treatment program from the Physiatrist

Office or Division	Rehabilitation Medicine Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) Treatment program Consent form Order of Payment (1 original copy) Official Receipt (1 original copy)			First Floor, Rehab Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present hospital card and treatment program.	1. Accept the treatment program.	None	3 Minutes	Physical Therapist
2. Sign the consent form.	2. Ask the client to sign the consent form.	None	3 Minutes	Physical Therapist
3. Prepare for the treatment program.	3. Proceed to the treatment program.	None	1.5hours	Physical Therapist
4. Will receive an order of payment and proceed to cashier section for the payment. For patients who cannot pay the whole amount, they may ask assistance from the medical social service section of the hospital.	4. Give Order of payment and instruct client to proceed to cashier section for the payment.	Non-Senior =300 Senior=ND	3 minutes	Physical Therapist
5. Present order of	5. Accept order of	None	3	Cashier

payment and pay indicated amount. Will receive official receipt after payment.	payment and indicated amount. Issue official receipt.		Minutes	
6. Present official receipt to rehabilitation Medicine Section. Will receive instructions for the next treatment schedule.	6. Verify official receipt and register on out-patient logbook. Give instructions on next treatment schedule.	None	3 Minutes	Physical Therapist
TOTAL:		None	2 hours	

ANCILLARY SERVICES DIVISION

(Medical Social Service Section)

1. MEDICAL SOCIAL SERVICE ASSISTANCE PROCESS

Steps for patient requesting for medical social service assistance for medicines, laboratory and diagnostic services done outside.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card, ECG Prescription, Ancillary Request form Hospital Bills, Certified True Copy of Medical Certificate Valid ID or Barangay Clearance Barangay Indigency Certificate Authorization Letter Guarantee letter from specified agency or organization			NDH Malasakit Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For medicines: present prescription signed by the Doctor and patient's hospital card. For laboratory and radiology procedures: Present request form signed by the doctor and patient's hospital card.	1. Asses the patient or patient's relative.	None	5 Minutes	Social welfare officer

2. Will receive further instructions	2. Instruct the client to acquire Medical Certificate or Clinical Abstract at the respective ward and proceed to Medical records for certification (certified true copy) and barangay hall for the certificate of indigency.	None	3 Minutes	Social welfare officer
3. Present all the completed documents and wait for further instructions.	3. Assess and verify submitted documents prior endorsing to chosen Agency.	None	5 minutes	Social welfare officer
TOTAL:		None	13 minutes	

2. BLOOD TRANSFUSION ASSISTANCE PROCESS

Steps for patients requesting for assistance during blood transfusion.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital card, Blood request Certified True Copy of Medical Certificate or Certified True Copy of Clinical abstract Social Case Study Report Referral Letter			NDH Malasakit Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Blood Transfusion request and patient's hospital card.	1. Assess patient or patient's relatives	None	2 minutes	Social welfare officer
2. Will receive further instructions.	2. Instruct the client to acquire Medical Certificate or Clinical Abstract at the respective ward and proceed to Medical records for certification (certified true copy).	None	2 minutes	Social welfare officer
3. Present all the completed documents and wait for further instructions.	4. Verify submitted documents (certified true copy) Assess patient or patient's relatives for	None	30 minutes	Social welfare officer

Will receive Social Case Study and Referral Letter	Social Case Study and Referral Letter			
3. Proceed to laboratory section with all the documents.	5. Instruct client to proceed to laboratory section for coordination.	None	2 minutes	Social welfare officer
TOTAL:		None	36 minutes	

3. ASSISTANCE ON DISCOUNT AT EMERGENCY ROOM AND OUT-PATIENT DEPARTMENT SERVICES PROCESS

Steps for patient requesting for discount on Emergency room and Out-patient department services.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card Prescription Request Order of Payment			NDH Malasakit Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For X-ray, ultrasound, Laboratory, ECG, Physical Therapy and Dental: Present hospital card and order of payment or charge slip. For drugs and medicines: Present hospital card, prescription signed by the doctor and order of payment. For emergency room patients: Present Hospital card and charge slip.	1. Assess and interview patient or patient's relative.	None	3 minutes	Social welfare officer
2. Will be Classified according to financial status.	2. Classify patient according to financial status.	None	2 minutes	Social welfare officer
3. Will receive discounted order of payment or charge slip signed by the social worker then proceed to cashier section	3. Return the signed order of payment or charge slip and instruct client to proceed to cashier section for the payment.	None	2 minutes	Social welfare officer

for the payment.	For No Donations: instruct client to proceed to respective unit / department.			
TOTAL		None	4 minutes	

4. PROCESS FOR MALASAKIT OR DOH MAIP ASSISTANCE

Steps for hospital patients requesting for Malasakit / DOH MAIP assistance.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 copy original) Prescription (1 copy original) Request (1 copy original) Order of Payment (1 copy original) Statement of Account (1 copy original) Certified True Copy Medical Certificate Barangay Indigency (1 copy original) Malasakit Intake Sheet (1 copy original) Assessment Tool (1 copy original)		NDH Malasakit Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patients requesting assistance for: For medicines, present prescription signed by the doctor or order of payment and hospital card. For Laboratory, Radiology, 2d Echo and ultrasound procedure, present request form signed by the doctor or Order of Payment and Hospital Card.	1. Interview and assess patient or patient's relative.	None	3 minutes	Social Welfare Officer
2. For admitted patient, present Statement of Account (SOA)	2. Interview and assess patient or patient's relative.	None	3 minutes	Social Welfare Officer
3. will receive instructions	3. Instruct the client to acquire Medical Certificate or Clinical Abstract at the respective ward and proceed to Medical records for certification (certified true copy) and barangay	None	5 minutes	Social Welfare Officer

	hall for the certificate of indigency.			
4. Present all the completed documents and wait for further instructions.	4. assess and verify all submitted documents. Interview patient / patient's relative using Malasakit Intake Sheet or assessment tool. Validate Order of payment or SOA according to the service provided.	None	15 minutes	Social Welfare Officer
5. accept Order of Payment/SOA with stamp 5.1 OPD/ER return to ancillary offices. 5.2 SOA of admitted patient to admitting and cashier section.	2. Instruct client to return to respective ward or unit.	None	2 minutes	Social Welfare Officer
TOTAL:		None		

5. ASSISTANCE FROM POS (POINT OF SERVICE) PHILHEALTH PROCESS

Steps for patients requesting assistance from POS Philhealth process.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 copy original) PMRF form (1 copy original) Assessment Tool (1 copy original) Birth Certificate/ Marriage Certificate Valid ID (1 copy original)		NDH Malasakit Center/Medical Social Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to malasakit center	1. Interview and assess patient / patient's relative	None	2 minutes	Social Welfare Officer
2. Answer patient information slip.	2. Accept documents and check status of membership at Philhealth portal.	None	3 minutes	Social Welfare Officer
3. Will receive instructions.	3. Give client copy of Assessment Tool and PMRF.	None	3 minutes	Social Welfare Officer

4. Present PMRF Form and Assessment Tool	4. Accept and verify submitted documents.Enroll patient at Philhealth POS.	None	10minutes	Social Welfare Officer
5. Accept certification of enrollment to POS Philhealth.	1. Issue certification and instruct to proceed to Philhealth office or hospital staff.	None	2 minutes	Social Welfare Officer
TOTAL:		None	20 minutes	

MEDICAL SERVICES DIVISION

1. KANGAROO-MOTHER CARE PROCESS

Describe the services pursuant to essential Intrapartum Newborn care

Office or Division	PediatricsDepartment			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	Newborn weighing less than 2500 grams			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Kangaroo-Mother Care Form (1 original copy) Patient Chart (1 original copy) Consultation Record (1 original copy) Mother-Baby Dyad Monitoring Sheet (1 original copy)			Second Floor – Ward Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives patient's chart from OR/DR Identify babies for KMC	None	15 minutes	<i>Consultant on Duty</i> Pediatrics Department
2. Give consent for KMC enrollment	2.1 Explain benefits of KMC 2.2 Secure consent for enrollment to KMC	None	1 hour	<i>Consultant on Duty</i> Pediatrics Department
	3. Admits patient	None	1 hour	<i>Consultant on Duty</i> Pediatrics Department
	4. Accompanies patient to the ward and endorsement of patient to ward nurse on duty	None	30 minutes	<i>Ward Nurse on Duty</i> Nursing Service Department
5. Follow doctor's advice and orders	5. Patient is received at the ward by the ward nurse on duty and pediatrician on duty	None	30 minutes	<i>Ward Nurse on Duty</i> Nursing Service Department <i>Consultant on Duty</i>

				Pediatrics Department
	6. Orientation to KMC	None	1 hour	Consultant on Duty Pediatrics Department
	7. Daily rounds by Consultant and evaluation of patient's progress	None	30 minutes	Consultant on Duty Pediatrics Department
8. Follow doctor's discharge advice.	8. Discharge if improved or transfer to tertiary hospital for further management.	None	30 minutes	Consultant on Duty Pediatrics Department Ward Nurse on Duty Nursing Service Department
TOTAL:		None		

2. SCREENING TEST FOR NEWBORN

Indicate the steps for availing newborn screening services and diagnostics.

Office or Division	Pediatrics Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	Inborn Deliveries – on their 24 hours of life and more Outborn Deliveries – on their 24 hours of life and more			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Nbs Filter Paper (1 original copy) Hearing Screening Card (1 original copy) Registry-Card Hearing Test (1 original copy) Schedule of Release Form (1 original copy)			Second Floor – Neonatal Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to respective screening areas	1. Receives babies for screening test	Covered by Philhealth	3 minutes	<i>NBS and HEARING PERSONNEL</i>
2. Screening Test	2. Do the screening procedure		15 minutes	<i>NBS and HEARING PERSONNEL</i>
3. Schedule for release of results	3.1 1 month for NBS 3.1.1 For NBHT: passed- immediate 3.1.2 Failed- schedule for re screening or referral to		For NBS – 2 minutes For NBHT 2 minutes	<i>NBS and HEARING PERSONNEL</i>

	ENT			
TOTAL:			22 minutes	

NURSING SERVICES DIVISION

1. SATELLITE CONSULTATION PROCESS

Steps for patients seeking consultation in the satellite clinic.

Office or Division	NURSING SERVICE			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) Prescription Pad (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Referral Form (1 original copy) ER Form ER Slip Admission Chart			Satellite Clinic – ground floor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Nurse/Doctor/Triage Officer for interview	1. Interview patient/relative	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department
2. Answer questions asked by nurse/doctor	2. Triage: Categorize patient accordingly: a. Satellite patient b. ER patient If patient was categorized as ER patient, give ER slip properly filled-up and instruct patient to go to main entrance then proceed to Admitting/Registration Section	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department <i>Consultant on Duty</i> ER Department
3. Proceed to Admitting window for registration.	3. Instruct patient/relative to go to admitting section for registration (Follow	100.00	19 minutes	<i>Nurse on Duty</i> Nursing Service Department

	steps in Admitting Section in registration)			<i>Admitting Clerk Admitting Section/Records Section</i>
4. Patient shall render self for vital sign taking	4. Take patient Vital sign	None	5 minutes	<i>Satellite Nurse/ Nursing assistant</i>
5. Submit self for consultation	4. Examine patient	None	5 minutes	<i>Consultant on Duty Satellite Doctor</i>
5. Follow instructions given	<p>5.1 Patients for discharge/may go home: Instruct patient/relative of patient's home medications and date of when and where to follow up</p> <p>5.2 Patients for emergency medication/laboratory test/Radiology exam: Give request necessary forms and instruct to submit to appropriate unit/section</p> <p>5.3 Patient for observation: Explain management plan and what and why to wait</p> <p>5.4 Patients for admission: Follow steps in Emergency room Admission Process</p> <p>5.5 Patients for Transfer to other hospital: Give instruction and referral form</p>	None	25 minutes	<i>Nurse on Duty Nursing Service Department</i> <i>Consultant on Duty ER Department</i>
TOTAL:		100.00	1 hour	

2. EMERGENCY ROOM CONSULTATION PROCESS

Steps for patients seeking for emergency consultation.

Office or Division	NURSING SERVICE
Classification:	Simple

Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) ER Chart Order of Payment (1 original copy) Lost Data Sheet Form (1 original copy) Prescription Pad (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Referral Form (1 original copy) Admission Chart			Emergency Room ground floor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Hospital Main entrance and register patient to admitting section.	1. Get patient information then instruct to proceed to ER	None	10 minutes	<i>Admitting Clerk</i>
2. Go to Emergency Room	2. Receive patient	None	5 minutes	<i>Nurse on Duty Nursing Service Department</i>
3. Prepare self to answer questions regarding illness and physical exam.	3. Interview patient/relative: Classify into: Medicine Pedia Surgery OB-Gyne	None	5 minutes	<i>Nurse on Duty Nursing Service Department</i> <i>Consultant on Duty ER Department</i>
4. Submit self for consultation	4. Examine patient	None	5 minutes	<i>Consultant on Duty ER Department</i>
5. Follow instructions given by staff	5.1 Patients for discharge/may go home: Instruct patient/relative of patient's home medications and date of when and where to follow up 5.2 Patients for emergency medication/laboratory test/Radiology exam: Give request necessary forms and instruct to submit to appropriate	None	35 minutes	<i>Nurse on Duty Nursing Service Department</i> <i>Consultant on Duty ER Department</i>

	unit/section 5.3 Patient for observation: Explain management plan and what and why to wait 5.4 Patients for admission: Follow steps in Emergency room Admission Process 5.5 Patients for Transfer to other hospital: Give instruction and referral form			
TOTAL:		150.00	1 hour	

3. ADMISSION PROCESS

Steps for patient who will be admitted in the hospital.

Office or Division	Nursing Service Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Admission Order (1 original copy) Consent Form (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Reminders to Patient, Watchers and Visitors (1 original copy) Admission and Discharge Chart			First Floor – Emergency Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the doctor of patient's admission	1. Explain the urgency and importance of admission	None	10 minutes	<i>Consultant on Duty ER Department</i>
2. Sign Consent for	2. Secure consent for	None	3 minutes	<i>ER Nurse on Duty</i>

admission	admission from patient/relative			Nursing Service Department
3. Prepare self for examination relevant to admission process	3. Prepare patient for additional examinations for admission process	None	3 minutes	<i>ER Nurse on Duty</i> Nursing Service Department
4. Shall be advised to proceed to Admitting Section to bring Admitting and Discharge Record Form	4. Instruct relative to proceed to admitting section and hand over the Admitting and Discharge Record Form for processing	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department
5.1 Present Hospital Card of Patient and admitting and discharge Form to admitting section 5.2 Fill-up Patient Data Sheet 5.3 Receive 2 copies of Reminders to patient, watchers, and visitor form, read and sign 5.4 Receive back the Admission and discharge form with accomplished details of patient	5.1 Receive hospital card at Admission and Discharge Form 5.2. Instruct relative to fill up Patient Data Sheet and record patient information on registry 5.3 Explain and secure signature of patient/relative on 2 copy ng Reminders to patient, watchers, and visitor form (give 1copy to patient/relative) 5.4 Give back Admission and Discharge Form to patient/relative and instruct to return to Emergency room	None	20 minutes	<i>Admitting Clerk</i> Admitting Section
6. Bring back the Admission and Discharge Form to Emergency Room and present tonurse	6. Receive the Admission and Discharge Form the properly filled up by admitting section from relative/patient	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department
7. Wait until patient is transferred to ward	7. Instruct Institutional Worker (IW) to transfer patient to ward/unit	None	3 minutes	<i>Nurse on Duty</i> <i>Nursing Attendant</i> Nursing Service Department <i>Institutional Worker</i> Engineering and Facilities Management
TOTAL:		None	45 minutes	

Feedback and Complaints Mechanism

FFEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office Contact info: 478-5099 or complaints@arta.gov.ph</p>
How feedback is processed?	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office. Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.</p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

OFFICE FOR THE SENIOR CITIZENS' AFFAIRS

Membership & Information Management Divisions

1. Processing of Senior Citizen's ID with online QCitizen-Card Registration

Availment of Senior Citizen's Card or OSCA-ID as the "nationally uniform individual identification card" for the discounts, benefits and other privileges.

Office or Division:	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any Filipino resident of Quezon City who is sixty (60) years of age or older can obtain an OSCA Card. This may apply to seniors with "dual citizenship status" if he/she can prove his/her Filipino Citizen status and has resided in this city for at least six (6) months.	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Fully Accomplished QCitizen ID Online Form or Request for Sectoral Status Change (if already have a regular resident/non-senior QCitizen ID)</p> <p>A printable form is also available online (https://quezoncity.gov.ph...pdf) for representative and onsite assisted encoding at OSCA</p>	<p>https://qceservices.quezoncity.gov.ph</p> <p>Office for the Senior Citizens' Affairs</p>
	<p>Principal:</p> <p>QCitizen Card or any one of Valid ID* below issued at least 6 months with applicant's birthdate and address – 1-Original & 1-Photocopy</p> <ul style="list-style-type: none"> • PHILSYS National ID • UMID Card • Voter's Registration / ID • PRC ID • Philippine Driver's License • AFPSLAI / Veteran's ID • Tax Identification (TIN) ID • Postal Identity Card • Firearm License Card • Police Clearance • NBI Clearance • IBP Card <p>Philippine Passport or Dual Citizenship documents (for Filipino naturalized to another country) – 1-Original & 1-Photocopy</p> <p>Birth Certificate (if no birthdate or discrepancy on Valid ID) and Barangay Certificate of Residency (if no or different Quezon City</p>	<p>https://qceservices.quezoncity.gov.ph</p> <p>Philippine Statistics Authority SSS or GSIS COMELEC Professional Regulation Commission Land Transportation Office Armed Forces of the Philippines / PVAO Bureau of Internal Revenue PHLPOST</p> <p>Philippine National Police</p> <p>National Bureau of Investigation Integrated Bar of the Philippines</p> <p>Department of Foreign Affairs Bureau of Immigration</p> <p>Philippine Statistics Authority</p>

address, stating at least 6 months residency) – 1-Original & 1-Photocopy	and/or proper Barangay Hall
Marriage Certificate (if the applicant is a married woman whose last name is different from the Valid ID) – 1-Original & 1-Photocopy	Philippine Statistics Authority or Local Civil Registry Office
Latest digital or ID photo (2x2) – Colored with white background	
Signature or can send a digital signature (clear and uncut on any part of the signature inside the box on the form)	
Representative:	
Authorization Letter signed by the applicant	
Valid ID of representative (preferably QCitizen ID) – 1-Original & 1-Photocopy	*(same as above)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Online Application:				
a) Create a profile and account with QC E-Services, at this link – (https://qceservices.quezoncity.gov.ph/)	(on-line)	None	(on-line)	(on-line)
b) From the QC E-Services menu, select “QCitizen ID eApplication”	(on-line)	–	(on-line)	(on-line)
c) Fill-in all required information or data. If you already have a resident/non-senior QCitizen ID, select “Request for Sectoral Status Change”	(on-line)	–	(on-line)	(on-line)
d) Wait for email confirmation once your application has been approved	(on-line)	–	(on-line)	(on-line)
e) Download the “QCitizen App” on the smartphone to get a digital copy of your QCitizen ID	(on-line)	–	(on-line)	(on-line)
f) Wait for the physical ID to be delivered to your proper Barangay	(on-line)	–	(on-line)	(on-line)
For Offline / Walk-in (assisted) Application:				
a) Fully accomplished application form and	a) Evaluate the application form with	None	10 Minutes	Membership Application

present appropriate requirements.	proper documents / Verify data			Evaluator / I.M.(I.T.) Data Manager
-	b) Input Senior Citizen's information to the database.	-	10 Minutes	I.M.(I.T.) Encoder
-	c) Review and validate data.	-	10 Minutes	I.M.(I.T.) Approver / Verifier
-	d) Generate Senior Citizen's ID	-	20 Minutes	I.M.(I.T.) PVC Printer
e) Received the Senior Citizen's ID by signing the Record Book	e) Released the Senior Citizen's ID and Booklets / Tag at database	-	10 Minutes	Membership ID Issuance / I.M.(I.T.) Distributor
END OF TRANSACTION		TOTAL:	1 Hour	

2. Replacement of Senior Citizen's QCitizen / OSCA Card

The OSCA replaces Senior Citizen's ID that needs correction or updating, damage, misplaced card and transfer from another city / municipality.

Office or Division:	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Senior Citizen with existing QCitizen ID or lost OSCA Card	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal: Fully Accomplished Senior Citizen QCitizen ID Application Form (NOTE: Correction or Lost, Etc.) Valid ID* / documents showing the correct data or Barangay Certificate of Residency (if no or different Quezon City address, stating at least 6 months residency) – 1-Original & 1-Photocopy Certificate of Cancellation from origin OSCA of city / municipality and surrender the old Senior ID (for transferee to Quezon City)		Office for the Senior Citizens' Affairs A printable form is also available online (https://quezoncity.gov.ph...pdf) *Same on new applicant and/or proper Barangay Hall Other City or Municipality's OSCA
Representative: Authorization Letter signed by the applicant Valid ID of representative (preferably QCitizen ID) – 1-Original & 1-Photocopy		*(same as above)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present requirements / Surrender ID	a) Evaluate the application form with proper documents / Verify data	-	10 Minutes	Membership Application Evaluator/IM(IT) Data Manager
b) Proceed to Cashier for the payment of Senior Citizen's ID replacement	b) Issued Order of Payment / Official Receipt	Php100.00	15 Minutes	Cashier / City Treasury Office
-	c) Block / edit old data	-	10 Minutes	I.M.(IT) Adjuster
-	d) Input new Senior Citizen's information to database	-	15 Minutes	I.M.(I.T.) Encoder
-	e) Review and validate data	-	10 Minutes	IM (IT) Approver / Verifier
-	f) Generate Senior Citizen's ID	-	20 Minutes	I.M.(I.T.) PVC Printer
g) Received the Senior Citizen's ID by signing the Record Book	g) Released the Senior Citizen's ID / Tag at database	-	10 Minutes	Membership ID Issuance / I.M.(I.T.) Distributor
END OF TRANSACTION		TOTAL:	1 ½ Hour	

3. Issuance of Booklets for Medicine, DTI (Grocery) and Free Movies

The OSCA issued a discount booklet for the purchase of medicine, basic necessities or prime commodities and for availing free movies in theaters.

Office or Division:	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen with existing QCitizen ID or OSCA Card			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip			Office for the Senior Citizens' Affairs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fill-up the slip and attach ID with needed requirement	a) Verify Senior Citizen's data	None	3 Minutes	Membership Validator / IM-IT Data Manager
b) Received the Senior Citizen's ID Booklets	b) Released the Senior Citizen's Booklets	-	2 Minutes	Membership Booklets Issuance
END OF TRANSACTION		TOTAL:	5 Minutes	

4. Issuing Record Certification for other Office Transactions

The OSCA issued to any Senior Citizen the Certificate of Registration or No-Record, Certified Photocopy, Cancellation for those who moved to another city / municipality and as attachment to Burial documentation.

Office or Division:	MEMBERSHIP & INFORMATION MANAGEMENT DIVISIONS			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen with existing QCitizen ID or OSCA Card			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Senior Citizen's QCitizen ID or OSCA Card and Services Stub slip			Office for the Senior Citizens' Affairs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fill-up the slip and attach ID with needed requirement	a) Verify Senior Citizen's info's on Sectoral database	None	15 Minutes	Membership Validator / I.M. (I.T.) Evaluator
b) Received the requested document	b) Print and release the appropriate certification	-	15 Minutes	I.M. (I.T.) Certification
END OF TRANSACTION		TOTAL:	30 Minutes	

Social Pension Section

1. Application for DSWD's Social Pension for Indigent Senior Citizens

It is a program of the Department of Social Welfare and Development (DSWD) for indigent Senior Citizens. The QC Government and OSCA coordinate and only assist DSWD in the application process and payout of this program.

Office or Division:	SOCIAL PENSION SECTION			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	For indigent Senior Citizens of Quezon City who are frail, sickly or with disability and without pension or permanent source of income, compensation or financial assistance from relatives to meet their food and medicine needs as determined by DSWD-NCR Field Office.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DSWD Senior Citizen's Social Pension Application Form and Original Senior Citizen's QCitizen ID			Office for the Senior Citizens' Affairs	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present the original QCitizen ID	a) Encode the SC's infos on record and explain the process	None	10 Minutes	OSCA Social Pension Section Evaluator / Encoder
b) Wait the DSWD/SSDD Social Worker at home	b) Visit applicant for house validation	–	Within 6 Months	DSWD-NCR Field Office Staff / SSDD
c) Received a message from DSWD and/or OSCA if eligible	c) Approved are included on the payroll list	–	Within 6 Months	DSWD-NCR Field Office and OSCA
d) Notified by OSCA or Brgy. for requirement to receive the pension	d) Informing of schedule and venue of pay-out	–	Within 3 Months	OSCA and designated Barangay
e) Availing the amount on appropriated period	e) Pay-out by DSWD Paymaster and QC Treasury	–	Within a Day	Barangay, DSWD-NCR & QC / OSCA
END OF TRANSACTION		TOTAL:	About a Year*	

***NOTE:** The OSCA only accepts applications and DSWD is the final assessment and approval if an indigent Senior Citizen is qualified. Not all eligible indigent Senior Citizens will be immediately qualified for DSWD Social Pension as it is only based on currently available funds for the program and priority list depending on age group or health status.

Centenarian Section

1. Quezon City Living Centenarian Recognition, Award and Benefits

This award is recognition of legitimate city residents aged 100-years and older. Apart from the certificate, he will also receive benefits of Php100,000.00 (one -time), monthly allowance of Php1,000.00, annual birthday gift of Php1,000.00 and christmas gift of Php1,000.00 - as long as the Centenarian lives.

Office or Division:	CENTENARIAN SECTION			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City's living 100 years old and above Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Can be Apply by Representative:				
Fully Accomplished Centenarian Application Form (a printable form is also available online)		Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf		
Old OSCA Card or QCitizen ID issued at least 6 months –1-Original & 1-Photocopy		Office for the Senior Citizens' Affairs		
Certified True Copy of Birth Certificate (PSA / CCRD) or Baptismal Certificate –1-Original & 1-Photocopy		Philippine Statistics Authority or Local Civil Registry Office		
Two (2) of the following (if there is no Birth or Baptismal Certificate) –1-Original & 1-Photocopy <ul style="list-style-type: none"> • Passport (old or new) • Postal ID • Voter's Registration or ID • AFPSLAI / Veteran's ID • UMID Card • Philhealth MDR 		Department of Foreign Affairs PHLPOST COMELEC Armed Forces of the Philippines / PVAO SSS or GSIS Philippine Health Insurance Corporation		
Barangay Certificate of Residency (if the address is different from the Senior ID) – 1-Original & 1-Photocopy		Proper Barangay Hall		
One (1) whole body picture with current newspaper				
Note: Application can be made three months in advance, but verification will only begin when he/she has reached his 100th birthday.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present appropriate attachments	a) Review the Senior Citizen's information, documents and explain the process	None	10 Minutes	Centenarian Section
b) Wait the OSCA staff to visit on Centenarian's 100 th birthday or after	b) Verify the location and his/her living proof condition	-	10 Minutes	Centenarian Section Validator
c) Received the notice when	c) Informing who's to	-	Within 3 Months	Centenarian

and where the benefits will awarded	receive and what are the requirements		after the Validation	Section, Accounting and Budget Departments
d) Availed the Recognition Certificate and Php100,000.00	d) Let beneficiary sign the payroll and other docus	-	Within a Day	OCM, OSCA and Treasury Department
e) Notified for the monthly allowance of Php1,000 plus each birthday and christmas gift of Php2,000.00	e) Inform the beneficiary to collect the amount appropriate on each period	-	Quarterly <i>(it depends as long as the centenarian are living & funds)</i>	Centenarian Section and Treasury Department
END OF TRANSACTION		TOTAL:	About 3 Mos.	

Death Benefits Welfare Assistance Section

1. D.B.W.A. for the Relative of the Deceased Senior Citizens of Quezon City

The DBWA is a financial assistance amounting to Php5,000.00 for the relative of a deceased senior citizen registered with OSCA of Quezon City if he or she has died within the past three (3) months.

Office or Division:	DEATH BENEFITS WELFARE ASSISTANCE SECTION	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Relative of the deceased Senior Citizen in Quezon City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Fully accomplished S.C. Death Benefit Welfare Assistance Application Forms – 2-Copies (a printable form is also available online)	Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf
	Decedent's Original QCitizen ID or OSCA Card – 1-Original & 3-Photocopies	https://qceservices.quezoncity.gov.ph
	Decedent's Death Certificate –1-Original & 1-Photocopy	Local Civil Registry Office
	Decedent's CENOMAR from PSA (for single senior citizen) – 1-Original & 1-Photocopy	Philippine Statistics Authority
	Claimant's Valid ID* (preferably QCitizen ID) – 1-Original & 2-Photocopies	https://qceservices.quezoncity.gov.ph
	<u>ADDITIONAL REQUIREMENTS FOR CLAIMANT</u>	
	Surviving Spouse: • Claimant's Marriage Certificate – 1-Original & 2-Photocopies	Philippine Statistics Authority or Local Civil Registry Office

<p>Child:</p> <ul style="list-style-type: none"> • Death Certificate of Decedent's Spouse – 1-Original & 2-Photocopies • Claimant's Birth Certificate – 1-Original & 2-Photocopies • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online) 	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf</p>
<p>Parent:</p> <ul style="list-style-type: none"> • Decedent's Birth Certificate – 1-Original & 2-Photocopies • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online) 	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf</p>
<p>Sibling (Brother or Sister):</p> <ul style="list-style-type: none"> • Claimant's Birth Certificate – 1-Original & 2-Photocopies • Decedent's Birth Certificate – 1-Original & 2-Photocopies • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online) 	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf</p>
<p>Grandchild:</p> <ul style="list-style-type: none"> • Death Certificates of the deceased relatives above – 1-Original & 2-Photocopies • Claimant's Birth Certificate – 1-Original & 2-Photocopies • Decedent's Birth Certificate – 1-Original & 2-Photocopies • Affidavit of Undertaking and Commitment – 1-Original & 2-Photocopies (a printable form is also available online) 	<p>Philippine Statistics Authority or Local Civil Registry Office</p> <p>Office for the Senior Citizens' Affairs https://quezoncity.gov.ph...pdf</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a) Fully accomplished application form and present appropriate requirements	a) Review the Senior Citizen's infos, docus and explain the process	None	10 Minutes	D.B.W.A. Section Evaluator
-	b) Validate attached requirements received and appropriate funds	-	Within 2 Months	OCM, Budget, Accounting and Treasury Department

c) Notified that the funds are available to release	c) Inform beneficiary the requirements to receive claim	-	(via call and / or text messaging)	D.B.W.A. Section
d) Availed the Php5,000 and sign the payroll	d) Issue the Claim Stub to release	-	10 Minutes	DBWA Sec'tn & Treasury Dept.
END OF TRANSACTION		TOTAL:	About 2 Mos.	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback:	Answer the client feedback form and drop it at the designated dropbox at OSCA.
How feedbacks are processed:	<p>Every Friday, the Administrative Division opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback that need to be answered, is forwarded to the concerned Division / Section and required to respond within 7 working days.</p> <p>Answer is then forwarded to the proponent (if provided) thru address, e-mail or other form of communication.</p>
How to file a complaint:	<p>Answer the client complaint form and drop it at the designated dropbox at OSCA.</p> <p>Complaints can be sent thru e-mail at OSCA@quezoncity.gov.ph.</p>
How complaints are processed:	<p>The Administrative Division opens the drop box every Friday and evaluates the complaint.</p> <p>Complaints that need to be answered are forwarded to the concerned Division / Section and required to respond within 7 working days.</p> <p>If another office or establishment is concerning the problem, it will be notified.</p> <p>Answer is then forwarded to the proponent (if provided) thru address, e-mail or other form of communication.</p>
Contact Information of CCB, PCC, ARTA:	<p>CIVIL SERVICE COMMISSION Contact Center ng Bayan (CCB) Mag-text sa 0908-881-6565 o Tumawag sa 1-6565* Mag log-in sa www.contactcenterngbayan.gov.ph</p> <p>PHILIPPINE COMPETITION COMMISSION (PCC) Website: www.phcc.gov.ph / Telephone: 87719 722</p> <p>ANTI-RED TAPE AUTHORITY (ARTA) – arta.gov.ph</p>

OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD

1. ISSUANCE OF CERTIFICATION OF SUBDIVISION PLAN, DEEDS OF DONATIONS AND OTHER RECORDS ON FILE

A certified copy is issued to affirm that it is a copy of a record on file in the Office.

Office

Office of the Secretary to the Sangguniang Panlungsod

Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Anyone			
CLIENT STEPS	OFFICE ACTIONS (Records Section)	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Normal Health Protocol 1. Temperature Screening 2. Must Fill out the Health Declaration Form 3. Wearing of Facemask, Physical Distancing, hand hygiene and respiratory etiquette must be observed	1. Provide the Temperature Scanner/ Thermometer upon entering 2. Provide Health Declaration form 3. Provide alcohol/ hand sanitizer.		1. 3-5 Seconds 2. 1-3 minutes 3. 10-15 seconds	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Client/ Requesting Party	
1. Secure Request Form from Records	1. Provide request form		Less than minute	<i>Admin Asst.</i>

Section				
2. Fill out the request form and submit the same to the receiving area	2. Receive the filled-out form from the client		1-2 minutes	<i>Admin Asst.</i>
	2.1 Retrieval and review of the document/s requested		30 minutes	<i>Records Officer</i>
	2.2 Reproduction of document/s needed to be certified			<i>Admin Asst.</i>
	2.3 Preparation of Order of Payment		1 minute	<i>Admin Asst.</i>
3. Get Order of Payment 3.1 Pay the necessary fees at the Treasurer's Miscellaneous Cashier	3. Issue Order of Payment	Certified true copy of any document, - PHP50/ Page certification fees - PHP50	Less than 1 minute	<i>Admin Asst.</i>
4. Presentation of Official Receipt	4. Checking of Official Receipt		5 minutes	<i>Admin Asst.</i>
	4.1 Certifying of Document/s			<i>Records Officer</i>
5. Receive the	5. Releasing of		Less than 1	<i>Admin Asst.</i>

document/s requested	document/s		minute	
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2. CERTIFICATION PROCEDURE OF LEGISLATIVE MEASURE DOCUMENTS OF THE QUEZON CITY COUNCIL

A certified copy is issued to affirm that it is a copy of a legislative measure on file in the Office.

Office	Office of the Secretary to the Sangguniang Panlungsod			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Anyone			
CLIENT STEPS	OFFICE ACTIONS (Records Section)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Normal Health Protocol				
1. Temperature Screening	1. Provide the Temperature Scanner/ Thermometer upon entering		1. 3-5 Seconds	
2. Must Fill out the Health Declaration Form	2. Provide Health Declaration form		2. 1-3 minutes	
3. Wearing of Facemask, Physical Distancing, hand hygiene and respiratory etiquette must be observed	3. Provide alcohol/ hand sanitizer.		3. 10-15 seconds	

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Client/ Requesting Party	
1. Secure Request Form from Archives Section	1. Provide request form		Less than 1 minute	<i>Admin Asst.</i>
2. Fill out the request form and submit the same to the receiving area	2. Receive the filled-up form from the client		1 minute	<i>Admin Asst.</i>
	2.1 Data base searching. If found, retrieval and review of documents. <i>(for the hard copy request without CTC it will be send thru email)</i>		10-15 minutes	<i>Admin Asst.</i>
	2.2 Preparation of Order of Payment		1 minute	<i>Admin Asst.</i>
3. Get Order of Payment 3.1 Pay the necessary fees at the Treasurer's Miscellaneous Cashier	3. Issue Order of Payment	Certified true copy of document,- PHP50/ page	1 minute	<i>Admin Asst.</i>
4. Presentation of Official Receipt	4. Checking of Official Receipt		Less than 1 minute	<i>Admin Asst.</i>

<p>5. The requesting party will present and leave his/her valid ID before photocopying the document.</p>	<p>5. Desk officer will keep the ID until the document is returned</p>		<p>Less than 1 minute</p>	<p><i>Admin Asst.</i></p>
<p>5.1 requesting party will return the document and present its photocopy for certification</p>	<p>5.1 Desk officer will get the returned document and certify the client's photocopy and write the OR no. on it</p>		<p>2 minutes</p>	<p><i>Records Officer Librarian</i></p>

3. ISSUANCE OF CERTIFICATE OF APPEARANCE

The Certificate of Appearance is issued to individuals who have either researched in the office of the Secretary to the Sangguniang Panlungsod or have observed the City Council while in session.

Office	Office of the Secretary to the Sangguniang Panlungsod			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Anyone			
CLIENT STEPS	OFFICE ACTIONS (Archives Section)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Normal Health Protocol				
1. Temperature Screening	1. Provide the Temperature Scanner/ Thermometer upon entering		1. 3-5 Seconds	
2. Must Fill out the Health Declaration Form	2. Provide Health Declaration form		2. 1-3 minutes	
3. Wearing of Facemask, Physical Distancing, hand hygiene and respiratory etiquette must be observed	3. Provide alcohol/ hand sanitizer.		3. 10-15 seconds	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	

Letter Request			Client/ Requesting Party	
Letter Request	Records Section	FEESTO BEPAID	PROCESSINGTIME	PERSON RESPONSIBLE
1. Secure Request Form from Archives Section	1. Provide request form		Less than 1 minute	<i>Admin Asst.</i>
2. Fill out the request form and submit the same to the receiving area 2.1 Present valid ID	2. Receive the filled-out form from the client 2.1 Check the ID		1 minute	<i>Admin Asst.</i>
3. Receive the certificate of Appearance	3. Prepare Certificate of Appearance 3.1 Issue Certificate of Appearance	none	15 minutes	<i>Admin Asst.</i> <i>Records Officer Librarian</i>

PARKS DEVELOPMENT AND ADMINISTRATION DEPARTMENT

Environmental Services

1. Repair and Maintenance of Parks and Playground

Service Information: Provides repair and maintenance of existing parks and playgrounds within Quezon City

Office or Division:	Parks Development and Administration Department			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
Who may avail:	Barangay officials, Homeowners Associations, Schools and Constituents			
CHECKLIST OF REQUIREMENTS (2 copies each)		WHERE TO SECURE		
Letter Request		To be provided by the requesting party		
Sketch of Site		To be provided by the requesting party		
Name of Contact person and contact number		To be provided by the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for the repair and maintenance of existing parks and playgrounds in QC.	1.1 Receiving clerk records details of the request.	None	10 minutes	<i>Receiving Clerk</i>
	1.2 Dept. Head/ Asst. Head routes/ assigns it to engineer in charge on said area.	None	1 day	<i>Dept. Head/Asst. Dept. Head</i>
	1.3 Engineer-in-charge inspects, coordinates, makes report and detailed cost estimate.	None	5 days	<i>Engineer in charge</i>
	1.4 For recommendation for inclusion in the Dept.'s priority for repair and maintenance.	None	Varies	<i>Division Head</i>

	1.5 If approved and funded, actual repair or improvement shall be scheduled for implementation.	None	*Note: with approved budget and available materials * duration of actual repair varies depending on the scope of work	<i>Maintenance Operations Group</i>
	1.5.1 If the request involves minor repair only, immediate repair/action will be done	None	1 – 2 days	<i>Maintenance Operations Group</i>

2. Development of Open Spaces intended for Parks and Playground/Rehabilitation and Improvement of Existing Parks and Playground

Service Information: To develop city-owned open spaces intended for parks and playgrounds and to rehabilitate existing parks and playgrounds

Office or Division:	Parks Development and Administration Department	
Classification:	Highly Technical	
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)	
Who may avail:	Barangay officials, Homeowners Associations, Schools and Constituents	
	CHECKLIST OF REQUIREMENTS (2 copies each)	WHERE TO SECURE
	Letter Request	Requesting Party
	Copy of TCT	Register of Deeds
	Deed of Donation	QC General Services Department
	Location map/Sketch of Site	Requesting Party
	Name of contact person and contact number	Requesting Party
	<p>* For open spaces / lot which are not yet donated to the City Government</p> <ul style="list-style-type: none"> - Letter of Intent to Donate by the owner / donor. - Copies of Titles - Copies of Tax Declaration - Approved Plan <p>In case the donor is a Corporation/Association:</p> <ul style="list-style-type: none"> - Board Resolution for the signatory and 	

authority to dispose the subject properties - Secretary's Certificate - Certificate of Completion from HLURB				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting development/rehabilitation/improvement of parks/open spaces.	1.1 For recording and tagging of control number.	None	10 minutes	<i>Receiving Clerk</i>
	1.2 Dept. Head/Asst. Head routes/assigns to Research and Verification Section.	None	2 days	<i>Dept. Head/Asst. Dept. Head</i>
	1.3 If the concerned open space/park is not donated, the Parks Development and Administration Department (PDAD) will send a letter to the requesting party with information that the open space must be donated first to the city government for proper documentation and	None	2 days	<i>Research and Verification Section</i>
	planning and to be able to recommend the same for development and rehabilitation. If the owner of the lot intends to donate the open space, they can write a letter to Fixed Asset Management and Control Division (FAMCO) of the City's General Services Department (CGSD). Checklist of requirements shall be provided by GSD.			
	1.4 If concerned open space/park is donated, it will be forwarded to planning group	None	Varies depending on the nature of request/scope of	<i>Architect/Engineer-in-charge</i>

	assigned per district for inspection, preparation of plans and cost estimate.		work	
	1.5 After the preparation of plans and cost estimate, it will be forwarded to persons concerned for their signatures.	None	1 day	<i>Division Chief/Asst. Dept. Head/ Dept. Head</i>
	1.6 When all the documents are properly signed by all concerned with corresponding indorsement/reply letter, it will be forwarded to releasing/receiving section for documentation and release to requesting parties.	None	2 days	<i>Releasing/Liaison Officer</i>
	1.6.1 All completed plans and estimates will be forwarded to INFRA Committee for recommendation in the priority list of INFRA Project for bidding.		1 day	<i>Liaison Officer</i>

3. Greening Services

Service Information: Provision of greening services such as:

- a) Issuance of Certificate of No Objection for Cutting of Trees and Coconut
- b) Tree Planting
- c) Tree Cutting/trimming and balling of trees
- d) Grasscutting
- e) Landscaping

Office or Division:	Parks Development and Administration Department			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens (G2C) / Government-to-Government (G2G)			
Who may avail:	QC constituents/Establishments/Institutions/Schools/Universities			
CHECKLIST OF REQUIREMENTS (2 copies each)		WHERE TO SECURE		
Letter of Request		To be provided by the requesting party		
Supporting Documents (For cutting of trees) 1. For Lot Owners a. Photocopy of TCT b. Consent of affected neighbors (if any) c. Certificate of Residency of the owner issued by the Barangay/HOA and Certificate of No Objection d. Pictures of affected trees to be cut 2. For Private and Government Contractor a. Photocopy of the contract (specifically including the scope of work and cost estimate) b. Photocopy of the site development plan showing the affected trees. c. Certificate of Residency of the owner issued by the Barangay/HOA and Certificate of No Objection d. Pictures of affected trees to be cut		a. To be provided by requesting party b. To be provided by requesting party c. Barangay Hall or HOA Office d. To be provided by requesting party a. To be provided by requesting party b. To be provided by requesting party c. Barangay Hall or HOA Office d. To be provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit a letter request for:</p> <ul style="list-style-type: none"> • Tree cutting / trimming / grass cutting / balling • Tree planting • Tree cutting / balling permit •Landscaping •Address to: Ar. Nancy C. Esguerra – City Government Department Head III 	<p>1.1 All letter request should be addressed to the respective District Action Officer of each district.</p> <p>District 1: Ricardo T. Belmonte Jr.</p> <p>District 2: Atty, Enrile “Bong” L. Teodoro</p>			
<ul style="list-style-type: none"> •For cutting of coconut address letter to the Philippine Coconut Authority(PCA) – Dennis Andres – Regional Manager III, Regions 1, 2, 3 •For cutting of trees needing DENR Permit address letter to Jacqueline Caancan, CESO III – Regional Executive Director, DENR-NCR 	<p>District 3: Thomas John Thaddeus F. De Castro</p> <p>District 4: Alberto Flores</p> <p>District 5: William R. Bawag</p> <p>District 6: Atty. Mark Aldave</p>			
	<p>1.2Receiving section will receive the letter for recording and control number purposes.</p>	None	10 minutes	<i>Receiving clerk</i>
	<p>1.3The Dept. Head will route the letter to corresponding person in charge.</p>	None	1 day	<i>Dept. Head/Asst. Dept. Head</i>
	<p>a) Verification and inspection of the site for tree cutting/tree trimming/balling and grass cutting requests.</p>	None	3 days	<i>Nursery Division</i>

	<p>a.1) After verification, request will be forwarded to the Operation's Group for scheduling of tree cutting/balling/trimming/grasscutting.</p> <p>a.2) If the request concerns a coconut tree, the requesting party must secure a cutting permit from the Philippine Coconut Authority (PCA). Checklist of requirements will be provided by PCA.</p> <p>a.3) For fruit bearing trees/forest trees secure cutting permit at DENR, NCR.</p>		*varies depending on the size of the tree and actual situation (min. of 3 days)	<i>Nursery Operations Group</i>
	a.4) Cutting can only proceed if the requesting party has already the permit issued by the PCA/DENR.			
	b) Coordination with the HOA or the requesting party to verify if the site is feasible for tree planting.	None	3 days	<i>Nursery Division</i>
	b.1) After site verification, the requesting party will coordinate with the Operation's Group for scheduling of actual tree planting.	None	1 day	<i>Nursery Operations Group</i>

	c) Inspection and verification of the condition of the subject tree for cutting/trimming/balling.	None	1 day	<i>Nursery Division</i>
	c.1) Submission of Inspection Report to Dept. Head	None	1 day	<i>Nursery Division Head</i>
	c.2) Issuance of Certificate of No Objection	None	5 days	<i>Dept. Head</i>
	d) Inspection and preparation of landscaping plan & estimate	None	7 days	<i>Landscape Architect</i>
	d.1) For submission and approval of landscaping plan and cost estimate to the Dept. Head	None	1 day	<i>Nursery Division Head</i>
	d.2) If funded, for implementation of landscaping works	None	7 days	<i>Nursery Operations Group</i>

Note: Client Steps and Agency Actions could be done either on-site or thru on-line process at pdad@quezoncity.gov.ph or landline 8988-4242 loc. 8461/8452 provided that all the requirements are complete.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Parks Development and Administration Department.
How feedbacks are processed	<p>Every Friday, the Parks Department opens the drop box and complies and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer from three (3) to five (5) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number 8988-</p>

	4242 Loc. 8450
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Parks Department.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name -Incident -Evident <p>For inquiries and follow-ups, clients may contact the following telephone number 8988-4242 Loc. 8450</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant officer for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action. The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number 8988-4242 Loc. 8450</p>
Contact Information of CCB, PCC, ARTA	<p>PDAD: pdad@quezoncity.gov.ph</p> <p>ARTA: complaints@arta.gov.ph : 1-ARTA (2762)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

PUBLIC AFFAIRS AND INFORMATION SERVICES DEPARTMENT

PUBLIC INFORMATION OFFICE

1. Request for Coverage, Photos, Video Clips, Newspaper Clippings, News Letter Materials, IEC Materials, Broadcast Monitoring, Social Media Posting and Web Posting.

Media coverage is given to important and big events as well as to good projects the city government wants to amplify. Subsequently, these may be posted at our official social media accounts and website so the story can be further picked up by the various forms of media—television, newspaper, and radio.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		PAISD Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	20 minutes	Technical Staff

2. Request for Editorial Services (Content Creation)

Editorial services or content creation is provided to the requesting department given that facts are given and/or available.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		PAISD Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	1 hour	Technical Staff

3. Request for Service Referrals

Public/client to provide further details regarding the attending circumstances pertinent to his/her concern such as, but not limited to, the city government's projects and services.

If the issue requires further referral with other offices/departments, endorse the complaint to the offices/departments for the appropriate action which can best address the concern.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators,			

	Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		PAISD Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	30 minutes	Admin Division

4. Complaints

Feedback and complaints are welcome as it will help us improve the city's services. Citizens, institutions, and other clients may contact the department and provide us with complete details and recommended outcome or action.

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned Citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter/Request Form		PAISD Receiving Clerk		
Letter thru Social Media				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Technical Staff
	Prepares and transmit to agency concern	None	30 minutes	Dept. Head / Technical Staff

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the feedback form and drop it at the designated drop box in front of the Public Affairs and Information Services Department Office.

	<p>Contact info: 8988-4242 locals 1504, 1503, 1511, 1510 paisd@quezoncity.gov.ph</p>
How are feedbacks processed?	<p>Every Friday, a PAISD staff opens the drop box and/or emails and compiles and records all the feedback submitted.</p> <p>Record details of the feedback and communicate with the citizen/client to get all the necessary information.</p> <p>Clarify the issues of the feedback and assess thoroughly. It should be considered whether the matter should be transmitted to a specific department concerning the complaint.</p> <p>Refer the feedback to a person authorized to make a decision about the report.</p> <p>Feedback requiring answers are forwarded to the relevant offices/departments and they are required to answer within (3) days of the receipt of the feedback.</p> <p>Decide on the feedback and action to be taken.</p> <p>After the decision is made arrange implementation of the agreed action and revert back to the citizen/client.</p>
How to file complaints?	<p>In person (Hard Copy) Answer the client Complaint Form and drop it at the designated drop box in front of the Public Affairs and Information Services Department Office.</p> <p>Complaints can also be filed via telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>Email address: paisd@quezoncity.gov.ph</p> <p>For inquiries and follow-ups, clients may contact the following number: 8988-4242 local 1504</p>
How complaints are processed	<p>The PAISD designated Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start investigation and forward and forward the complaint to the relevant office for their explanation.</p>

	<p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Department/Office for appropriate action.</p> <p>The Complaints Officer will give the feedback to the citizen/client.</p> <p>For inquiries and follow-ups, citizens/clients may contact the following number: 8988-4242 local 1504</p>
<p>Contact Information of ARTA, CCB, PCC</p>	<p>ARTA: complaints@arta.gov.ph 8478-5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

PEOPLE'S LAW ENFORCEMENT BOARD

1. People's Law Enforcement Board (PLEB), Citizen's Complaint

The PLEB has the power to hear and decide citizen's complaints formally filed or referred against any uniformed member of the PNP pursuant to Section 2, Rule 11 of the Memorandum Circular No. 2016-002 re: Revised Rules of Procedure Before the Administrative Disciplinary Authorities and the Internal Affairs Service of the Philippine National Police.

Office or Division:	PEOPLE'S LAW ENFORCEMENT BOARD			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, and G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Sworn Statement/Notarized Complaint Affidavit accompanied by a Certificate of Non-Forum shopping, Affidavits of Witnesses, and documentary evidence, if any. [Submit in seven (7) copies/sets]		Prepared by the Complainant himself or with the assistance of a public lawyer or private counsel. If the complaint is verbally made, an authorized officer of this office may assist the complainant in preparing his/her complaint-affidavit and other documents in support thereof.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client	None	1minute	Ernesto G. De Leon
2. The complainant may narrate his/her complaint and put it in writing afterward.	2. Interview the complainant and explain the probability of his/her case and the case procedure.	None	30 minutes to 1 hour.	Terence Thomas M. Cosare, Board Secretary IV
3. Submit seven (7) sets of the required documents to receiving area *Make sure to wait for the received copy of the submitted documents	3. Receive the required documents and check for completeness 3.1 Give the received copy of the documents to the complainant/s and inform him/her that we will review his/her complaint and will notify him/her through his/her contact information for the proper disposition of	None	15minutes	Joanna Marie A. Salalila, Senior Administrative Asst. II or Ma. Nazareth B. Umali, Senior Administrative Asst. II

	the complaint. 3.2 If the complaint has probable cause, the Board Secretary will prepare a formal charge and the case will submit for raffling.			
	4. Case Raffling	None	5minutes	Patricia T. Bautista, Clerk
	5. Docket the complaint and turn it over to the assigned Encoder	None	3 minutes	Patricia T. Bautista, Records Clerk
4. Complainant may file a Motion for PREVENTIVE SUSPENSION (Not exceeding 90 days)	6. The Board will conduct deliberation regarding the motion.	None	2 hours	Members of the Board where the case was raffled.
	7. Issue Summons to the respondent/s	None	15 minutes	Assigned Encoder
5. Filing of Counter-Affidavit/Answer (Respondent/s of the Case) *Make sure to wait for the received copy of the submitted documents <i>[The Respondent/s may file their Answer seven (7) working days from receipt of the summons. Respondent/s must furnish the Complainant/s thru personal service, registered mail, or private courier before filing.]</i>	8. Receive Counter-Affidavit/Answer and check for completeness.	None	15 minutes	Joanna Marie A. Salalila, Senior Administrative Asst. II or Ma. Nazareth B. Umali, Senior Administrative Asst. II
	9. Turn over to the assigned Encoder for the issuance of Notice for Clarificatory Hearing	None	15 Minutes	Assigned Encoder
	10. Delivery of Notice for Clarificatory	None	Assigned process server	Assigned Process Server

	Hearing		must serve the notices within twenty four (24) hours from receipt of the documents	
6. Attendance of both parties with their respective counsel, witnesses, if any, is required *PNP member must be in complete uniform	12. Pre-hearing conference <i>[Within fifteen (15) days from receipt of the Counter-Affidavit/Answer the Board Members shall conduct the pre-hearing conference for the purpose of: (a) defining and simplifying the issues of the case; (b) entering into admissions and/or stipulation of facts; (c) marking of exhibits after proper identification by the parties/signatories; and (d) threshing out other matters relevant to the case]</i>	None	At least (2) hours. *Multiple hearing days may be calendared as necessary.	Members of the Board where the case was raffled, Board Secretary, assigned Stenographer, assigned Encoder, and assigned Process Server Joanna Marie A. Salalila
7. Submission of Position Papers of both parties [Fifteen (15) days from termination of the pre-hearing conference]	13. Receive the Position Papers and check for completeness <i>[The Board may conduct clarificatory hearing within five (5) days from receipt of the position paper of the parties after the expiration of the period to file the same]</i>	None	15 Minutes	Joanna Marie A. Salalila, Senior Administrative Asst. II or Ma. Nazareth B. Umali, Senior Administrative Asst. II

	14. Submit the case for Resolution 14.1. Issuance of Decision	None	Sixty (60) days from the time the case filed	Members of the Board where the case was raffled.
	15. Delivery of Decision	None	Assigned process server must serve the notices within twenty four (24) hours from receipt of the documents	Assigned Process Server
8. Filing of Motion for Reconsideration [The Party adversely affected by the decision may file a motion for reconsideration within ten (10) days from receipt of a copy of the decision]	16. Receive the required documents and check for completeness	None	15 minutes	Joanna Marie A. Salalila, Senior Administrative Asst. II or Ma. Nazareth B. Umali, Senior Administrative Asst. II
9. Filing of Notice of Appeal [NAPOLCOM RAB (Regional Appellate Board) Appeals from the decision of the PLEB shall be taken by the party adversely affected by filing a NOTICE OF APPEAL. Copy furnish the other party, within ten (10) days from receipt of a copy of the decision]	17. Receive the required documents and check for completeness	None	15 minutes	Joanna Marie A. Salalila, Senior Administrative Asst. II or Ma. Nazareth B. Umali, Senior Administrative Asst. II

2. People’s Law Enforcement Board (PLEB) Clearance

The PLEB Clearance or Certification is issued to any Philippine National Police (PNP) member indicating the pendency or non-pendency of an administrative case against PNP Member.

Office or Division:	PEOPLE’S LAW ENFORCEMENT BOARD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PNP members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be in complete PNP Uniform 2. One (1) photocopy of PNP I.D.		PNP Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office lobby	1. Give the Log Book to the client	None	1minute	Ernesto G. De Leon
2. Submit the required document and fill-out the Application Form and the Order of Payment *Make sure to ask for Certified True Copy if needed	2. Receive the required document and check for completeness 2.1 Issue the Order of Payment if the required document is given 2.2 Start processing the request		5 Minutes	Clearance Officers Patricia T. Bautista Ernesto G. De Leon Josefina Gamba
3. Pay the required fees at the City Treasurer’s Office by showing the Order of Payment. *Make sure to secure Official Receipt, it will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issuance of the Official Receipt	PHP 50/Clarence or Certification and PHP 10/page of Certified True Copy	15m. inutes	City Treasurer’s Office
Return to the PLEB Office for the processing and release of Clearance or Certification	4. Check the Official Receipt 4.1 Issue the Certificate or Clearance to the PNP member		15 Minutes	Clearance Officers Patricia T. Bautista Ernesto G. De Leon Josefina Gamba Donjon M. Valino

PROCUREMENT DEPARTMENT

Procurement of Goods and Services

1. Receipt of Purchase Request for Goods and Services

Submission of End-user's Request / Project to the Procurement Department for procurement process (Goods and Services)

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Procuring Entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Purchase Request (PR) (Duly signed by the Department Head)			Procuring Entity	
Project Procurement Management Program			Procuring Entity	
Advice of Allotment			City Budget Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of all the requirements	Receives and records	N/A	One (1) day	Receiving Clerk
	Route PR to the Department Head for instruction	N/A	One (1) day	Immediate Staff
	Evaluation, categorization and assignment of Project No.	N/A	Five (5) days	Technical Evaluators
	Validates PR from the submitted PPMP and available appropriation	N/A	Three (3) days	Database Management Division Staff
	Canvass of price (<i>Sec. 7.3.4, RA 9184</i>)	N/A	Three (3) days	Canvasser
	Evaluation of prices based on canvass, recommendation for Approved Budget for the Contract and determination of mode of procurement	N/A	Three (3) days	Technical Evaluators

	Transmit PR to HOPE for approval	N/A	One (1) day	Technical Support Staff
TOTAL			Seventeen days (17) days & Two (2) hours	

2. Receipt of Project Procurement Management Plan for Goods and Services

Submission of End-user's Project Procurement Management Plan to the City Budget Department to be forwarded to the Procurement Department for procurement process (Goods and Services)

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Procuring Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Procurement Management Program		Procuring Entity submitted to City Budget Department		
Advice of Allotment		City Budget Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of all the requirements	Receives and records	N/A	One (1) day	Receiving Clerk
	Route PPMP to the Department Head for instruction	N/A	One (1) day	Immediate Staff
	Evaluation, categorization and assignment of Project No.	N/A	Five (5) days	Technical Evaluators
	Consolidate PPMP into APP and validate from the available Appropriation	N/A	Three (3) days	Database Management Division Staff
	Canvass of price (Sec. 7.3.4, RA 9184)	N/A	Three (3) days	Canvasser
	Evaluation of prices based on canvass, recommendation for Approved Budget for the Contract and determination of mode of procurement	N/A	Three (3) days	Technical Evaluators
	Preparation and Issuance of Notices to	N/A	One (1) day	Immediate Staff

	respective End-Users, BAC Members and TWG for the pre-procurement conference for above 2 Million projects (Sec. 20, RA 9184)			
Physical / Virtual Participation in the scheduled activity	Conducts pre-procurement conference for above 2 Million projects (Sec. 20, RA 9184)	N/A	Two (2) Hours	Bids and Awards Committee (Created as per Sec 11, RA 9184 and Executive Order No. 6 S2016) , Secretariat, Technical Working Group, Evaluators
TOTAL			Eighteen days (18) days & Four (4) hours	

3. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/ suppliers for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilGEPS Registration Certificate (Platinum – 3 pages)		Philgeps website		
Document Requests List (DRL)		Philgeps website		
Authorization to Purchase Bidding Documents - Corporate Secretary Certificate for corporation (specific for the project) - Special Power of Attorney for single proprietorship (specific for the project)		Supplier / Bidder		
Notarized Joint Venture Agreement (as applicable)		Supplier / Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation of Philippine Bidding Documents (Sec. 10 and 17, RA 9184)	N/A	Two (2) days	Technical Evaluators
	Posting of bid opportunities in the PhilGEPS website	N/A	One (1) day*	Technical Services Division and Administrative Services

	(Sec 21 Ra 9184), agency website, and in conspicuous places.			Staff
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Prebid Conference and Opening of Bids	N/A	One (1) day	Immediate Staff
Submission of all the requirements	Preparation of the order of payment for the sale of Philippine Bidding Documents	N/A	One (1) day	Technical Support Staff
	Routing of order of payment for signature of the OIC-PSMD, OIC-DASD and the Department Head	N/A	One (1) day	Immediate Staff
Settle the order of payment	Order of Payment with ITB Cost * More than 1 Million up to 5 Million * More than 5 Million up to 10 Miliion *More than 10 Million up to 50 Milltion *More than 50 Million up to 500 Million	5,000.00 10,000.00 25,000.00 50,000.00	One (1) day	City Treasurer's Office
Accomplishment of the acknowledgement Receipt	Reproduction and selling of the Philippine Bidding Documents	N/A	One (1) day	Technical Support Staff
Physical / Virtual Participation in the scheduled activity	Conducts pre-bid conference (Sec 22 RA 9184)	N/A	Two (2) hours*	Bids and Awards Committee, Secretariat, Technical Working Group, Evaluators
	Issuance and posting of the Supplemental Bid Bulletin if necessary	N/A	One (1) day	Technical Evaluators
	Preparation of Eligibility / Technical and Financial Checklist	N/A	One (1) day	Technical Evaluators
Submission of Duly	Received Bid	N/A	Three (3) Hours*	Documentation and

Accomplished Bid Documents	Documents (Sec 25 RA 9184)			Administrative Services Division Staff
Physical / Virtual Participation in the scheduled activity	Opening of Bids, evaluates the submitted bid documents and recording, encoding and virtual posting of Abstract of Bids as Read. (Sec. 29 and 30, RA 9184) Issuance of Notice of Failure if applicable / necessary	N/A	Four (4) Hours*	Bids and Awards Committee, Secretariat, Technical Working Group, Evaluators, Technical Services Division Staff
TOTAL			Ten (10) Days & Nine (9) Hours	

4. Alternative Mode Procurement

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Requests List (DRL)		Philgeps website		
Accomplished Request for Quotations (RFQ)		Procurement Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares Prior Resolution (Sec. 48 and 17, RA 9184)	N/A	Two (2) days	Technical Services Division Staff
	Prepares Request for Quotation (RFQ) (Annex H, RA 9184)	N/A	One (1) day	Technical Services Division Staff
	Posting of Request for Quotation (RFQ) in Philgeps Website and Agency Website	N/A	One (1) day	Technical Services Division Staff
Submission of all the requirements	Issuance of Request for Quotation (RFQ) may be downloaded	N/A	One (1) day	Technical Services Division Staff

	<i>from Philgeps Website)</i>			
	<i>Submission of Request for Quotation</i>	N/A	Two (2) Hours	Documentation and Administrative Services Division Staff
	<i>Preparation of Quotation Checklist</i>	N/A	One (1) day	Technical Support Staff
	<i>Opening of Quotations, evaluation of the submitted quotations. Recording, encoding and virtual posting of Abstract of Quotations as Read.</i>	N/A	Four (4) Hours	Bids and Awards Committee Representative, Secretariat, Technical Working Group, Evaluators, Technical Services Division Staff
	<i>Issuance of Notice of Failure if applicable / necessary</i>			
TOTAL			Six (6) Days & Six (6) Hours	

5. Bid / Post Evaluation and Post-Qualification

The Procurement Department conducts various Bid / Post Evaluation and Post-Qualification for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Lowest / Single Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Determines the lowest calculated bid and prepares the abstract of bids as calculated and notice of lowest / single calculated bid</i>	N/A	<i>Seven (7) days *</i>	Technical Working Group, Technical Evaluators
<i>Submission of all Post-Qualification Requirements</i>	<i>Conducts post-qualification and prepares reports (Sec. 34, RA 9184)</i>	N/A	<i>Forty-five (45) days *</i>	Technical Working Group, Technical Evaluators
TOTAL			Fifty Two (52) Days	

6. Documentation and Issuance of Notice of Award, Purchase Order / Contract and Notice to Proceed

The Procurement Department conducts various documentation for the procurement of Goods and Services.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Lowest /Single Calculated Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Performance Security a) Cash or cashier's / manager's check issued by a Universal or Commercial Bank b) Bank draft / guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: <i>Provided, however,</i> That it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank. c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request.</i> <i>Preparation of Notice of Award, Purchase Orders/Contracts and Notice to Proceed for approval of the BAC and HOPE</i>	N/A	Twenty (20) days*	Technical Services Division Staff, Bids and Awards Committee, Head of the Procuring Entity
Submission of Performance Security	<i>Notifies the winning bidder and Issues the Notice of Award</i>	N/A	Three (3) days*	Technical Services Division Staff
	<i>Coordination with City Accounting Department for the Certificate of Availability of Funds</i>	N/A	Seven (7) days*	Technical Services Division Staff

	<p><i>Issues Purchase Order/ Contract and Notice to Proceed</i></p> <p><i>Posts award notice in the PhilGEPS and QC website. Scan and reproduce procurement documents for archival and transmittal of the original copy to the City Accounting Department and photocopy to the Commission on Audit</i></p> <p><i>Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</i></p>			
TOTAL			Thirty (30) Days	

Procurement of Infrastructure Projects

1. Receipt of Request for Infrastructure Projects

Submission of End-user's Request / Project to the Procurement Department for procurement process (Infrastructure)

Office or Division:	Procurement Department		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Procuring Entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Project Procurement Management Program	Procuring Entity		
Advice of Allotment	City Budget Department		
Program of Works, Agency Estimates, Approved Plans, Certificate of Compliance, B1 – Project	City Engineering Department, City Planning Department, City Architect Department and Parks Development &		

Identification Report, B2 – Project Validation Report, Site Development Plan, Profile Sheet, typical section & Details, Drainage details where applicable, Technical Specifications, Detailed Breakdown of ABC, Approved PERT/CPM Network Diagram, Schedule of Work (List of Key Personnel and List of Major Equipment)		Administration Department, Procuring Entity		
Certificate of Non-litigation		Secretary to the Mayor / Infra Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of all the requirements	Receives and determines the completeness of documents	N/A	One (1) day	Receiving Clerk (Infra), BAC- Infra Secretariat
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the pre-procurement conference for above 2 Million projects (Sec. 20, RA 9184)	N/A	One (1) day	BAC- Infra Secretariat
Physical / Virtual participation in the scheduled activity	Conducts pre-procurement meeting for 5 Million and above (Sec. 20, RA 9184) to determine the readiness of the proposed project for procurement	N/A	One (1) hour only	Bids and Awards Committee (Created as per Sec 11, RA 9184 and Executive Order No. 6 S2016), Secretariat, Technical Working Group, Evaluators
TOTAL			Three (3) Days & One (1) Hour	

2. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/ suppliers for the procurement of Infrastructure Projects

Office or Division:	Procurement Department
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Suppliers / Bidders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Supplier / Bidder
PhilGEPS Registration Certificate (Platinum – 3	Philgeps website

pages)				
Document Requests List (DRL)		Philgeps website		
Authorization to Purchase Bidding Documents - Corporate Secretary Certificate for corporation (specific for the project) - Special Power of Attorney for single proprietorship (specific for the project)		Supplier / Bidder		
Notarized Joint Venture Agreement (as applicable)		Supplier / Bidder		
PhilGEPS Registration Certificate (Platinum – 3 pages)		Philgeps website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation of Philippine Bidding Documents (<i>Sec. 10 and 17, RA 9184</i>)	N/A	Three (3) days	BAC Technical Working Group
	Posting of bid opportunities in the PhilGEPS website (<i>Sec 21 Ra 9184</i>), agency website, and in conspicuous places.	N/A	One (1) day*	BAC Infra Secretariat, Database Management Division Staff and Administrative Services Staff
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Prebid Conference and Opening of Bids	N/A	One (1) day	BAC Infra Secretariat
Submission of all the requirements	Preparation of the order of payment for the sale of Philippine Bidding Documents	N/A	One (1) day	BAC Infra Secretariat
	Routing of order of payment for signature of the OIC-PSMD, OIC-DASD and the Department Head	N/A	One (1) day	Immediate Staff
Settle the order of payment	Order of Payment with ITB Cost * More than 1 Million up to 5 Million * More than 5 Million up to 10 Miliion *More than 10 Million up to 50 Milltion *More than 50 Million up to 500 Million	5,000.00 10,000.00	One (1) day	City Treasurer's Office

		25,000.00		
		50,000.00		
Accomplishment of the acknowledgement Receipt	Reproduction and selling of the Philippine Bidding Documents	N/A	One (1) day	BAC Infra Secretariat
Physical / Virtual Participation in the scheduled activity	Conducts pre-bid conference (Sec 22 RA 9184)	N/A	Two (2) hours*	Bids and Awards Committee, Secretariat, Technical Working Group, Evaluators
	Issuance and posting of the Supplemental Bid Bulletin if necessary	N/A	One (1) day	Technical Evaluators
	Preparation of Eligibility / Technical and Financial Checklist	N/A	One (1) day	Technical Working Group
Submission of Duly Accomplished Bid Documents	Received Bid Documents (Sec 25 RA 9184)	N/A	Three (3) Hours*	Documentation and Administrative Services Division Staff
Physical / Virtual Participation in the scheduled activity	Opening of Bids, evaluates the submitted bid documents and recording, encoding and virtual posting of Abstract of Bids as Read. (Sec. 29 and 30, RA 9184) Issuance of Notice of Failure if applicable / necessary	N/A	Four (4) Hours*	Bids and Awards Committee, Secretariat, Technical Working Group, Evaluators, Technical Services Division Staff
TOTAL			Eleven (11) Days & Nine (9) Hours	

3. Alternative Mode Procurement

The Procurement Department conducts various Alternative Mode of Procurement for the procurement of Infrastructure Projects.

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Requests List (DRL)		Philgeps website		
Accomplished Request for Quotations (RFQ)		Procurement Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares Prior Resolution (<i>Sec. 48 and 17, RA 9184</i>)	N/A	Two (2) days	Technical Working Group
	Prepares Request for Quotation (RFQ) (<i>Annex H, RA 9184</i>)	N/A	One (1) day	Technical Working Group
	Posting of Request for Quotation (RFQ) in Philgeps Website and Agency Website	N/A	One (1) day	Technical Working Group
Submission of all the requirements	<i>Issuance of Request for Quotation (RFQ may be downloaded from Philgeps Website)</i>	N/A	One (1) day	Technical Working Group
	<i>Submission of Request for Quotation</i>	N/A	Two (2) Hours	Documentation and Administrative Services Division Staff
	<i>Preparation of Quotation Checklist</i>	N/A	One (1) day	Technical Support Staff
	<i>Opening of Quotations, evaluation of the submitted quotations. Recording, encoding and virtual posting of Abstract of Quotations as Read.</i> <i>Issuance of Notice of Failure if applicable / necessary</i>	N/A	Four (4) Hours	Bids and Awards Committee Representative, Secretariat, Technical Working Group, Evaluators, Technical Services Division Staff

TOTAL	Six (6) Days & Six (6) Hours
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4. Bid / Post Evaluation and Post-Qualification

The Procurement Department conducts various Bid / Post Evaluation and Post-Qualification for the procurement of Infrastructure Projects

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Lowest / Single Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Determines the lowest calculated bid and prepares the abstract of bids as calculated and notice of lowest / single calculated bid</i>	N/A	<i>Seven (7) days</i> *	Technical Working Group, Technical Evaluators
<i>Submission of all Post-Qualification Requirements</i>	<i>Conducts post-qualification and prepares reports(Sec. 34, RA 9184)</i>	N/A	<i>Forty-five (45) days</i> *	Technical Working Group, Technical Evaluators
TOTAL		Fifty Two (52) Days		

5. Documentation and Issuance of Notice of Award, Purchase Order / Contract and Notice to Proceed

The Procurement Department conducts various documentation for the procurement of Infrastructure Projects

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Lowest /Single Calculated Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Performance Security a) Cash or cashier's / manager's check issued by a Universal or Commercial Bank				

<p>b) Bank draft / guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: <i>Provided, however, That it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank.</i></p> <p>c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request.</i></p> <p><i>Preparation of Notice of Award, Purchase Orders/Contracts and Notice to Proceed for approval of the BAC and HOPE</i></p>	N/A	Twenty (20) days*	Technical Working Group
Submission of Performance Security	<i>Notifies the winning bidder and Issues the Notice of Award</i>	N/A	Three (3) days*	Technical Working Group
	<p><i>Coordination with City Accounting Department for the Certificate of Availability of Funds</i></p> <p><i>Issues Purchase Order/ Contract and Notice to Proceed</i></p> <p><i>Posts award notice in the PhilGEPS and QC website. Scan and reproduce procurement documents for archival and transmittal of the original copy to the City Accounting Department and photocopy to the Commission on Audit</i></p> <p><i>Note: Sanctions and Grounds for</i></p>	N/A	Seven (7) days*	Technical Working Group

	<i>Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</i>			
TOTAL			Thirty (30) Days	

* Within the allowable time as per RIRR of RA 9184

Procurement of Consultancy Services

1. Receipt of Request for Consultancy Services

Submission of End-user's Request / Project to the Procurement Department for procurement process (Consultancy Services)

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Procuring Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Procurement Management Program		Procuring Entity		
Advice of Allotment		City Budget Department		
Approved Terms of Reference		Procuring Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission all the requirements	Receives and determines the completeness of documents	N/A	One (1) day	Receiving Clerk (Infra), BAC- Infra Secretariat
	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the pre-procurement conference for above 2 Million projects (Sec. 20, RA 9184)	N/A	One (1) day	BAC Secretariat
Physical / Virtual Participation in the	Conducts pre-procurement meeting for 1 Million and	N/A	One (1) hour only	Bids and Awards Committee (Created as per Sec 11, RA 9184)

scheduled activity	above (Sec. 20, RA 9184) to determine the readiness of the proposed project for procurement			and Executive Order No. 6 S2016) , Secretariat, Technical Working Group, Evaluators
TOTAL			Two (2) Day & One (1) Hour	

2. Public Bidding Activities

The Procurement Department conducts Public Bidding enjoined by prospective bidders/ suppliers for the procurement of Consultancy Services

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Suppliers / Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Supplier / Bidder		
PhilGEPS Registration Certificate (Platinum – 3 pages)		Philgeps website		
Document Requests List (DRL)		Philgeps website		
Authorization to Purchase Bidding Documents - Corporate Secretary Certificate for corporation (specific for the project) - Special Power of Attorney for single proprietorship (specific for the project)		Supplier / Bidder		
Notarized Joint Venture Agreement (as applicable)		Supplier / Bidder		
PhilGEPS Registration Certificate (Platinum – 3 pages)		Philgeps website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Preparation of Philippine Bidding Documents (Sec. 10 and 17, RA 9184)	N/A	Three (3)days	BAC - INFRA Secretariat
	Posting of bid opportunities in the PhilGEPS website (Sec 21 Ra 9184), agency website, and in conspicuous places.	N/A	One (1) day	BAC - INFRA Secretariat

	Preparation and Issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Prebid Conference and Opening of Bids	N/A	One (1) day	BAC - INFRA Secretariat
Submission of Document Requests List	Issuance of Eligibility Documents (<i>Sale of documents not required</i>)	N/A	One (1) day	BAC - INFRA Secretariat
Submission of Duly Accomplished Eligibility Documents	Receives eligibility documents (<i>Sec. 24.4.1, RA 9184</i>)	N/A	Two (2) hours	DASD Staff
	Opening of Eligibility Requirements, evaluates the submitted eligibility documents and records/encodes the eligibility results (<i>Sec. 24.4, RA 9184</i>)	N/A	Two (2) hours	BAC INFRA, TWG and Procurement staff
Issuance of Notice of Eligibility and Shortlisting	Order of Payment with ITB Cost * More than 1 Million up to 5 Million * More than 5 Million up to 10 Miliion *More than 10 Million up to 50 Milltion *More than 50 Million up to 500 Million	5,000.00 10,000.00 25,000.00 50,000.00	One (1) day	City Treasurer's Office
Physical / Virtual Participation in the scheduled activity	Conducts pre-bid conference (<i>Sec. 22, RA 9184</i>)	N/A	One (1) hour only	BAC Infra TWG BAC -INFRA Sec.
Submission of Duly Accomplished Bid Documents	Receives bid documents (<i>Sec. 25, RA 9184</i>)	N/A	Two (2) hours	DASD Staff
	Opening of bids, evaluates the submitted bid documents and records/encodes the bid results (<i>Sec. 29 and 30, RA 9184</i>)	N/A	Five (5) hours	BAC INFRA, TWG and Procurement staff

TOTAL	Twenty-Five (25) Days & Twelve (12) Hours
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3. Eligibility, Bid Evaluation and Post Evaluation

The Procurement Department conducts various Eligibility, Bid Evaluation and Post Evaluation for the procurement of Consultancy Services

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Lowest / Single Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Eligibility and Technical Documents				
Financial Document				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Shortlisting Process with approval of the HOPE</i>	N/A	<i>Seven (7) days</i>	Technical Working Group – BAC INFRA & Consultancy
	<i>Determines the single/highest rated bid and prepares the abstract of bids</i>	N/A	<i>Seven (7) days</i>	Technical Working Group – BAC INFRA & Consultancy
	<i>Approval of Ranking by the HOPE</i>	N/A	<i>Two (2) days</i>	Technical Working Group – BAC INFRA & Consultancy
	<i>Conducts post-qualification and prepares reports (Sec. 34, RA 9184)</i>	N/A	<i>Forty-five (45) days</i>	Technical Working Group – BAC INFRA & Consultancy
TOTAL		Sixty-One (61) Days		

4. Documentation and Issuance of Notice of Award, Purchase Order / Contract and Notice to Proceed

The Procurement Department conducts various documentation for the procurement of Consultancy Services

Office or Division:	Procurement Department			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Lowest /Single Calculated Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Performance Security a) Cash or cashier's / manager's check issued by a Universal or Commercial Bank b) Bank draft / guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: <i>Provided, however,</i> That it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank. c) Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Preparation of the BAC Resolution on Award and coordination with the City Budget Department for the Obligation Request.</i> <i>Preparation of Notice of Award, Purchase Orders/Contracts and Notice to Proceed for approval of the BAC and HOPE</i>	N/A	Twenty (20) days*	Technical Services Division Staff, Bids and Awards Committee, Head of the Procuring Entity
Submission of Performance Security	<i>Notifies the winning bidder and Issues the Notice of Award</i>	N/A	Three (3) days*	Technical Services Division Staff
	<i>Coordination with City Accounting Department for the Certificate of Availability of Funds</i>	N/A	Seven (7) days*	Technical Services Division Staff

	<p><i>Issues Purchase Order/ Contract and Notice to Proceed</i></p> <p><i>Posts award notice in the PhilGEPS and QC website. Scan and reproduce procurement documents for archival and transmittal of the original copy to the City Accounting Department and photocopy to the Commission on Audit</i></p> <p><i>Note: Sanctions and Grounds for Blacklisting are imposed on Competitive Bidding Stage and Contract Implementation Stage as per GPPB Resolution No. 09-2004</i></p>			
TOTAL			Thirty (30) Days	

* Within the allowable time as per RIRR of RA 9184

QUEZON CITY PUBLIC EMPLOYMENT SERVICE OFFICE

Public Employment Service Office Employment Facilitation Program

1. Employment Facilitation

The Employment Facilitation program provides services to Quezon City and non-Quezon City residents with employment opportunities through job matching and referrals.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Resume/ Bio Data			Not applicable	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s will register by sending their applications to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/employer list of applicants matched from job vacancy/ies		10 Minutes	<i>Client Assistance Officer</i>
		Total	30 Minutes	
B. Walk-in Applicants Applicant/s will register using the computer provided by QCPESO.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/employer		10 Minutes	<i>Client Assistance</i>

	list of applicants matched from job vacancy/ies			<i>Officer</i>
		Total		

2. Employers' Accreditation

The Employers' Accreditation program conducts certification of employers or companies that offer job and training opportunities.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Direct Companies and Manpower Agencies Local and Abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Business Permit 2. BIR Certificate 3. SEC/DTI Registration 4. Company Profile 5. Job Vacancies with qualification (for local employment) 6. Job Order (for overseas employment) 7. DOLE License (for local manpower agencies) 8. POEA License (for overseas recruitment agencies) 9. List of Clients (for local manpower agencies) 10. PhilJobnet Registration 11. Letter of Intent addressed to PESO Head 		Business Permit and Licensing Department Bureau of Internal Revenue Securities and Exchange Commission/Department of Trade and Industry Not applicable Not applicable Philippine Overseas Employment Administration Department of Labor and Employment Philippine Overseas Employment Administration Not applicable Philjobnet.com Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employers will send their list of requirements to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Assessment/ Checking of requirements	None	1 Day	<i>Client Assistance Officer</i>
	2. Validation/ Verification of application		1 Day	<i>Labor and Employment Officer</i>
	3. Approval of			<i>PESO Head</i>

	Accreditation 4. Upon request, issuance of Certificate of Accreditation		5 Minutes	<i>Client Assistance Officer</i>
		Total	2 Days and 5 Minutes	

Public Employment Service Office Extended Services

1. Workers Hiring for Infrastructure Projects (WHIP)

The Workers Hiring for Infrastructure Projects (WHIP) program requires construction companies, including the Department of Public Works and Highways and contractor for government-funded infrastructure projects, to hire 30% of skilled and 50% of unskilled labor requirements from the areas where the project is constructed/located.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Simple			
Type of Transaction:	Government to Private Companies			
Who may avail:	Private Construction Companies (Contractor)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent address to PESO Department Head		Employer/ Company		
Notice of Award		Bids and Awards Committee		
Notice of Commence/Proceed		Business Permit and Licensing Department		
List of Labor Requirements		Employer/ Company		
Government Issued IDs of Workers		Government Agencies		
Skills Registry System (SRS) Form		Quezon City Public Employment Service Office		
Pictures of Publications posted in Three (3) Conspicuous Areas		Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client/s will fill out the Skills Registry System (SRS) Form of Quezon City Public Employment Service Office. 2. Together with the SRS Form, client/s will submit all necessary requirements.	1. Encoding of information found in the Skills Registry System Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Verification of submitted requirements		10 Minutes	<i>Client Assistance Officer</i>
	3. Endorse to the Project Officer		5 Minutes	<i>Client Assistance Officer</i>
	3. Validation of application by the Project Officer			<i>Project Officer</i>
4. Issuance of Certificate of Compliance signed by the Office Head		<i>Client Assistance Officer</i>		
		Total	20 Minutes	

2. **Kasambahay Program**

The Kasambahay Program provides assistance for the welfare of domestic workers.

Office or Division:	Public Employment Service Office/ Special Project Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof of Residency			Barangay Hall	
Contract between Employer and Employee			Employer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS Form, client/s will submit the requirement/s.	1. Encoding of information found in the Skills Registry System Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Endorse to the Project Officer		10 Minutes	<i>Client Assistance Officer</i>
	3. Validation of client's application/s			<i>Project Officer</i>

	4. Contact the client/s			<i>Client Assistance Officer</i>
		Total	14 Minutes	

3. Call Center Training Program

The Call Center Training Program will provide a call center training to scholars of QC-ICT/GSO Task Force in view of the different knowledge and skills needed to start a contact center career and excel in the call center industry. The training aims to equip trainees with skills and confidence needed to pass the stringent recruitment screening of contact centers.

Office or Division:	Public Employment Service Office/ Special Project Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Residency		Barangay Hall		
Birth Certificate		Philippine Statistics Authority		
At Least Junior High School Diploma		School Last Attended		
Resume/ Bio Data		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client/s will register online through a link provided in the Quezon City Public Employment Service Office Facebook page.	1. Validation of client's application, including the submitted requirements	None	10 Minutes	<i>Project Officer</i>
	2. Endorsement of client's application/s to the partner Training Institute		5 Minutes	<i>Project Officer</i>
	3. Contact the client/s			
		Total	15 inutes	

4. Migrant/ Overseas Filipino Program

The Migrant/ Overseas Filipino Program will provide assistance and services to overseas Filipino workers (OFWs) and their families from different programs of local and national government.

Office or Division:	Public Employment Service Office/ Migration Services Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof of Residency			Barangay Hall	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online OFW Registration and Help Desk: 1. Client/s will visit the QC PESO Migrants Resource Center Facebook page and click on registration link found on the upper right. 2. Client/s must finish the form and submit it online.	1. Contact client/s through e-mail, call, or SMS for validation of information and needs assessment.	None	1 Day	<i>Project Officer</i>
	2. Refer the client/s to appropriate agency as needed.		10 Minutes	<i>Project Officer</i>
		Total	1 Day, 10 Minutes	
B. Walk-in OFW Help Desk: Client/s will directly visit the QCPESO Help Desk Window for migration concerns.	1. Registration/ Assessment of client's concern	None	20 Minutes	<i>Project Officer</i>
	2. Provision of necessary information		10 Minutes	<i>Project Officer</i>
	3. Refer the client/s to appropriate agency as needed		10 Minutes	<i>Project Officer</i>
		Total	40 Minutes	

5. Jobstart Philippines Program

The Jobstart Philippines Program enhances the employability of “at-risk youth” or those who are out of school and not working and with at least a high school education to improve their integration into productive employment.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Complex			
Type of Transaction:	Government to Citizens (G2C)/ Government to Business (G2B)			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Skills Registry System Form		Quezon City Public Employment Service Office		
Birth Certificate		Philippine Statistics Authority		
High School Diploma/ College Diploma		School Last Attended		
Transcript of Records of Highest Educational Level Attainment		School Last Attended		
Training Certificates, if applicable		TESDA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS Form, client/s will submit the necessary requirements.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching and employment coaching/ career guidance		20 Minutes	<i>Labor and Employment Officer</i>
	3. Refer to company/ employer			<i>Client Assistance Officer</i>
		Total		

6. Special Program for the Employment of Students and Out-of-School Youth (SPES)

Initiated by the Department of Labor and Employment, the Special Program for the Employment of Students and Out-of-School Youth (SPES) provides assistance to poor but deserving students in pursuing their education by encouraging employment during summer or Christmas vacations.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bio Data		Not Applicable		
SPES Application Form		Quezon City Public Employment Service Office		
Birth Certificate		Philippine Statistics Authority		
Form 138 for High School and Senior High School		School Last Attended		
Recent Grades		School Last Attended		
School Registration/ Certificate of Enrollment		School Last Attended		
Certificate of Indigency				
Salaysay (Personal Narrative), Out-of-School Youth		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s will register by sending their applications to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>
		Total	30 Minutes	

B. Walk-in Applicants Applicant/s will register using the computer provided by QCPESO.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>
		Total	30 inutes	

7. Government Internship Program (GIP)

The Government Internship Program or GIP provides opportunities to young workers and demonstrate their talents and skills in the field of public service.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bio Data		Not Applicable		
Skills Registry System Form		Quezon City Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s will register by sending their applications to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>
		Total	30 Minutes	
B. Walk-in Applicants Applicant/s will register using the computer provided by QCPESO.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>

		Total		
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8. Tulong Panghanapbuhay para sa Ating Disadvantaged Workers

Under the Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD), Barangay Ko, Bahay Ko, of the Department of Labor and Employment, QCPEO facilitates the temporary employment for disadvantaged and displaced workers as well as the underemployed and self-employed workers.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Residency		Barangay Hall		
Resume/ Bio Data		Not Applicable		
Government Issued ID		Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS Form, client/s will submit necessary requirements.	1. Encoding of information found in the Skills Registry Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Verification of requirements submitted by the client/s		10 Minutes	<i>Client Assistance Officer</i>
	3. Endorse to the Project Officer	5 Minutes		<i>Client Assistance Officer</i>
	4. Validation of client's application			<i>Project Officer</i>
	5. Contact the client/s			<i>Client Assistance Officer</i>

		Total	20 inutes	
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9. DOLE Integrated Livelihood Program

This program helps to provide technical and livelihood assistance for the promotion of entrepreneurship and community capacity-building for vulnerable and marginalized workers.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/ Bio Data		Not applicable		
Skills Registry System Form		Quezon City Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s can register by sending their applications, including the necessary requirements, to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Contact the applicant for possible assistance		5 Minutes	<i>Client Assistance Officer</i>
		Total	15 Minutes	
B. Walk-in Applicants 1. Applicant/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS, applicant/s will submit the necessary requirements.	1. Encoding of information found in the Skills Registry System Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Validation of applicant's data		15 Minutes	<i>Labor and Employment Officer</i>
	3. Contact the client for possible assistance		5 Minutes	<i>Client Assistance Officer</i>
		Total	25 Minutes	

10. Quezon City Tripartite Industrial Peace Council

The Quezon City Tripartite Industrial Peace Council (QCTIPC) is a program that involves the promotion of tripartite industrial peace council's formation, as well as industry tripartite councils, in the national and regional levels affecting labor and management.

Office or Division:	Public Employment Service Office/ Labor Relations and Standards Division			
Classification:	Complex			
Type of Transaction:	Government to Private Companies/ Labor Organizations			
Who may avail:	HR Managers and Labor Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from Company Executives/ Officers of the Labor Organization		HR Managers/ Labor Organization		
QCTIPC Membership Forms		QCTIPC Secretariat		
Skills Registry System Form		Quezon City Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will register and fill out a Quezon City Tripartite Industrial Peace Council (QCTIPC) Form from the QCTIPC Secretariat.	1. Encoding of information found in the Quezon City Tripartite Industrial Peace Council Form and Skills Registry System Form	None	10 Minutes	<i>Client Assistance Officer</i>
2. Client/s will fill out the Skills Registry System (SRS) Forms.	2. Verification of client's membership form		1 Day	<i>Client Assistance Officer</i>
3. Client/s will secure an endorsement letter from the HR Manager/ President of the Company (for management representatives) or the President of the Labor Organization (for labor union/ organization representative).	3. Endorse to the Project Officer 4. Validation of client's application		10 Minutes	<i>Client Assistance Officer</i> <i>Project Officer</i>
4. Together with the filled-out QCTIPC Form and SRS Form, client/s will submit all necessary requirements to QCPESO.	5. Notify the client for meetings, activities, and other programs in relation to Labor Relations			<i>Client Assistance Officer</i>

		Total	1 Day, 20 Minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>In this period of the “new normal,” jobseekers and employers can send their feedback thru our social media platforms such as the following:</p> <p>QCPESO Facebook page (https://www.facebook.com/QuezonCityPESO)</p> <p>QCPESO Email Address (peso@quezoncity.gov.ph or gcpeso@gmail.com)</p> <p>KA-QC Facebookpage (https://www.facebook.com/PESOKaQC)</p> <p>QCPESO MIGRANTS RESOURCE CENTER Facebook page (https://www.facebook.com/quezoncitypesomrc)</p> <p>QCPESO MIGRANTS RESOURCE CENTER Email Address (gcpeso.mrc@gmail.com)</p>
How feedbacks are processed	Communications officers check and validate queries and questions of our jobseekers and employers from time to time. Afterward, answers are immediately provided to the recipients.
How to file a complaint	People and companies can file a complaint by writing a “letter of complaint” and addressed to the PESO Manager.
How complaints are processed	If there are complaints, the Client Assistance Officer assesses and validates them first before giving any feedback or assistance. Rest assured, all inquiries and complaints are carefully and thoughtfully handled.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan (CCB) E-mail Address: email@contactcenterngbayan.gov.ph Contact Number: 09088816565</p> <p>Presidential Complaint Center (PCC) E-mail Address: pcc@malacanang.gov.ph Contact Number: 63(2)-87368645</p> <p>Anti-Red Tape Authority (ARTA) E-mail Address: info@arta.gov.ph Contact Number: 63(2)-84785091</p>

QUEZON CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

Head Office Internal and External Services

1. Administrative and Training Section Services

Office or Division:		Admin and Training Section		
Classification:		Highly Technical		
Type of Transaction:		Request for : 1. Orientation on Disaster Preparedness 2. Quezon City Initiatives & Programs 3. Earthquake Drill Evaluation 4. Basic First Aid and Basic Life Support 5. CBDRRM Training 6. ELSAROC Training 7. Other trainings and services related to DRRM 8. Basic Boat Handling / Water Search and Rescue (WASAR)		
Who may avail:		Quezon Citizens and other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or thru our email / QCRRMO@quezoncity.gov.ph / gcdrrmo@gmail.com Formal Request Letter (Scheduled at least 3 days ahead of request scheduled date) and provided there were no previous request scheduled on the same date.		Admin and Training Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Client will give letter of request for training /seminar or send thru email (QCDRRMO@quezoncity.gov.ph/qcdrmo@gmail.com)	Accept and record letter	None	5 minutes	<i>Receiving Clerk - Special Operations Support Staff</i>
Approval from the Head, QCDRRMO	Assign a Trainer who will handle the request	None	5 minutes	<i>Admin and Training Section Chief – LDRRMO III</i>
Client will coordinate at QCDRRMO	Coordinate to the requesting party for a coordination meeting	None	10 minutes	<i>QCDRRMO Pool of Trainers - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer I</i>
Client will facilitate the training / seminar request	Conduct training and submit after activity report	None		<i>Trainer Assigned - Special Operations Support Staff / Local Disaster Risk Reduction and Management Officer I</i>
TOTAL		None	20 Minutes	

2. Research and Planning Section Services

Research and Planning Services

Service:

Request for DRRM-related data and/or materials

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00

Who may avail the service:

General Public

What are the requirements:

1. Request

- Must be in writing
- Must contain the following:
 - a) Full name and affiliation (e.g. school) of the requesting party
 - b) Purpose
 - c) Contact details including email of the requesting party
 - d) List of specific data and template to be requested

2. Properly accomplished Data Request Form

3. Other documents such as:

- Survey form/s, if applicable

Processing Time:

3 hours and 40 minutes

Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit request to the Admin and Finance Section of the QCRRMO or thru: email at QCRRMO@quezoncity.gov.ph and/or qcrrmo.rp@gmail.com Fax: (02)/(08) 710-14-69	Acknowledge receipt and process the request	5 minutes	Frontdesk Clerk	None	None
2		Approve and endorse the request to the Research and Planning Section	5 minutes	Head of the QCRRMO	None	QCRRMO Routing Slip

3		Prepare requested documents/materials. If not available, the request will be endorsed to other concerned offices.	3 hours	Research and Planning personnel	None	None
4	Accomplish Data Request Form and submit to email.	Release the requested data/materials to client thru email.	30 minutes	Research and Planning personnel	None	Data Request Form
END OF TRANSACTION						

Service:

Request for Interview or Study Tour

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who may avail the service:

General Public

What are the requirements:

1. Request
 - Must be in writing
 - Must contain the following:
 - e) Full name and affiliation (e.g. school) of the requesting party
 - f) Purpose
 - g) Contact details including email of the requesting party
 - h) Proposed time and schedule of interview or study tour
2. Other documents such as:
 - List of guide questions
 - Survey form/s, if applicable

Processing Time:

25 minutes

Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit request to the Admin and Finance Section of the QCRRMO or thru: email at QCRRMO@quezoncity.gov.ph and/or qcdrrmo.rp@gmail.com Fax: (02)/(08) 710-14-69	Acknowledge receipt and process the request	5 minutes	Frontdesk Clerk	None	None
2		Approve and endorse the request to the Research and Planning Section	5 minutes	Head of the QCRRMO	None	QCRRMO Routing Slip
3		Coordinate with requesting part on schedule and other logistical needs.	10 minutes	Research and Planning Section personnel	None	None
4	Accomplish Data Request Form and submit to email.	Schedule interview or study tour Due to safety concerns, all interviews or Study Tours will be done via online platforms unless absolutely necessary.	5 minutes	Research and Planning personnel	None	Data Request Form

Service:

Review and Approval of the Barangay Disaster Risk Reduction and Management Plan (BDRRMP)

Schedule of Availability of Service:

Monday to Friday
8:00 am – 5:00 pm

Who may avail the service:

Barangay officials and other authorized individuals

What are the requirements:

1. Proposed Barangay Disaster Risk Reduction and Management Plan (BDRRMP) for the incoming year.
2. One (1) Copy of Approved BDRRMP of the previous year (and the current year, if the request pertains to a review of the amended BDRRMP)
3. Annual report on the utilization of the BDRRM Fund of the previous year with a copy of the inventory of purchased equipment and conducted trainings/seminars charged against the BDRRM Fund
4. Legal instrument adopting the BDRRMP (e.g. Executive Order, Resolution)
5. Legal instrument creating the BDRRM Committee
6. Hazard, Vulnerability and Risk Assessment
7. The HVRA with the evacuation and hazard maps should be updated at least every three (3) years (ie population, recommendations, and community-initiated efforts)

Processing Time:

1 hour

Procedure:

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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1	Submit request to the Admin and Finance Section of the QCDRRMO or thru: email at QCDRRMO@quezoncity.gov.ph and/or gcdrrmo.rp@gmail.com Fax: (02)/(08) 710-14-69	Receive the BDRRMP and attachments or supporting documents and accomplish the BDRRMP Approval Form.	5 minutes	Research and Planning Section personnel	None	BDRRMP Approval Form
2		Review and evaluate the BDRRMP and make clarifications, if necessary. Check the following: a. Completeness and validity of supporting documents/requirements b. Correct allocation of programs, projects, and activities under disaster prevention and mitigation, disaster preparedness, disaster response, and disaster recovery and rehabilitation	20 minutes	Research and Planning Section personnel – 1 st processor	None	BDRRMP Approval Form
		Accomplish the “Remarks and Action Taken” portion of the BDRRMP Approval Form and affix signature over printed name on space provided for “Checked by:”				
		Receive the BDRRMP Approval Form and make final evaluation on validity of BDRRMP's . Affix initials next to the name of the Local Disaster Risk Reduction and Management Officer.	5 minutes	Research and Planning Section Chief	None	BDRRMP Approval Form
3		Affix signature on the BDRRMP.	15 minutes	Head of the QCDRRMO	None	None

4	Receive the approved BDRRMP and sign in the front desk clerk for recordkeeping.	Photocopy documents for recordkeeping and release the approved BDRRMP and supporting documents.	15 minutes	Research and Planning personnel	None	None
END OF TRANSACTION						

3. Operations and Warning Section Services

Office or Division:		Operations and Warning Section				
Classification:		Highly Technical				
Type of Transaction:		Request for : 1. Emergency Medical Services (EMS) 2. Search and Rescue (SAR)				
Who may avail:		Quezon City Constituents / Other interested requesting parties				
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :				
Request letter or phone calls		Operations and Warning Section				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Call thru the emergency hotline	Accept phone call	None	5 minutes	Special Operations Support Staff - Communication Officer		
Discussion on Incidents situation and patients Information	Dispatching of EMS / SAR units	None	5 minutes	Special Operations Support Staff – Deputy for Operations		
Patients / Incidents assessment providing immediate care	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff - Team Leader		
Patients transfer to the Hospital	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff - Team Leader		

TOTAL	None	30 Minutes	
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Office or Division:	Operations and Warning Section
Classification:	Technical
Type of Transaction:	Request for : 1. Ambulance Transfer / Stand By
Who may avail:	Quezon City Constituents / Other interested requesting parties
CHECK LIST OF REQUIREMENTS:	WHERE TO SECURE :
Request letter or phone calls	Operations and Warning Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for Stand By Ambulance	Accept and record letter	None	5 minutes	Special Operations Support Staff – Communication Officer
Coordination to Hospital Patient Status / Fit to travel	Dispatching of EMS	None	5 minutes	Special Operations Support Staff - Deputy for Operations
Patients / Incidents assessment providing immediate care	EMS TEAM assigned	None	10 minutes	Special Operations Support Staff – Team Leader
Patients transfer to the Hospital	EMS / SAR TEAM assigned	None	10 minutes	Special Operations Support Staff – Team Leader
TOTAL		None	30 minutes	

Office or Division:		Operations and Warning Section		
Classification:		Simple		
Type of Transaction:		Request for : 1. CCTV Footages		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for a copy of CCTV footage	Accept and record letter	None	5 minutes	Special Operations Support Staff - Receiving Clerk
Approval from the Head, QCDDRRMO	Assign Emergency Operations Center (EOC) personnel assigned to handle the request	None	5 minutes	Local Disaster Risk Reduction and Management Officer II – EOC Manager
Reviewing / Giving of copies of CCTV Footages provided it will not be used for legal purposes	Assign Emergency Operations Center (EOC) personnel assigned to handle the request	None	20 minutes	EOC Personnel
TOTAL		None	30 Minutes	

Office or Division:		Operations and Warning Section		
Classification:		Simple		
Type of Transaction:		Request for : 1. Ambulance Conduction Transfer		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request for Stand By Ambulance or thru Email (QCDRRMO@quezoncity.gov.ph/qcdrmo@gmail.com)	Accept and record letter	None	5 minutes	Special Operations Support Staff - Receiving Clerk
Approval from the Head, QCDRRMO	Assign a team to handle the request	None	5 minutes	Local Disaster Risk Reduction and Management Officer II - Operations and Warning Section Chief
Dispatching of Ambulance	EMS / Inspection Team	None	20 minutes	EOC Officer
TOTAL		None	30 Minutes	

Office or Division:		Operations and Warning Section		
Classification:		Technical		
Type of Transaction:		Request for : 1. Inspection of Hazard and Non-Hazard Areas		
Who may avail:		Quezon City Constituents / Other interested requesting parties		
CHECK LIST OF REQUIREMENTS:		WHERE TO SECURE :		
Request letter or phone calls		Operations and Warning Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client will give letter of request or thru Email (QCRRMO@quezoncity.gov.ph / qcrrmo@gmail.com)	Accept and record letter	None	5 minutes	Receiving Clerk - Special Operations Support Staff
None	Approves and endorses the request letter to the Operations and Warning Chief	None	5 minutes	Head, QCRRMO
None	Coordinate with requesting party for pertinent information related to the letter	None	5 minutes	Operation and Warning Section Chief
None	Conducts inspection on site and submit report	None	1 day	QCRRMO Inspector - Special Operations Support Staff

TOTAL	None	1 day and 15 minutes	
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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru letter, e-mail (QCRRMO@quezoncity.gov.ph / qcrrmo@gmail.com), suggestion box, or feedback forms provided by the office
How feedbacks are processed	Feedback either positive or negative are processed on a monthly basis and discussed thru the management review meeting to improve the services of the office
How to file a complaint	Thru letter, e-mail (QCRRMO@quezoncity.gov.ph / qcrrmo@gmail.com) or calls
How complaints are processed	Conducting investigations to verify if the complaints are valid and taking necessary actions
Contact Information of QCRRMO	988-42-42 Local 8038 QCRRMO@quezoncity.gov.ph

EDUCATION AFFAIRS UNIT

1. PROVISION OF FINANCIAL ASSISTANCE TO QUEZON CITY PUBLIC SCHOOL STUDENTS' PARTICIPATION IN REGIONAL, NATIONAL, AND INTERNATIONAL COMPETITIONS

The Quezon City Government recognizes the importance for elementary and secondary school students to participate in regional, national, and international competitions to further harness their skills and knowledge. As such, financial assistance is given to the qualified applicants to ease them from the financial costs that often accompany such competitions.

Office/Division	Education Affairs Unit (EAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Schools Division Office – Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for financial assistance addressed to the Schools Division Superintendent (1 original, 1 photocopy)		School Head's Office – School Head		
DepEd Advisory (1 original, 1 photocopy)		Department of Education website		
Event invitation, identifying the name of the participant, date, time, and venue (1 original, 1 photocopy)		Event host		
Travel Itinerary (1 original, 1 photocopy)		Transportation Service Provider		
Endorsement of SDO addressed to the City Mayor (1 original, 1 photocopy)		Schools Division Office – Schools Division Superintendent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the receiving area. Endorsements must be submitted by the SDO to the EAU no later than nine (9) weeks before the date of the competition.	1. Log the received documents and submit to the Unit Head for review	None	5 minutes	<i>Staff</i> Education Affairs Unit <i>Head</i> Education Affairs Unit
	2. After careful review, the EAU shall request from the City Budget Department a certificate of availability of funds per request for financial assistance.	None	5 days	<i>Staff</i> Education Affairs Unit
	3. The EAU shall submit to the Office of the City Mayor its	None	5 days	<i>Staff</i> Education Affairs Unit

	recommendation			
2. The Schools Division Office shall be responsible in informing the requesting party of the status of its request.	4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.	None	1 day	<i>Staff</i> Education Affairs Unit
TOTAL:		None	11 days and 5 minutes	

2. PROVISION OF CASH INCENTIVES TO PUBLIC SCHOOL STUDENTS REPRESENTING QUEZON CITY FOR OUTSTANDING PERFORMANCE IN COMPETITIONS.

The Quezon City Government provides cash incentives in recognition of the excellent performance of students in regional, national, and international competitions.

Office/Division	Education Affairs Unit (EAU)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Schools Division Office – Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for cash incentive addressed to the Schools Division Superintendent (1 original, 1 photocopy)		School Head's Office – School Head		
DepEd Advisory/Memorandum (1 original, 1 photocopy)		Department of Education website		
Proof of Award (1 original, 1 photocopy)		Event host		
Information about the competition and the award received (1 original, 1 photocopy)		Event host		
Endorsement from the SDO (1 original, 1 photocopy)		Schools Division Office – Schools Division Superintendent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with complete requirements to the Education Affairs Unit no later than four (4) weeks after the date of the competition.	1. Log the received documents and submit to the Unit Head for review		5 minutes	<i>Staff</i> Education Affairs Unit <i>Head</i> Education Affairs Unit
	2. After careful review, the EAU shall request from the City Budget Department a certificate of availability of funds per request for cash incentive.		5 days	
	3. The EAU shall submit to the Office of the City Mayor its recommendation		5 days	

2. The Schools Division Office shall be responsible in informing the requesting party of the status of its request.	4. The EAU shall inform the Schools Division Office of the status of requests upon endorsement from the Office of the City Mayor.		1 day	
TOTAL:		None	11 days and 5 minutes	

3. PROVISION OF SCHOOL SAFETY SEALS FOR FACE TO FACE CLASSES

The Quezon City Government recognizes the importance of continuing education during the Covid-19 pandemic. In preparation for the limited face-to-face classes and in consideration of the safety of our education stakeholders, a school safety seal is given to qualified public and private schools.

Office/Division	Education Affairs Unit (EAU)			
Classification:	Multi-stage Processing			
Type of Transaction:	G2C – Government to General Public G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Public and Private Elementary, Secondary, and Higher Education Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished School Inspection Request Form (SIRF)		Education Affairs Unit		
Accomplished School Safety Assessment Tool (SSAT) for DepEd supervised schools		Department of Education		
Accomplished CHED Self-Assessment Checklist for Higher Education Institutions		Commission on Higher Education		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Private and Public Education Institutions are to conduct a self-assessment and submit the following via email to the to the Education Affairs Unit through the education@quezoncity.gov.ph : -Accomplished School Inspection Request Form - Accomplished SSAT and/or CHED Self Assessment	1. Receive and acknowledge the email from the client.	None	5 minutes	<i>Staff</i> Education Affairs Unit

Checklist				
	2. EAU will email the City Health Department (CHD) and the Department of Building Official (DBO) the documents for scheduling.	None	3 days (inclusive of the period where CHD and DBO provides a schedule for inspection)	<i>Staff</i> Education Affairs Unit
	3. EAU will inform the client of inspection date.	None	15 days (inclusive of the period where CHD and DBO will conduct the inspection)	<i>Staff</i> Education Affairs Unit
	4. EAU will email the client its Certification from the CHD and DBO. If, necessary however, a schedule for re-inspection will be conducted.	None	5 minutes	<i>Staff</i> Education Affairs Unit
	5. EAU will submit digital copies of the certification and investigation report to the Business Permit and Licensing Department (BPLD) for the generation of the School Safety Seal.	None	5 days (inclusive of the period where BPLD emails a digital copy of the safety seal to the client)	<i>Staff</i> Education Affairs Unit
	Total:	None	23 days and 10 minutes	

FEEDBACKS AND COMPLAINTS MECHANISM



<p>How to send feedback</p>	<p>Client may drop off his/her written feedback to the EAU's Receiving Section or send it through email at education@quezoncity.gov.ph.</p> <p>Feedback letter must be addressed to the Head of Education Affairs Unit.</p> <p>Provide contact information for verification.</p>
<p>How feedbacks are processed</p>	<p>Feedback(s) sent through email or the receiving section will be reviewed on a daily basis for assessment and evaluation reports purposes;</p> <p>EAU personnel will try to reach out the client from his/her provided contact information or email for acknowledgement receipt.</p> <p>Client may follow up through phone call at (02) 8988-4242 loc. 8309 or email at education@quezoncity.gov.ph.</p>
<p>How to file a complaint</p>	<p>Client may drop off his/her written complaint to the EAU's Receiving Section or send it through email at education@quezoncity.gov.ph.</p> <p>Complaint letter must be addressed to the Head of the Education Affairs Unit.</p> <p>Please include your full name, contact number, person/service to complaint, and provide proof(s) of complaint for verification.</p>

<p>How complaints are processed</p>	<p>Receiving clerk will reach the client through email or phone call to properly address the complaint;</p> <p>Complaint(s) will be reviewed by the EAU management for appropriate action.</p> <p>Proper coordination and constant communication with the complainant is highly needed until final closure and appropriate action was rendered.</p> <p>Process of complaint will take 1-3 days or more, depends on the gravity of the complaint.</p>
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QUEZON CITY HEALTH DEPARTMENT

Central Office Frontline Services

1. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL / IN – HOUSE LABORATORY through the Quezon City Online Registration

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals seeking employment or currently employed in Food & Non- Food establishments within Quezon City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Order of Payment Form	Health Certificate & Sanitary Permit application in QC e-services website (qceservices.quezoncity.gov.ph)
	Health Certificate Application Form	
	Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees	<ul style="list-style-type: none"> ➤ City Treasurer's Office Cashier (for cash payment); ➤ Applicant's email (for online payment via QC PayEasy)
	Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)	QCHD, DOH or any related agency / institution
	Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original) 	Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant

Sputum & Stool Examination Result Form		Uploaded online upon fulfilment of laboratory requirements		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to gceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome browser Tap Health Certificate icon. Choose “New” for application type.</p> <p>Fill out the required personal information then select In – House Laboratory</p>	<p>1. Reviews details stated by the applicant;</p> <p>1.1. Creates digital Order of Payment.</p>	NONE	1 minute	Health Certificate Document Validator
2. Pay corresponding fees	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant’s email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00</p> <p>HIV Seminar Fee: PHP 50.00</p>	<p>5 minutes(for cash payment)</p> <p>24- 30 hours (online fund transfer)</p>	<p>City Treasurer’s Office Cashier</p> <p>City Treasurer’s Office Payment Validator</p>
3. Upload Official Receipt	3. Verifies Official Receipt for HIV – Seminar, Laboratory Tests and Health Certificate fees.	NONE	1 minute	Health Certificate Document Validator
3.1 Submit	3.1. Validates Official Receipt for laboratory	NONE	1 hour	Receiving Clerk at the QCHD Clinical Laboratory

<p>Laboratory Specimen</p> <p>3.2. Attend online HIV Seminar</p> <p>Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, applicant will skip this step</p>	<p>exams</p> <p>3.1.1. Checks the following:</p> <p>a. Specimen quality & quantity;</p> <p>b. Labels of Specimen containers</p> <p>3.1.2. Processes required laboratory examinations</p> <p>3.1.3 Encodes laboratory findings & results online</p> <p>Note: Applicants may request for a printed copy of their laboratory results.</p> <p>3.2. Allows application to proceed to online HIV Seminar</p>	<p>NONE</p>	<p>26 minutes</p> <p>Note: HIV Seminar can be done simultaneously with the Laboratory Specimen Processing during the waiting period</p>	<p>Medical Technologist</p> <p>Laboratory Encoder / Office Clerk</p> <p>Health Certificate Document Validator</p>
<p>4. Wait for the final approval of Application</p>	<p>4. Evaluates and approves application</p> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Head Approving Officer</p>
<p>5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card.</p> <p>Note: This step</p>	<p>5. Confirms digital copy presented and issues actual Health Certificate card</p>	<p>NONE</p>	<p>1 minute</p>	<p>Releasing Clerk</p>


may be omitted upon implementation of Phase 2 online system enhancement by the latter part of 2022.				
	TOTAL	PHP 262.00	a. For cash payment – 1 hour & 36 minutes b. For online fund transfer - 1 day, 1 hour & 31 minutes to 1 day, 7 hours & 31 minutes	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

2. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY through the Quezon City Online Registration

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All individuals seeking employment or currently employed in Food & Non- Food establishments within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website (qceservices.quezoncity.gov.ph)		
Health Certificate Application Form			
Official Receipt of payment for health certificate and HIV Seminar fees	<ul style="list-style-type: none"> ➤ City Treasurer’s Office Cashier (for cash payment); ➤ Applicant’s email (for online payment via QC PayEasy) 		

<p>Laboratory results of the following:</p> <ul style="list-style-type: none"> ➤ Stool Examination(valid within 3 months from date of examination) ➤ Sputum Examination(valid within 3 months from date of examination) or Chest X-ray(valid within 6 months from date of examination) <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	 <p>AnyDOH Licensed External Laboratory</p>			
<p>Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)</p>	<p>QCHD, DOH or any related agency / institution</p>			
<p>Additional Requirements for below 18 years old applicant:</p> <ul style="list-style-type: none"> > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original) 	<p>Parent / Guardian of Applicant Philippine Statistics Authority</p> <p>Parent / Guardian of Applicant</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to qceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose “New” for application type.</p> <p>Fill out the required personal information. Select <u>External Laboratory</u>, then upload clear, full page of valid sputum or chest X - ray and stool examination results.</p>	<p>1. Reviews details and uploaded laboratory results from external laboratories</p> <p>1.1. Creates digital Order of Payment.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Certificate Document Validator</p>

<p>2. Paycorresponding fees</p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>HIV Seminar Fee: PHP 50.00</p>	<p>5 minutes(cash payment)</p> <p>24- 30 hours (online fund transfer)</p>	<p>City Treasurer's Office Cashier</p> <p>City Treasurer's Office Payment Validator</p>
<p>3. Upload Official Receipt</p> <p>3.1 Attend online HIVSeminar</p> <p>Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, applicant will skip this step</p>	<p>3.VerifiesOfficial Receipt for HIV – Seminar, and Health Certificate fees.</p> <p>3.1. Allows application to proceed to online HIV Seminar</p>	<p>NONE</p> <p>NONE</p>	<p>1 minute</p> <p>26 minutes</p>	<p>Health Certificate Document Validator</p>
<p>4. Wait for the final approval of Application</p>	<p>4. Evaluates and approves application</p> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Head Approving Officer</p>
<p>5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card.</p> <p>Note: This step may be omitted upon</p>	<p>5. Confirms digital copy presented and issues actual Health Certificate card</p>	<p>NONE</p>	<p>1 minute</p>	<p>Releasing Clerk</p>

implementation of Phase 2 online system enhancement by the latter part of 2022.				
		TOTAL	PHP 125.00	a. For cash payment – 37 minutes b. For online fund transfer - 1 day & 32 minutes to 1 day, 6 hours & 32 minutes

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

3. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL / IN – HOUSE LABORATORY through the Quezon City Online Registration

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All individuals currently employed in Food & Non- Food establishments within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website(qceservices.quezoncity.gov.ph)		
Health Certificate Application Form			
Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)	<ul style="list-style-type: none"> ➤ City Treasurer’s Office Cashier (for cash payment); ➤ Applicant’s email (for online payment via QC PayEasy) 		

Previous year Health Certificate / Card		Applicant / Citizen		
<p>Additional Requirements for below 18 years old applicant:</p> <ul style="list-style-type: none"> > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original) 		<p>Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant</p>		
Sputum & Stool Examination Result Form		Uploaded online upon fulfilment of laboratory requirements		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to qceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon and choose “Renewal” for application type.</p> <p>Fill out the required personal information and select <u>In – house Laboratory</u></p> <p>Upload clear copy of previous health card (front and back) with HIV Seminar details</p>	<p>1. Reviews stated information and uploaded previous health card</p> <p>1.1.Creates digital Order of Payment</p>	NONE	2 minutes	Health Certificate Document Validator
2. Pay corresponding fees	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00</p>	<p>5 minutes (cash payment)</p> <p>24- 30 hours (online fund)</p>	<p>City Treasurer’s Office Cashier</p> <p>City Treasurer’s</p>

	<p>receipt via applicant's email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>		transfer)	Office Payment Validator
3. Upload Official Receipt	3. Verifies Official Receipt for Laboratory and Health Certificate fees.	NONE	3 minutes	Health Certificate Document Validator
3.1 Submit Laboratory Specimen	<p>3.1. Validates Official Receipt for laboratory exams</p> <p>3.2. Checks the following:</p> <ul style="list-style-type: none"> a. Specimen quality & quantity; b. Labels of specimen containers <p>3.3. Processes required laboratory examinations</p> <p>3.4 Encodes laboratory findings & results online</p> <p>Note: Applicants may request for a printed copy of their laboratory results</p> <p>3.5. Allows Application to proceed to Head Approval</p>	NONE	1 hour	<p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p> <p>Laboratory Encoder / Office Clerk</p> <p>Health Certificate Document Validator</p>
4. Wait for the Final Approval of Application	<p>4. Evaluates and approves application</p> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	NONE	2 minutes	Head Approving Officer

5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card. Note: This step may be omitted upon implementation of Phase 2 online system enhancement by the latter part of 2022.	5. Confirms digital copy and issues Health Certificate card	NONE	1 minute	Releasing Clerk
TOTAL		PHP 212.00	a. For cash payment – 1 hour & 13 minutes b. For online fund transfer - 1 day, 1 hour & 8 minutes to 1 day, 7 hours & 8 minutes	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

4. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY through the Quezon City Online Registration

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals currently employed in Food & Non- Food establishments within Quezon City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website (qceservices.quezoncity.gov.ph)	
Health Certificate Application Form		

<p>Official Receipt of payment for health certificate and HIV Seminar fees</p>	<ul style="list-style-type: none"> ➤ City Treasurer’s Office Cashier (for cash payment); ➤ Applicant’s email (for online payment via QC PayEasy) 			
<p>Laboratory results of the following:</p> <ul style="list-style-type: none"> ➤ Stool Examination(valid within 3 months from date of examination) ➤ Sputum Examination(valid within 3 months from date of examination)or Chest X-ray(valid within 6 months from date of examination) <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	<p style="text-align: center;">} Any DOH Licensed External Laboratory</p>			
<p>Previous year Health Certificate / Card</p>	<p>Applicant / Citizen</p>			
<p>Additional Requirements for below 18 years old applicant:</p> <ul style="list-style-type: none"> > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original) 	<p>Parent / Guardian of Applicant</p> <p>Philippine Statistics Authority Parent / Guardian of Applicant</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to qceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose “Renewal” for application type.</p> <p>Fill out the required personal information.</p> <p>Select <u>External Laboratory</u>, then upload clear, full page of valid sputum or chest X - ray and stool examination results.</p>	<p>1. Reviews details and uploaded valid documents (copy of previous health card and required laboratory results).</p> <p>1.1. Creates digital Order of Payment</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Certificate Document Validator</p>

Upload clear copy of previous health card (front and back) with HIV Seminar details				
2. Paycorresponding fees	<p>2a. Issues Official Receipt for cash payment</p> <p>2b. Sends official receipt via applicant's email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	Health Certificate Processing fee: PHP 75.00	<p>5 minutes(cash payment)</p> <p>24- 30 hours (online fund transfer)</p>	<p>City Treasurer's Office Cashier</p> <p>City Treasurer's Office Payment Validator</p>
3. Upload Official Receipt	<p>3. Verifies Official Receipt for HIV – Seminar, and Health Certificate fees.</p> <p>3.1. Allows Application to proceed to Head Approval</p>	NONE	1 minute	Health Certificate Document Validator
4. Wait for final approval of Application	<p>4. Evaluates and approves application</p> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	NONE	2 minutes	Head Approving Officer
<p>5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card.</p> <p>Note: This step may be omitted upon implementation of Phase 2 online</p>	<p>5. Confirms digital copy presented and issues Health Certificate card</p>	NONE	1 minute	Releasing Clerk

system enhancement by the latter part of 2022.				
	TOTAL	PHP 75.00	a. For cash payment – 11 minutes b. For online fund transfer - 1 day & 6 minutes to 1 day, 6 hours & 6 minutes	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

5. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL / IN – HOUSE LABORATORY via *Walk – In Application

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

*Walk – In transaction applies only when online system is “down” or inoperative as confirmed by the QCHD – Environmental Sanitation Division Head.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All individuals currently employed in Food & Non- Food establishments within Quezon City		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
	Order of Payment Form	QCHD - Environmental Sanitation Division – Issuing Clerk	
	Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)		
	Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)	City Treasurer’s Office - Cashier	
	Previous year Health Certificate / Card	Applicant / Citizen	

Additional Requirements for below 18 years old applicant: > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original)		Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment and application form Present previous Health Card	1. Issues health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Environmental Sanitation Division Issuing Clerk
2. Pay corresponding fees	2. Issues Official Receipt **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00 Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00	5 minutes	City Treasurer's Office Cashier
3. Submit Laboratory Specimen 3.1. Claim	3. Validates Official Receipt 3.1. Checks the following: a. Specimen quality & quantity; b. Label of specimen containers 3.2. Issues claim stub 3.3. Processes required laboratory examinations 3.4. Issues laboratory	NONE	1 hour	Receiving Clerk at the QCHD Clinical Laboratory Medical Technologist Releasing Clerk

Laboratory Results	results			(QCHD Clinical Laboratory)
4. Present laboratory results and claim Health Certificate	4.Verifies laboratory results and issues Health Certificate Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.	NONE	7 minutes	Environmental Sanitation Division Releasing Clerk
TOTAL		PHP 212.00	1 hour& 14 minutes	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

6. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY via *Walk – In Application

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

*Walk – In transaction applies only when online system is “down” or inoperative as confirmed by the QCHD – Environmental Sanitation Division Head.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All individuals currently employed in Food & Non- Food establishments within Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Order of Payment Form	QCHD - Environmental Sanitation Division - Issuing Clerk		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)			
Official Receipt of payment for health certificate	City Treasurer’s Office - Cashier		

Laboratory results of the following: ➤ Stool Examination (valid within 3 months from date of examination) ➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination)		Any DOH Licensed External Laboratory		
Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.				
Previous year Health Certificate / Card		Applicant / Citizen		
Additional Requirements for below 18 years old applicant: > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original)		Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment and application form Present previous Health Card	1. Issues health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Environmental Sanitation Division Issuing Clerk
2. Pay corresponding fees	2. Issues Official Receipt **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00	5 minutes	City Treasurer's Office Cashier
3. Present Official Receipt, laboratory results and claim Health Certificate	3. Validates Official Receipt, laboratory results and issues Health Certificate	NONE	5 minutes	Environmental Sanitation Division Releasing Clerk
TOTAL		PHP 75.00	12 minutes	

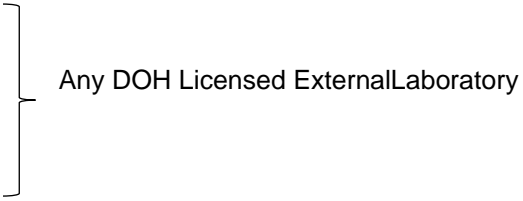
ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

7. ISSUANCE OF HEALTH CERTIFICATES (NEW & RENEWAL BULK APPLICATION)

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

All Bulk Applications, regardless of quantity of personnel, shall be processed individually via online, pending the implementation of Phase 2 enhancement online system by the latter part of 2022.

Office / Division:	QCHD - Environmental Sanitation Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals seeking employment or currently employed in Food & Non- Food establishments within Quezon City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Authorization Letter of Representative signed by Health Card owners with copies of Valid Identification Cards of all Health Card Owners and Representative with specimen signatures	Establishment Owner / Manager / Administrator
	Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44	QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application
	Order of Payment Form	
	Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees (whatever is applicable)	City Treasurer's Office - Cashier
	Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)	QCHD – Clinical Laboratory – Releasing Clerk

<p>Laboratory results of the following:</p> <ul style="list-style-type: none"> ➤ Stool Examination(valid within 3 months from date of examination) ➤ Sputum Examination(valid within 3 months from date of examination)or Chest X-ray(valid within 6 months from date of examination) <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment.</p>				
<p>Previous year Health Certificate / Card (for renewal applicants)</p>	<p>Applicant / Citizen</p>			
<p>Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)</p>	<p>QCHD, DOH or any related agency or institution</p>			
<p>Additional Requirements for below 18 years old applicant:</p> <ul style="list-style-type: none"> > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original) 	<p>Parent / Guardian of Applicant Philippine Statistics Authority Parent / Guardian of Applicant</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to gceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose appropriate application type.</p> <p>Fill out the required personal information.</p> <p>Select laboratory of</p>	<p>1. Reviews details the uploaded requirements</p> <p>1.1. Issues order of payment based on the requirements presented</p>	<p>NONE</p>	<p>15 minutes</p>	<p>Issuing Clerk</p>

choice Upload clear copy of previous health card (front and back) with HIV Seminar details				
2. Pay corresponding fees	2. Issues Bulk Application Official Receipt **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00 Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00 HIV Seminar Fee: PHP 50.00 (for new applicants)	5 minutes	City Treasurer's Office Cashier
3. Upload Bulk Application Official Receipt side by side with the masterlist of employees (highlighting the applicant's name) Attend online HIV Seminar (for NEW applicants) Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	3. Validates Bulk Official Receipt, masterlist of employees, previous health card and laboratory results 3.1. Allows individual application to proceed to Head Approval	NONE	15 minutes	Receiving Clerk for Bulk Application Health Certificate Document Validator
4. Submit printed digital copy of Health Certificate	4. Verifies the documents and prepares the Health Certificate 4.1. Issues Claim Stub 4.2. Processes health certificates	NONE	15 minutes 1 day	Releasing Clerk assigned at Bulk Application

5. Claim Health Certificates	5. Issues Health Certificate to the company representative	NONE	10 minutes	Releasing Clerk assigned at Bulk Application
TOTAL		For each type of applicant for BULK application processes: 1. New applicant who will avail of the laboratory services from any QCHD Clinicallaboratory - PHP 262.00 2. New applicant who will avail of the laboratory services from an externallaboratory – PHP 125.00 3. Renewal applicant who will avail of the laboratory services from any QCHD Clinical laboratory - PHP 212.00 4. Renewal applicant who will avail of the laboratory services from an external laboratory – P75.00	1 day & 1 hour	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

8. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals seeking employment or currently employed in Fun Establishments within Quezon City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Birth Certificate (Original PSA Copy)	Marriage Certificate	Philippine Statistics Authority
One 2 x 2 picture Two 1 x 1 ID picture		
Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application	
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)		
Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)	City Treasurer's Office - Cashier	
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)	QCHD, DOH or any related agency or institution	

Laboratory Results of the following: <ul style="list-style-type: none"> ➤ Stool Examination(valid within 3 months from date of examination) ➤ Sputum Examination(valid within 3 months from date of examination)or Chest X-ray(valid within 6 months from date of examination) ➤ VDRL ➤ Gram Stain 		<ul style="list-style-type: none"> } Any QCHD Clinical Laboratory } Any QCHD Social Hygiene Clinic 		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
Massagist's Training Certificate(for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure Application Form, Order of Payment and Pay Fees (<i>for New Therapists</i>) 1.2. <i>For New & Renewal Entertainers and Renewal Therapists</i> - Log – in to qceservices.quezoncity.gov.ph , and select Health Certificate & Sanitary Permit application services by using a device with Google	1.1. Issues health certificate application form and order of payment	NONE	2 minutes	Issuing Clerk
	1.1.1. Issues Official Receipt	Processing fee for Health Certificate PHP 75.00	5 minutes	City Treasurer's Office Cashier
	1.2. Reviews details and uploaded requirements	Massagist Course for NEW Therapist applicants – PHP 100.00	5 minutes	Health Certificate Document Validator
		HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00 VD clearance (good for 2		

Chrome Browser Fill out the required personal information then select Yellow Card and In – House Laboratory		exams) – PHP 200.00 Sputum exam – P97.00 Stool exam – P40.00		
	**Prices are subject to change as mandated by a City Ordinance			
2. Submit Specimen	2. Verifies Official Receipt 2.1. Checks the following: a. quality and quantity of specimen b. proper labeling 2.2. Issues claim stub 2.3. Processes required laboratory examinations	NONE	1 hour	Receiving Clerk at the QCHD Clinical Laboratory Medical Technologist
3. Claim Results	3. Validates ID Card presented 3.1. Issue laboratory results Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.	NONE	5 minutes	Laboratory Aide or Releasing Clerk
4. Proceed to QCHD Social Hygiene Clinic for VDRL examination	4. Conducts Physical examination 4.1. Performs VD Clearance 4.2. Releases VDRL result Note: If with abnormal	NONE	20 minutes 1 hour	QCHD Social Hygiene Clinic- Medical Officer or Nurse

	findings, client shall be referred to the Physician for treatment			
5.1. Obtain schedule and attend Massage Course Seminar (for new Therapist applicant) 5.2. Attend online HIV/AIDS Seminar (for new Entertainer applicant) Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, applicant will skip this step	5.1. Enlists applicant for Massage Training 5.1.1. Conducts training and issues Certificate of Appearance 5.2. Allows application to proceed to online HIV Seminar	NONE	5 minutes 2 days (4 hours per day for 4 days) 26 minutes	QCHD Training Section Personnel Massage Training Facilitator Health Certificate Document Validator
6. Claim Yellow Certificate / Card	6.1. Confirms presented documents 6.2. Processes health certificate 6.3. Issues yellow certificate / card	NONE	15 minutes	Releasing Clerk assigned in Yellow Card Application
TOTAL		For New Therapist Applicant – PHP 512.00 For New Entertainer Applicant – PHP 462.00 For Renewal Therapist or Entertainer – PHP 412.00	For New Therapist - 2 days, 2 hours & 52 minutes For New Entertainer Applicant - 3 hours & 16 minutes For Renewal Therapist or Entertainer Applicant – 2 hours & 50 minutes	

ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS is qualified for multi-stage processing.

9. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

Office / Division:	QCHD - Environmental Sanitation Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals seeking employment or currently employed in Fun Establishments within Quezon City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Birth Certificate (Original PSA Copy)	Philippine Statistics Authority	
Marriage Certificate		
One 2 x 2 picture Two 1 x 1 ID picture	} white background, with collar & sleeves	Applicant / Citizen
Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application	
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)		
Official Receipt of payment for health certificate, VDClearance	City Treasurer's Office - Cashier	
Laboratory Results of the following: <ul style="list-style-type: none"> ➤ Stool Examination(valid within 3 months from date of examination) ➤ Sputum Examination(valid within 3 months from date of examination)or Chest X-ray(valid within 6 months from date of examination) ➤ VDRL ➤ Gram Stain 	} Any DOH Licensed External Laboratory	
	} Any QCHD Social Hygiene Clinic	
Proof of valid HIV Seminar for new Entertainer applicants	QCHD, DOH or any related agency or institution	

(1 original, if applicable)				
Massagist's Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1. Secure Application Form, Order of Payment and Pay Fees (<i>for New Therapists</i>)</p> <p>1.2. For New & Renewal Entertainers and Renewal Therapists - Log – in to qceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome Browser</p> <p>Fill out the required personal information then select Yellow Card and External Laboratory</p>	<p>1.1 Issues health certificate application form and order of payment</p>	NONE	2 minutes	Issuing Clerk
	<p>1.1.1. Issues Official Receipt</p>	<p>Processing fee for Health Certificate PHP 75.00</p>	5 minutes	City Treasurer's Office Cashier
	<p>1.2. Reviews details and uploaded requirements</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p>	5 minutes	Health Certificate Document Validator

2. Submit Laboratory Results	2. Verifies ID Card presented 2.1. Validates laboratory results Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.	NONE	5 minutes	Receiving Clerkin Yellow Card Application
3. Proceed to QCHD Social Hygiene Clinic for VDRL examination	3. Conducts Physical examination 3.1. Performs VD Clearance 3.2. Releases VDRL result Note: If with abnormal findings, client shall be referred to the Physician for treatment	NONE	20 minutes 1 hour	QCHD Social Hygiene Clinic- Medical Officer or Nurse
4.1. Obtain schedule and attend Massagist Course Seminar (for new Therapist applicant) 4.2. Attend online HIV/AIDS Seminar (for new Entertainer applicant)	4. Enlists applicant for Massagist Training 4.1.1 Conducts training and issues Certificate of Appearance 4.2. Allows application to proceed to online HIV Seminar	NONE	5minutes 2 days(4 hours per day for 4 days) 26 minutes	QCHD Training Section Personnel Massagist Training Facilitator Health Certificate Document Validator
5. Claim Yellow Certificate / Card		NONE	15 minutes	Releasing Clerk assigned in Yellow Card Application
TOTAL		For New Therapist Applicant– PHP 375.00 For New	For New Therapist - 2 days, 1 hour&52 minutes For New	

	Entertainer Applicant – PHP 325.00 For Renewal Therapist or Entertainer–PHP 275.00	Entertainer Applicant- 2 hours & 16minutes For Renewal Therapist or Entertainer Applicant - 1 hour & 50minutes	
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ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS is qualified for multi-stage processing.

10. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

All Bulk Applications, regardless of quantity of personnel, shall be processed individually via online, pending the implementation of Phase 2 Enhancement Online system by the latter part of 2022.

Office / Division:	QCHD - Environmental Sanitation Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All individuals seeking employment or currently employed in Fun Establishments within Quezon City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Authorization Letter of Representative with Identification Cards of Owner and Representative	Establishment Owner / Manager / Administrator
	Request Letter for the conduct of HIV Seminar for Bulk Health Certificate application	Establishment owner, manager or authorized representative
	Birth Certificate (Original PSA Copy)	Philippine Statistics Authority
	Marriage Certificate	

One 2 x 2 picture Two 1 x 1 ID picture	} white background, with collar & sleeves	Applicant / Citizen		
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application		
Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44				
Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)		City Treasurer's Office - Cashier		
Laboratory Results of the following: ➤ Stool Examination (valid within 3 months from date of examination) ➤ Sputum Examination (valid within 3 months from date of examination) or Chest X-ray (valid within 6 months from date of examination) ➤ VDRL ➤ Gram Stain		Any QCHD Clinical or DOH Licensed External Laboratory Any QCHD Social Hygiene Clinic		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Massagist's Training Certificate(for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
HIV Seminar Attendance Sheet (Form Health Certificate – 1)- QCG-QCHD-ES-SOI-F45		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application		
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1.1. Secure Application Form, Order of Payment and Pay Fees (<i>for New Therapists</i>)</p> <p>1.2. <i>For New & Renewal Entertainers and Renewal Therapists</i> - Log – in to qceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose appropriate application type.</p> <p>Fill out the required personal information.</p> <p>Select laboratory of choice</p> <p>Upload clear copy of previous health card (front and back) with HIV Seminar details</p>	<p>1.1 Issues health certificate application form and order of payment</p> <p>1.1.1 Issues Official Receipt</p> <p>**Prices are subject to change as mandated by a City Ordinance</p> <p>1.2. Reviews details and uploaded requirements</p>	<p>NONE</p> <p>Processing fee for Health Certificate PHP 75.00</p> <p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p> <p>Sputum exam – P97.00</p> <p>Stool exam – P40.00</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Issuing Clerk</p> <p>City Treasurer's Office Cashier</p> <p>Health Certificate Document Validator</p>
<p>2. Submit Specimen (if availing the services of QCHD Clinical Laboratory)</p>	<p>2. 2. Verifies Official Receipt</p> <p>2.1. Checks the following:</p> <p>a. quality and quantity of specimen</p> <p>b. proper</p>	<p>NONE</p>	<p>1 hour</p>	<p>Receiving Clerkin Yellow Card Application</p>

	<p>labeling</p> <p>2.2. Issues claim stub</p> <p>2.3. Processes required laboratory examinations</p>			Medical Technologist
3. Claim Results (if availing the services of QCHD Clinical Laboratory)	<p>3. Validates ID Card presented</p> <p>3.1. Issues laboratory results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate</p>	NONE	5 minutes	Laboratory Aide or Releasing Clerk
4. Proceed to QCHD Social Hygiene Clinic for VDRL examination	<p>4. Conducts Physical examination</p> <p>4.1. Performs VD Clearance</p> <p>4.2. Releases VDRL result</p> <p>Note: If with abnormal findings, client shall be referred to the physician for treatment</p>	NONE	<p>20 minutes</p> <p>1 hour</p>	QCHD Social Hygiene Clinic-Medical Officer or Nurse
<p>5.1. Obtain schedule and attend Massagist Course Seminar (for new Therapist applicant)</p> <p>5.2. Attend online HIV/AIDS Seminar (for new Entertainer applicant)</p>	<p>5.1. Enlists applicant for Massagist Training</p> <p>5.1.1 Conducts training and issues Certificate of Appearance</p> <p>5.2. Allows application to proceed to online HIV Seminar</p>	NONE	<p>5 minutes</p> <p>2 days (4 hours per day for 4 days)</p> <p>26 minutes</p>	<p>QCHD Training Section Personnel</p> <p>Massagist Training Facilitator</p> <p>Health Certificate Document Validator</p>
6. Submit printed digital copy of Health Certificate	6. Verifies the documents and prepares the Health Certificate	NONE	15 minutes	Releasing Clerk assigned at Bulk Application

	6.1. Issues Claim Stub			
	6.2. Processes the health certificates		1 hour	
7. Claim Health Certificates	7. Issues Health Certificate to the company representative	NONE	10 minutes	Releasing Clerk assigned at Yellow Card Bulk Application
TOTAL		<ul style="list-style-type: none"> ➤ Applicants availing of any QCHD Clinical Laboratory Services a. For Each New Therapist Applicant– PHP 512.00 b. For Each New Entertainer Applicant – PHP 462.00 c. For Each Renewal Therapist or Entertainer–PHP 412.00 	<ul style="list-style-type: none"> ➤ Applicants availing of any QCHD Clinical Laboratory Services a. For Bulk New Therapist Applicants - 2 days, 4 hours & 10 minutes b. For Bulk New Entertainer Applicants - 4 hours & 26 minutes c. For Bulk Renewal Therapist or Entertainer Applicant - 4 hours 	
		<ul style="list-style-type: none"> ➤ Applicants availing of any External Laboratory Services a. For Each New Therapist Applicant– PHP 375.00 b. For Each New Entertainer Applicant– PHP 325.00 c. For Each Renewal Therapist or Entertainer– PHP 275.00 	<ul style="list-style-type: none"> ➤ Applicants availing of any External Laboratory Services a. For Bulk New Therapist Applicants - 2 days, 3 hours b. For Bulk New Entertainer Applicants - 3 hours & 21 minutes c. For Bulk Renewal Therapist or Entertainer Applicants - 2 hours & 55 minutes 	

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ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS is qualified for multi-stage processing.

11. ISSUANCE OF PROVISIONAL SANITARY PERMIT (for New Business Permit Application)

The Provisional Sanitary Permit is a temporary certification in writing issued by the City Health Officer to the New establishment which may partially initiate business activity and shall be given ample time in complying with the existing sanitary permit requirements upon evaluation or inspection by the Sanitation Inspector. This authorization remains valid until the indicated validity period.

Office / Division:	QCHD - Environmental Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2B– Government to Business Entity			
Who may avail:	All New establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s-2021			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Locational Clearance (L.C.) or Assessment of the Business Location via their Unified Business Application Form (UBAF) evaluated by City Planning & Development Office, if permissible or non – permissible prior to the issuance of L.C.		Business One Stop Shop (BOSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload Locational Clearance & Unified Business Application Form and wait for the processing of the Provisional Sanitary Permit	1. Encodes the information indicated in the submitted application for the Provisional Sanitary Permit and attaches the Checklist of Requirements for their respective business category.	NONE	10 minutes	Administrative Clerk / Encoder

2. Claim the Provisional Sanitary Permit together with their Permit to Operate issued by the Business Permits and Licensing Department (BPLD)	2. Issues the Provisional Sanitary Permit	NONE	2 minutes	Releasing Clerk
TOTAL		NONE	12 Minutes	

12. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT Application via Quezon City Online Registration

The Sanitary Permit is a written authorization or certification issued by the City Health Officer which signifies the establishment's compliance with the existing requirements upon inspection or evaluation by the Sanitation Inspector or Evaluator.

Office / Division:	QCHD - Environmental Sanitation Division		
Classification:	Simple		
Type of Transaction:	G2B– Government to Business Entity		
Who may avail:	All establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Business Permit	Business Permit & Licensing Department (BPLD) - Business One Stop Shop (BOSS)		
Provisional Sanitary Permit			
Order of Payment Form	Sanitary Permit Application in QC E – Services website (qceservices.quezoncity.gov.ph)		
Official Receipt of Payment for Business Permit inclusive of Sanitary Fee (current year); Inspection Fee; and Health Occupancy Permit Fee	<ul style="list-style-type: none"> ➤ City Treasurer's Office Cashier (for cash payment); ➤ Applicant's email (for online payment via QC Pay Easy) 		

Valid Health Certificate of ALL employees of the establishment including that of the manager/s and /or Owner to be uploaded in the online application of Sanitary Permit		Business Owner /Human Resource Staff/ Employees		
Microbiological Water Analysis Report <ul style="list-style-type: none"> • Food Establishment –Original copy of monthly report • Non Food Establishment – Original copy of semi-annual report 		DOH Accredited Water Laboratory		
Pest Control Service Report <ul style="list-style-type: none"> • Food Establishment – Original monthly service report • Non Food Establishment –Original semi-annual service report 		Licensed Pest Control Service Applicator		
Health Occupancy Permit		QCHD-Environmental Sanitation Division		
Other Requirements: <ul style="list-style-type: none"> ➤ License to Operate(original copy, if applicable) ➤ Physical - Chemical Water Analysis (if applicable) 		Department of Health / Food & Drug Administration DOH AccreditedWater Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Log – in to gceservices.quezoncity.gov.ph, and select Health Certificate & Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Sanitary Permit icon and select appropriate application type. Fill out required information consistent with Business Permit entries.</p> <p>Upload all documentary requirements based on nature of business</p>	<p>1. Evaluates stated information and uploaded valid documents</p> <p>1.1. Creates Order of Payment for Sanitary Inspection or other fees not included in the uploaded Official Receipt</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Sanitary Permit Document Validator</p>
<p>2. Pay corresponding fees</p> <p>Note: This step may be omitted if all required fees are included in the current Business Tax</p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Inspection Processing fee: PHP 100.00</p>	<p>5 minutes (cash payment)</p> <p>*24- 30 hours (online fund transfer)</p>	<p>City Treasurer's Office Cashier</p> <p>City Treasurer's Office Payment Validator</p>
<p>3. Wait for final approval of application</p>	<p>3. Validates all of the uploaded documents and approves accordingly.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Head Approving Officer</p>

<p>4. Submit digital copy of Sanitary Permit and claim actual permit</p> <p>Note: This step may be omitted once digital copy of Sanitary Permit is finalized in Phase 2 online system enhancement by the latter part of 2022.</p>	<p>4. Verifies information in the digital copy and issues actual Sanitary Permit</p>	<p>NONE</p>	<p>4 minutes</p>	<p>Releasing Clerk</p>
<p style="text-align: center;">TOTAL</p>		<p style="text-align: center;">PHP 100.00</p>	<p>a. For cash payment – 16minutes</p> <p>b. For online fund transfer - 1 day& 11 minutes to 1 day, 6 hours &11minutes</p>	

ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

13. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT via *Walk – In Application

The Sanitary Permit is a written authorization or certification issued by the City Health Officer which signifies the establishment’s compliance with the existing requirements upon inspection or evaluation by the Sanitation Inspector or Evaluator.

*Walk – In transaction for New & Renewal Sanitary Permit application is employed only when online system is “down” or inoperative as confirmed by the QCHD – Environmental Sanitation Division Head.

<p>Office / Division:</p>	<p>QCHD - Environmental Sanitation Division</p>
<p>Classification:</p>	<p>Simple</p>
<p>Type of Transaction:</p>	<p>G2B– Government to Business Entity</p>
<p>Who may avail:</p>	<p>All New establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Business Permit Application (New) /Business Permit & Sanitary Permit of the prior year (Renewal)		Business Owner / Representative		
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Sanitary Permit Application		
Official Receipt of Payment for Business Permit inclusive of Sanitary Fee (current year); Inspection Fee; and Health Occupancy Permit Fee		<ul style="list-style-type: none"> ➤ City Treasurer's Office Cashier (for cash payment); ➤ Applicant's email (for online payment via QC PayEasy) 		
Valid Health Certificate of ALL employees of the establishment including that of the manager/s and /or Owner (photocopy of all certificates for submission)		Business Owner / Human Resource Staff / Employees		
Microbiological Water Analysis Report <ul style="list-style-type: none"> • Food Establishment – original monthly report • Non Food Establishment – original semi-annual report (Photocopies of water analysis reports for submission)		DOH Accredited Water Laboratory		
Pest Control Service Report <ul style="list-style-type: none"> • Food Establishment – original monthly service report • Non Food Establishment – original semi – annual service report (Photocopies of pest control service reports for submission)		Licensed Pest Control Service Applicator		
Health Occupancy Permit (photocopy for submission)		QCHD-Environmental Sanitation Division		
Other Requirements: <ul style="list-style-type: none"> ➤ License to Operate (original copy, if applicable) ➤ Physical - Chemical Water Analysis (if applicable) (photocopy for submission)		Department of Health / Food & Drug Administration DOH Accredited Water Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all documentary requirements for evaluation	1. Checks for the validity of all the requirements submitted	NONE	2 minutes	Receiving Clerk
2. Pay corresponding fees Note: This step may be omitted if all required fees are included in the current Business Tax	2.a. Issues Official Receipt for cash payment 2.b. Sends official receipt via applicant's email address once online payment is verified **Prices are subject to change as mandated by a City Ordinance	Inspection Processing fee: PHP 100.00	5 minutes (cash payment) *24- 30 hours (online fund transfer)	City Treasurer's Office Cashier City Treasurer's Office Payment Validator
3. Wait for the processing of the Sanitary Permit	3. Evaluates all submitted documents; 3.1 Encodes Sanitary Permit details, 3.2 Prints hard copy duly signed by the Sanitary Permit Head Evaluator/s	NONE	4 minutes	Head Evaluator/s Administrative Clerk
4. Claim Sanitary Permit	4. Issues Sanitary Permit	NONE	1 minute	Releasing Clerk
TOTAL		PHP 100.00	a. For cash payment – 12 minutes b. For online fund transfer - 1 day & 7 minutes to 1 day, 6 hours & 7 minutes	

ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

14. ISSUANCE OF HEALTH OCCUPANCY PERMIT

The Health Occupancy Permit is a written authorization or certification issued by the City Health Officer which signifies confirmation that the building is in a suitable and healthy living condition considering its compliance to the submitted plans and specifications.

Office / Division:	QCHD - Environmental Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2B– Government to Business Entity			
Who may avail:	All newly constructed/ renovated structures (residential, commercial, industrial & institutional) within the territorial jurisdiction of Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion for Building / Occupancy Permit – 1 photocopy		Department of Building Official (DBO) Office		
Floor Plan (Sanitary Plumbing) - 1 photocopy		Establishment Owner / Representative		
Microbiological Water Analysis Report within 1 month of application (1 photocopy)		DOH Accredited Water Laboratory		
Official Receipt of Payment for Health Occupancy Permit (<i>incorporated in the Business Permit Receipt</i>)		City Treasurer's Office – Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopies of the requirements for Health Occupancy Permit issuance	1. Reviews and evaluate the requirements presented	NONE	5 minutes	Sanitary Engineer / Evaluator
	1.1. Issues Official Receipt upon payment of required fees	Residential - PHP 200.00; Commercial – PHP 300.00; Industrial/ Institutional - PHP 400.00	5 minutes	City Treasurer's Office Cashier
2. Wait for the processing of the Health Occupancy Permit	2. Prepares the Health Occupancy Permit to be signed by the Sanitation Inspector / Evaluator	NONE	10 minutes	Administrative Clerk

3. Claiming of the HealthOccupancyPermit	3. Issues Health Occupancy Permit	NONE	3 minutes	Releasing Clerk
TOTAL		Residential - PHP 200.00; Commercial – PHP 300.00; Industrial/ Institutional - PHP 400.00	23minutes	

15. ISSUANCE OF CERTIFICATE OF POTABILITY

The Certificate of Potability is an official document issued by the Quezon City Health Department to all dwelling / residential and other places for lease or rent in which the quality of water passed the standard set by Philippine National Standards for Drinking Water (PNSDW).

Office / Division:	QCHD - Environmental Sanitation Division			
Classification:	Simple			
Type of Transaction:	G2B– Government to Business Entity			
Who may avail:	Owners of condominiums, apartelles / inns, motels, hotels, subdivisions and townhouses within Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest three (3) months results of microbiological water analysis (original and photocopy)		DOH Accredited Water Laboratory		
Semi-annual results of physical-chemical tests(original and photocopy)				
Order of Payment		QCHD - Environmental Sanitation Division		
Official Receipt of Payment for the Certificate of Potability		City Treasurer's Office – Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present original and photocopies of the requirements	1. Reviews and evaluates the requirements presented 1.1. Issues Official Receipt	PHP 1,000.00	5 minutes 5 minutes	Sanitary Engineer / Evaluator City Treasurer's Office Cashier
2. Wait for the processing of the documents	2. Prepares the Certificate of Potability to be signed by the Sanitation Engineer, Environmental Sanitation Division Chief and City Health Officer	NONE	5 minutes	Administrative Clerk
3. Claim Certificate of Potability	3. Issues Certificate of Potability	NONE	3 minutes	Releasing Clerk
TOTAL		PHP 1,000.00	20 minutes	

ISSUANCE OF CERTIFICATE OF POTABILITY is covered under PD No. 856

16. ISSUANCE OF DEATH CERTIFICATE

The Death Certificate can refer either to a document issued by a medical practitioner certifying the deceased state of a person or to a document issued by a person such as a registrar of vital statistics that declares the date, location and cause of a person's death as later entered in an official register of Quezon City deaths.

This is an essential part of the Civil Registration duty of a citizen described as a continuous, permanent, compulsory reporting and recording of vital events occurring in the life of an individual including death as mandated by Act No. 3753, the Civil Registry Law.

Office / Division:	QCHD –Special Services Division	
Classification:	Simple	
Type of Transaction:	G2C– Governmentto Citizen	
Who may avail:	All deaths which occurred in Quezon City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Correctly & Completely Filled Up DeathCertificate Forms:</p> <ul style="list-style-type: none"> • Municipal Form No. 103 CERTIFICATE OF DEATH • Municipal Form No. 103A CERTIFICATE OF FETAL DEATH 	<p>Local Civil Registry</p> <p>Any hospital / health facility's attending physician (for hospital / health facility death);</p> <p>Health Center Physician as Public Health Officer (for home death)</p>
	Imam Certification (for Imam descendent)	Muslim / Islam Religious Community
	<p>For HOME Deaths:</p> <ul style="list-style-type: none"> ➤ Notarized affidavit for the Circumstance of Death (requesting party must also be the informant stated in the death certificate) ➤ Referral letter from health center (stating reason for unavailability of physician) ➤ Photocopy of Certifying Physician's valid PRC License with 3 original specimen signatures 	<p>Legal Department (QC Hall, 7th Floor)</p> <p>Local Health Center</p> <p>Private Physician certifying home death</p>

Embalmer's Certificate & License		Funeral Establishment		
For Fetal Deaths without embalming: <ul style="list-style-type: none"> ➤ Letter from any relative stating the location of the cadaver ➤ Certification of direct burial in a cemetery 		Family Member / Relative		
Notarized waiver of autopsy (if applicable)		Family Member / Relative (nearest of kin)		
SARS – COV2 Test Results or Medical Certificate stating "NO COVID Test" done		Attending Physician		
For Late Registration: <ul style="list-style-type: none"> • Deaths more than 30 days to less than 1 year <ul style="list-style-type: none"> ➤ 4 copies of Certificate of Death (original and photocopy) ➤ Notarized Affidavit for delayed registration which includes name of deceased, facts of death, circumstance why death was not reported within 30 days (original and photocopy) ➤ Authenticated copy of certificate of burial, cremation or other means of corpse disposal (original and photocopy) 		Family Member / Relative (nearest of kin) Legal Department (QC Hall, 7 th Floor) Funeral or Cremation Establishment Family Member / Relative (nearest of kin)		
For Late Registration: <ul style="list-style-type: none"> • Deaths occurring 1 year and above <ul style="list-style-type: none"> ➤ Certificate of funeral service (original and photocopy) ➤ Certificate of Burial (original and photocopy) ➤ Certificate of No Registration (No Record of Death) 		} Funeral or Cremation Establishment } Family Member / Relative (nearest of kin) Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Present all properly and completely filled – up forms necessary for death certificate registration such as:</p> <p>Municipal Form No. 103 CERTIFICATE OF DEATH or Municipal Form No. 103A CERTIFICATE OF FETAL DEATH</p>	<p>1. Review the filled – up death certificate forms for completeness of entries, authenticity and validity of physician’s & embalmer’s license, signatures and date of embalming</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Receiving Clerk</p>
<p>2. Submit Notarized Affidavit of Circumstances of Death (for home deaths) & waiver of autopsy signed by informant/nearest kin (if needed)</p>	<p>2. Review the necessary attachments or documents submitted</p> <p>2.1. Register Data of the deceased in the logbook</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Receiving Clerk</p>

<p>2.1. Answer query (if needed) for validation purposes</p>	<p>2.2. Conduct verbal autopsy with nearest kin or caregiver for home death without an attending physician</p> <p>2.2. Review, validate and sign death certificate (<i>if without need for revision based on DOH Guidelines in Medical Certification of Death</i>)</p> <p>2.3. Give return letter addressed to certifying physician <i>if there are errors noted based on DOH Guidelines</i></p>		<p>15 minutes</p>	<p>Medical Officer</p>
<p>3. Sign out released death certificates</p>	<p>3. Give request for issuance of burial / cremation and transfer permits (if applicable)</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Releasing Clerk</p>
<p style="text-align: right;">TOTAL</p>		<p>NONE</p>	<p>30 minutes</p>	

17. MEDICAL CONSULTATION

A medical consultation is a procedure whereby, a healthcare provider, reviews a medical history, examines the patient, and makes recommendations as to care and treatment.

Office / Division:	QCHD –Special Services Division			
Classification:	Simple			
Type of Transaction:	G2C– Governmentto Citizen			
Who may avail:	All Quezon City Hall Employees, their immediate dependents and transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • For Employees: <ul style="list-style-type: none"> ➢ Quezon City Employee’s ID or Employment Certificate 		City Personnel Department / Department Concerned		
<ul style="list-style-type: none"> • For Employee’s dependent: <ul style="list-style-type: none"> ➢ Birth Certificate ➢ Marriage Contract 		Philippine Statistics Authority / Local Civil Registry		
<ul style="list-style-type: none"> • For Transacting Public <ul style="list-style-type: none"> ➢ Government-Issued ID ➢ Ultrasound result (for Gender certification) of Scrotal, Pelvic or Transvaginal Scan ➢ Laboratory results as required in Medical Certification / Clearance 		Client / Citizen DOH Accredited Ultrasound and Sonography Facility DOH Accredited Clinical Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on FIRST COME FIRST SERVE Basis and state what service to avail	1. Triage patients and give number to each Client; 1.1. Direct clients to waiting area	NONE	2 minutes	Nurse/ Nurse Aide / Admitting Clerk
2. Present valid Identification (ID) Card and other necessary documents 2.1. Fill up Personal Information on Individual Treatment Record (ITR)	2. Check ID Card presented and other attachments 2.1. Record or encode patient’s information on ITR/E-Medical Record	NONE	5 minutes	Personnel assigned at the Registration Area
3. Submit the accomplished ITR	3. Obtain and record vital signs and chief complaint of client 3.1. Hand over the ITR to the Medical Officer	NONE	5 minutes	Nurse / Administrative Aide

4. Discuss medical complaint and brief history of illness	4. Conduct history - taking and Physical Examination and other procedures, as warranted	NONE	10 minutes	Medical Officer
	4.1. Conduct Oral Examination & Dental Procedures (Oral Prophylaxis, Tooth Extraction, Tooth Restoration), as warranted (if available)		15 minutes	Dentist
	4.2. Issue Prescription / Laboratory Request/ Referral Form/ Medical Certificate 4.3. Fill-up necessary information in the ITR			Medical / Dental Officer
5. Present Prescription and affix signature on Dispensed to User Record (DTUR)	5. Dispense medicines (if available) 5.1. Clarify discharge instructions 5.2. Ensure client signs DTUR	NONE	3 minutes	Nurse/ Nurse Aide / Administrative Aide
TOTAL		NONE	40 minutes	

18. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATES

The Pre-Marriage Counseling Certificate is a written documentation issued by an accredited counselor upon completion of documentary requirements and attendance to the counseling session prior actual marriage.

Pursuant to Article 16 of the Family Code, this mandatory pre-marriage counseling session is required to all contracting parties which provides assistance and guidance to both parties towards an informed decision about their forthcoming married life.

Office / Division:	QCHD –Family Planning Division			
Classification:	Simple			
Type of Transaction:	G2C– Governmentto Citizen			
Who may avail:	All couples applying for a Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt of Payment		City Treasurer’s Office- Cashier		
Schedule Slip (original)		QCHD- Family Planning Division		
Valid Identification Cards (IDs) with picture and signature (original and photocopy)		Contracting Applicants		
Application for Marriage License (original and photocopy)		City Civil Registry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for Marriage License and Order of Payment	1. Provide application form for Marriage License and issue Order of Payment	Application Form: PHP 50.00 Filing Fee: PHP 100.00	5 minutes	Local Civil Registry
2. Pay fees	2. Issue official receipt	NONE	3 minutes	City Treasurer’s Office Cashier
3. Obtain schedule for seminar (If client is not available as a walk in client for the day)	3. Issue Schedule slip	NONE	3 minutes	Administrative Aide assigned at Pre-marriage Counseling Process
4. Proceed to Quezon City Health Department Pre Marriage Counseling (PMC) Room at the Bernardo Training Center on the date written In the	4. Conduct seminar	NONE	4 hours	Pre Marriage Counselor

schedule slip (Walk-in clients are welcome as long as there are slots available)				
5. Secure Pre Marriage Counseling Certificate	5. Prepare and issue PMC Certificate	NONE	1 minute	Administrative Aide assigned at Pre-marriage Counseling Process
TOTAL		PHP 150.00	4 hours & 12 minutes	

ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE is covered under the following: 1) Article 16 of the Family Code or Executive Order No. 209; 2) Presidential Decree No. 965; and 3) Responsible Parenthood and Reproductive Health (RPRH) Law or Republic Act 10354

Feedback and Complaint Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client satisfaction survey form and place it at the designated drop box located at the front desk or Service Information Area</p> <p>Contact information: 8703-8794 Email: cityhealth@quezoncity.gov.ph</p>

<p>How are feedbacks processed?</p>	<p>Atend of 3 consecutive months, the representative staff per division / unit opens the drop box and records all feedback / satisfaction survey forms submitted.</p> <p>Feedback requiring answers are forwarded to the respective facilities and the staff concerned shall be required to respond within three (3) days upon receipt of the comment / opinion. The reply of the office is then relayed to the citizen.</p> <p>The overall score garnered per division or unit will be analyzed by respective heads. Identification of possible causes and its corresponding actions or recommendations will be presented and discussed during Executive Committee Meetings or ISO Management Reviews.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-8794.</p>
<p>How to file a complaint?</p>	<p>Write a Letter of Complaint addressed to the City Health Officer and send to Quezon City Health Department – 3rd Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan Quezon City. Complaints can also be relayed via telephone.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> ➤ Name of person being complained ➤ Incident ➤ Evidence ➤ Name, address and contact details of complainant <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-8794.</p>

<p>How complaints are processed?</p>	<p>The immediate supervisor or any designated officer evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer or immediate supervisor shall start the investigation and forward the complaint to the relevant office / facility for their explanation.</p> <p>The Complaints Officer shall accomplish and submit a report after the investigation to the Head of Department for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client as needed</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-4382.</p>
<p>Contact Information</p>	<p>Contact information: 8703-4382 or 8703-8794 Email: cityhealth@quezoncity.gov.ph</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

INFORMATION TECHNOLOGY DEVELOPMENT DEPARTMENT

DATABASE MANAGEMENT DIVISION

1. Monitoring of In-Housed Production Databases

Monitor the existence of the in-house production databases in the production server.

Office or Division:	Database Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Database Checklist Form			ITDD Database Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Runs the server size monitoring script from the SQL production Server	None	1 Hour	ITDD-DMD Database Maintenance & Monitoring Section Chief
	2. Inputs output report of the script in excel format showing active databases online and their respective file sizes			
	3. Gives a softcopy of the report to the immediate supervisor			
	4. Safe keeps the report in compliance to the mandate of the Department			
	5. Updates the DB Monitoring Checklist			
TOTAL			1 hour	

2. Provide Backup Measures and Security of In-Housed Production Databases

To create backup file of the in-housed production databases located in the production servers.

Office or Division:	Database Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Backup Schedule and duly approved gate pass and confirmed pass from ePLDT			ITDD Database Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Copies database backup files from production server to the Network Area Storage (NAS) / Encrypted Mobile HDD	None	1 Day	ITDD-DMD Information Security Section Chief
	2. Copies database backup files from (NAS) to an encrypted portable Hard Drive / Encrypted Mobile HDD			
	3. Transports encrypted portable hard drive and any other backup media to the Disaster Recovery Site / safekeeping			
	4. Obtains external documents such as the ePLDT Registration Slip, Ingress/Egress Form (for Backup Retrieval),			
	TOTAL		1 Day	

3. Creation of User Account for In-House Developed Application Users

Creates and grants user privilege identified by a password and giving them access to an in-housed developed application software assigned to him/her

Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Approved Request Letter duly signed by the Department/Office Head (ITDD Service Request Form)			ITDD Database Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter/email request duly signed by the Department/Office Head	1.1. Receives Request Letter duly signed by the Department/Office Head and Produces Job Service Report 1.2. Encodes the information coming from the Acknowledgment form to the user tables of the SQL production server	None	25 Minutes	ITDD-DMD Information Security Section Chief
2. User supplies password for their user account	2.1. Guides user on the procedure 2.2. Tests their new encrypted password on the application to be used			ITDD-DMD Information Security Section Chief
TOTAL			25 minutes	

4. Control of Data Services in Conformity with the Data Privacy Act

Office or Division:	Database Management Division			
Classification:	Simple, Complex, Highly Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Approved request letter duly signed by the Department/Office Head (ITDD Service Request Form), Approved official letter of Indorsement			ITDD Database Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter/email request stating the data needed and its purpose	1.1. Receives approved request letter & Produces Job Service Report 1.2 Validates the authenticity and validity of the request 1.3. Generates script to get the requested the requested data 1.4. Provides an encrypted soft copy of the requested data in compliance with the data Privacy Act	None	5 Days / 15 Days – Highly Technical / Complex Reports	ITDD-DMD Information Security Section Chief, Legal Representative
2. Receives requested information on encrypted format	2.1. Sends out encrypted data through email to the requesting public			ITDD-DMD Information Security Section Chief
TOTAL			5 Days / 15 Days	

NETWORK AND TECHNICAL MAINTENANCE DIVISION

1. Technical Assistance and Support

Provide necessary technical assistance and support to various City Departments and Offices

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Official request letter 2. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/Request technical assistance or Submits Official Request Letter	1.1. Receives Calls/Official Request Letter 1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office 1.3. Produces Job Service Report (Initial) and assigning of Technician to attend troubleshooting	None	40 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Agent
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			ITDD – NTMD Infrastructure Maintenance Section / Computer Maintenance Technician

	TOTAL	40 Minutes
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2. Job Service (Ocular, Inquiry)

Provide necessary troubleshooting service

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/Request technical assistance	1.1. Receives Calls/Official Request Letter 1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office 1.3. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting	None	40 Minutes	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Agent
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			ITDD – NTMD Infrastructure Maintenance Section / Computer Maintenance Technician
TOTAL			40 Minutes	

3. Job Service (With Repair)

Provide necessary repair service

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Office			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Official Request Letter 2. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/Request technical assistance or Submits Official Request Letter	1.1. Receives Calls/Official Request Letter 1.2. Get information about the Technical Problem, Contact Person, Contact Number and Name of Office 1.3. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting	None	1 - 2 Days	ITDD – NTMD Infrastructure Maintenance Section / Technical Support Agent
2.Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job service Report (Final) or Released of repaired IT equipment			ITDD – NTMD Infrastructure Maintenance Section / Computer Maintenance Technician
		TOTAL		1-2 days

4. Internet Access Commissioning

Provide internet access

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Documentary Prescription (Official Endorsement by Immediate Officer) 2. Official Request Letter 3. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Official Request Letter	1.1. Receives Official Request Letter 1.2. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting	None	35 Minutes	ITDD – NTMD Chief and ITDD – NTMD Network & Connectivities Section / Technical Support Agent
2. Receives Copy of Job Service Report (Final)	2.1. Acknowledge Job Service Report (Final)			ITDD – NTMD Network & Connectivities Section / Computer Maintenance Technician
TOTAL			35 Minutes	

5. QC Data Network Access

To have an access on network, the assigned IT staff/technician will verify if the client had a domain controller credentials already.

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Documentary prescription (Official Endorsement by Immediate Officer) 2. Letter Request duly signed by the Department/Office Head 3. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Official Request Letter	1.1. Receives Official Request Letter	None	20 Minutes	ITDD – NTMD Chief and Network & Connectivities Section Chief
2.Creating Username and Password	2.1. Fills up Client Details and Produces Job Service Report			
3. Network Access Log-in	3.1. Gives instructions on how to use Network Access Log-in			
TOTAL			20 Minutes	

6. Data Network Services (Cable installation, Line Check)

Provide necessary network installation/assistance service

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Documentary Prescription (Official Endorsement by Immediate Officer) 2. Official Request Letter 3. Job Service Report (Initial/Final)			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/Request technical assistance or Submits Official Request Letter	1.1. Receives Calls/Official Request Letter 1.2. Produces Job Service Report (Initial) and assigning of Technician to Attend Troubleshooting 1.3. Surveys the Location	None	1 Hour (Per Line)	ITDD – NTMD Network & Connectivities Section, Technical Support Agent and Computer Maintenance Technician

2. Receives Copy of Job Service Report (Final) w/ Prescription if Applicable	2.1. Acknowledges Job Service Report (Final) w/ Prescription if Applicable		ITDD – NTMD Network & Connectivities Section / Computer Maintenance Technician
TOTAL		1 hour (Per Line)	

7. Inspection of IT Equipment and Peripherals Delivery Based on PO or Contract

IT inspector will be responding to inspect and verify if the delivered IT equipment and peripherals delivery based on PO or contract are correct. The inspector will complete and secured a copy of the IT Equipment Inspection Report Form and give the original copy the corresponding contractor/supplier

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Tracking Checklist (Pre-Conduction) 2. Advisory/Request from CGSD and Copy of PO or Contract 3. Job Service Report (Initial/Final) 4. Purchase Order, Terms of Reference / Schedule of Prices, Supply and Delivery Agreement & TOR			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submits Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD	1.1. Receives Tracking Checklist (Pre-Conduction), Advisory/Request from CGSD 1.2. Produces Job Service Report (Initial) and assigning of Inspection Officer 1.3. Documents Verification and Notation by the division chief	None	4 Hours	ITDD – NTMD Infrastructure Maintenance Section Chief, Technical Support Agent / IT Equipment Inspector
2. Receives Complete GSD Inspection Form, Service Report (Final) w/ Attached Files	2.1. Releases GSD Inspection Form, Service Report (Final) w/ Attached Files			ITDD – NTMD IT Equipment Inspector
TOTAL			4 hours	

8. IT Equipment and Software Recommendation

Provide the necessary specifications for proper equipment and software based on the nature of work or function of requesting department/office.

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Purchase Request 2. Technical Specification Checklist			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submits Purchase Request, Technical Specification Checklist	1.1. Receives Purchase Request, Technical Specification Checklist 1.2. Produces Job Service Report & Comments about PR, Technical Specification Checklist	None	1 Hour	ITDD – NTMD Chief / Technical Support Agent
2. Receives Comments about PR, Technical Specification Checklist	2.1. Releases Comments about PR, Technical Specification Checklist			ITDD – NTMD Chief
	TOTAL		1 hour	

9. Maintenance of IT Equipment

Provide necessary troubleshooting and maintenance works will be conducted on an agreed schedule.

Office or Division:	Network and Technical Maintenance Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various City Departments and Offices, Other Government Agencies and Educational Institutions			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Maintenance Schedule Report Form			ITDD Network and Technical Maintenance Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submits filled – up request form	1.1. Provides the necessary troubleshooting and maintenance works 1.2. Coordinates with the necessary division of offices for occasional downtime	None	1 Year	ITDD – NTMD Infrastructure Maintenance Section Chief
2. Receives Maintenance Schedule Report	2.1. Generates the necessary reports & Produces Job Service Report			ITDD – NTMD Infrastructure Maintenance Section Chief / Technical Support Agent
TOTAL			1 Year	

SYSTEMS DEVELOPMENT AND MANAGEMENT DIVISION

1. Application Systems Design and Development

This process is part of the mandate of developing a Comprehensive IT Master Plan and to ensure that other computerization process in the City Government are compatible with the plan. This is also being done in compliance with the providing of parameters and guidelines in the design and development.

Office or Division:	Systems Development and Management Division	
Classification:	Complex	
Type of Transaction:	G2G	
Who may avail:	Various City Departments and Offices	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE

1. Approved letter of request signed by the Department/Office Head			ITDD- Systems Development and Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of request duly signed by the Department/Office Head	1.1. Receives letter of request and produces job service report	None	4 Months	ITDD- SDMD Systems Design Section Chief
TOTAL			4 months	

* No longer develops, only maintains since 2005. All IT systems being outsourced since.

2. Application Systems Deployment

Assist in the development and installation of the city's operating systems of departments in relation to the Comprehensive IT Master Plan.

Office or Division:	Systems Development and Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved letter of request signed by the Department/Office Head/Online or phone request			ITDD- Systems Development and Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submits letter of request duly signed by the Department/Office Head/Online or phone request	1.1. Validates job order report, documentary prescription (official Endorsement by Immediate Officer & produces job service report	None	2 hours	ITDD- SDMD Systems Support Section Chief
TOTAL			2 hours	

3. Application Systems Support

Ensure that operating systems are properly functioning and service that departments needs when necessary. Conduct training for the user or personnel for the proper operation and management of the city's automated systems.

Office or Division:	Systems Development and Management Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved letter of request signed by the Department/Office Head/Online or phone request			ITDD- Systems Development and Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request duly signed by the Department/Office Head/Online or phone request	1.1. Prepares job order report & produce job service report	None	1 hour	ITDD- SDMD Systems Support Section Chief
TOTAL			1 hour	

PROJECT RESEARCH DEVELOPMENT DIVISION

1. Formulation of the Information System Strategic Planning (ISSP)

It is the City's 3-year digital roadmap of prioritizing and integrating proposed IT projects by various city offices clustered according to function aimed to attain efficiency on the delivery of services to the City's constituents and governance. It is also to technologically upkeep locally and globally with other cities for Smart Sustainable and Safe Cities initiatives. Preparation is in collaboration with the national agency, the Department of Information Communication Technology (DICT) for future interoperability and non-duplication of national IT projects.

Office or Division:	Project Research and Development Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various City Department and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Approved Request Letter duly signed by the Department/Office Head			ITDD Project Research and Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participates in the ISSP orientation of IT representatives of clustered city offices	1.1. ITDD presentation of operational, implemented, on-going previous 3-year ISSP projects	N/A	One (1) day per cluster group	ITDD –PRDD Chief
2. Clustered City Offices submits IT proposed projects	2.1. Receives request proposes IT project	N/A	Six (6) months	Project Group Coordinator
3. Sets Meeting with IT Technical representatives of the clustered city offices	3.1. ITDD presents submitted projects and discusses prioritization, integration of systems and inclusion of proposed IT projects in the ISSP	N/A		Project Group Team Leader
4. Prepares draft ISSP and consult DICT for guidance and review	4.1. ITDD crafts the ISSP based on DICT	N/A		Project Group Team Leader
5. Finalizes copy for Approval of the City Mayor	5.1. ITDD submits to the City Mayor for approval	N/A		ITDD, Department Head
6. Submits approved ISSP for city council resolution	6.1. ITDD submits approved ISSP to the city council for resolution sponsorship	N/A		ITDD, Department Head

	TOTAL	6 months and 1 day
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2. Review of IT Related Proposals

ITDD as part of the administrative support services and a technical office for IT matters, is also mandated to review, comment and recommend IT related project proposals submitted by solution providers/vendor to top management and individual city offices/departments. Evaluate and recommend proposed IT projects for system/infrastructure feasibility, interoperability with existing systems/infrastructure and aligned with the city's ISSP is one of its main goal. ITDO may demand presentations, or Proof of Concepts (POC) of the proposals.

Office or Division:	Project Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various City Department and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved Request Letter duly signed by the Department/Office Head 2. IT Project Proposal 3. Proponent Profile			ITDD Project Research and Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Endorsement Letter of Request for IT Project proposal (hard copy)	1.1. ITDD receives IT proposal hard copy	N/A	One (1) day	Receiving Clerk
	1.2. ITDD Head initially reviews IT proposal and assigns Special Project Group for review and comments	N/A	Two (2) weeks	ITDD, Department Head

	1.3. Project Group reviews IT proposal and consults with the System Development Network, Infrastructure and Database Divisions for specifications.	N/A	Project Group Team Leader
	TOTAL		2 weeks and 1 day

3. Project Proposal via Email

Submit via email the proposed IT projects for system/infrastructure feasibility.

Office or Division:	ITDD - Project Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various City Departments and Offices			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Approved Request Letter duly signed by the Department/Office Head 2. IT Project Proposal 3. Proponent Profile			ITDD Project Research and Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Endorsement Letter of Request for IT Project proposal (soft copy) via Email	1.1. Project Group Team receives IT proposal soft copy via email	None	One (1) day	ITDD, Department Head ; Team Leader
	1.2. Project Group Team initially reviews IT proposal to be forwarded to the ITDD Head		One (1) week	
	1.3. Project Group Team Leader will forward IT proposal to the ITDD Head for review and comments			

	<p>1.4. ITDD Head provides feedbacks to the Project Group Team Leader</p> <p>1.5. Projects GroupTeam Leader will consults with the System Development Network, Infrastructure and Database Divisions for specifications.</p> <p>1.6. Project Group Team provides feedback/ comment to the project proponent via email</p>			
			One (1) day	
		TOTAL		1 week and 2 days

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the feedback form and drop it at the designated drop box located at the receiving area of the Information Technology Development Department
How feedbacks are processed	Every end of the month, CAO personnel opens the drop box and collect all the feedback forms.
Contact Information of QC Information Technology Development Department (QCITDD)	itdd@quezoncity.gov.ph Tel. No. 988.4242 loc. 8200 (Dept. Head) * 8201 (SDMD) * 8202 (DMD) * 8203 (NTMD) * 8279 (ADMIN) * 8278 (PRDD)
How to file a complaint	Complaints can be filed thru email or phone. Make sure to provide the following information: <ul style="list-style-type: none"> • Name of the complainant • Name of the Person being complained • Incident • Evidence
How complaint are processed	Assessing the complaint <ul style="list-style-type: none"> • After receiving the complaint it will be forwarded to the concerned division for appropriate action. Investigating the complaint. <ul style="list-style-type: none"> • Gather facts • Position of parties involved. Resolving the complaint <ul style="list-style-type: none"> • Decision on the complaint • Inform the complainant on the action taken.
Contact Information of QC Information Technology Development Department (QCITDD)	itdd@quezoncity.gov.ph Tel.No 9884242 loc.8200 (Dept.Head)*8201 (SDMD)*8202 (DMD) *8203 (NTMD)*8279 (ADMIN) *8278 (PRDD)

Contact Information of CCB, PCC, ARTA	ARTA : complaints@arta.gov.ph : 1-ARTA(2782) PCC : 8888 CCB : 0908-881-6565 (SMS)
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QUEZON CITY GENERAL HOSPITAL

ACCOUNTING DIVISION

1. PREPARATION OF FINANCIAL STATEMENTS

Office or Division:	<i>Accounting Division / Bookkeeping Section</i>
Classification:	<i>Simple</i>

Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs , COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Journal Entry Voucher Special Journals General Ledgers Trial Balance Schedules Different Statements		Bookkeeping Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cash Section - Office Staff, present Daily Report of Collections, Report of Disbursements with complete supporting documents to be received.	Received Daily Report of Collections, Report of Disbursements with complete supporting documents.	None	3 min.	Office Clerk
	Prepares Journal Entry Vouchers of the Daily Report of Collections.	None	2 hours	Office Clerk
	Prepares Special Journals (Cash Receipt Journal, Check Disbursement Journal, Debit Credit Memo Disbursement Journal and Cash Disbursement Journal) and Journal Entry Vouchers of Adjustments.	None	10 days 1 day 2 days	Senior Bookkeeper Accounting Clerk II Office Clerk
	Posting of Recapitulations of Special Journals and Journal Entry Vouchers of Adjustments to General Ledgers.	None	2 days	Senior Bookkeeper
	Prepares Monthly	None	4 hours	Senior Bookke-eper

	Trial Balance.			
	Prepares Schedules.	None	5 days	Accounting Clerk II
	Prepares Quarterly Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flow and Statement of Analysis of Appropriation and Obligation	None	2 days	Accountant III
	Submits Financial Reports to Commission on Audit and City Accounting Office.	None	3 hours	Office Clerk
	TOTAL:	None		

2. PREPARATION OF PAYROLL

Office or Division:	Accounting Division / Payroll Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR Obligation Request Disbursement Voucher		PDER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Personnel Division - Office Staff presents Daily Time Records of all Employees with complete supporting documents.	Receives Daily Time Records of all Employees with complete supporting documents.	None	20 min.	Office Clerk
	Prepares Payroll of Permanent Employees including Payroll of	None	4 days	Office Clerk

	RATA			
	Prepares Payroll of Contractual Employees on a 15 th and 30 th basis	None	3 days	Office Clerk
	Prepares Financial Data Entry System (FinDES) with USB Flash Drive	None	4 hours	Office Clerk
	Prepares Allotment for Obligation Request and Disbursement Voucher.	None	1 hours	Office Clerk
TOTAL:		None		

3. PROCESSING OF PURCHASE REQUEST AND DISBURSEMENT VOUCHER

Office or Division:	Accounting Division / Processing Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook Purchase Request Purchase Order PPMP Control Ledger Journal Entry Voucher BIR 2306 and 2307				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Disbursing Officers presents Purchase Request with complete supporting documents.	Receives and logs Purchase Request then assign Control Number.	None	3 min.	Office Clerk
	Checks Purchase Request against Project Procurement Management Plan (PPMP) and initials.	None	30 min.	Accountant I
	Records	None	10 min.	Accountant III

	Purchase Request in Control Ledger and initials.			
	Reviews Purchase Request, Checks and verifies availability of allotment and initials	None	20 min.	Accountant IV
	Reviews and signs.	None	10 min.	Accountant V
	Files and release Purchase Request with complete supporting documents.	None	10 min.	Office Clerk
From Different Departments Office Staff present Disbursement Voucher with complete supporting documents.	Receives Disbursement Vouchers with complete supporting documents, logs and assign control number.	None	3 min.	Office Clerk
	Prepares Journal Entry Voucher and other required documents.	None	20 min.	Office Clerk
	Checks supporting documents and initials.	None	30 min.	Accountant II
	Reviews computations, records Disbursement Vouchers in Control Ledger and initials.	None	30 min.	Accountant III
	Reviews all documents and initials	None	30 min.	Accountant IV
	Reviews, certifies and signs Disbursement Vouchers, Journal Entry Voucher and	None	20 min	Accountant V

	other documents			
	Files and release Disbursement Vouchers with complete supporting documents.	None	20 min.	Office Clerk
TOTAL:		None		

4. PREPARATION OF REMITTANCE REPORT

Office or Division:	Accounting Division / Remittance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs , BIR, GSIS, Philhealth, Pag-ibig			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concern Government Agency emails Electronic Billing Files	Receives, prints and checks the Electronic Billing Files if applicable	None	4 hrs	Accounting Clerk II
	Prepares the Monthly Notice of Deduction from the Electronic Billing Files	None	2hrs	Accounting Clerk II
Payroll Section – Office Aide presents file copies of payrolls.	Receives payrolls.	None	3 min	Office Clerk
Bookkeeping Section – Office Aide presents RCD and DV. Cashier III presents Cash Book and DV.	Receives DV and Cash Book.	None	6 min	Office Clerk
	Post all deductions to Liabilities Control Ledger	None	4 hrs	Accounting Clerk II

	Prepares Monthly Remittance Reports and Disbursement Vouchers	None	10 days	Accounting Clerk II
	Release Monthly Remittance Reports to Processing Section	None	2 hrs	Accounting Clerk II
	Filing of duplicate copies	None	2 days	Accounting Clerk II
	Posting to Employees' Index Card if applicable	None	5 days	Accounting Clerk II
TOTAL:		None		

ADMINISTRATIVE RECORDS

1. RECORDS PROCESS

Schedule of Availability of Service

Days : Monday to Friday
Hours : 8:00 am to 5:00 pm

Office or Division:	Administrative Records
Classification:	
Type of	

Transaction:					
Who may avail:		Concerned Personnel, Department Heads, Division and Section Chiefs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Logbook ,Distribution					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORMS
1. Present the letter of communication to be received	Received and Stamp the communication recorded in the Logbook	None	5 min.	Records Officer III Records Officer I Clerk II	Logbook
	Course through to the Administrative Officer V for Notation /Action	None	10 min.	Administrative Officer V	Transmittal Slip
	Transmit to the Directors Office for action /notation and approval	None	10 min.	Director's Office staff	Logbook
1. Hospital Personnel concerned, Department Heads , Division and Section Chiefs	Records and released communication /memoranda to hospital personnel concerned Department Heads ,Division and Section Chiefs	None	40 min.	Clerk II RecordsOfficer I RecordsOfficer III	Logbook /Distribution List
	Recorded in the logbook index and filed	None	1hr.	Records Officer I Records Officer III Clerk II	Logbook , IndexCard
END OF TRANSACTION					
List Processing Period: 1 hr and 65 minutes					

ADMITTING SECTION

1. REGISTRATION FOR ER CONSULTATION

Schedule of Availability of Service : Daily
 Days : Monday – Sunday including Holidays
 Hours : 24 hours without noon break

Office or Division:		<i>Admitting Section</i>			
Classification:					
Type of Transaction:					
Who may avail:		All Hospital Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Patient's Information Slip/QCGH Patient ID Card/ Patient's Valid ID (Government Issued)					
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Get and fill up Patient's Information Sheet with Emergency Room Officer's note. (ERO's name and signature, Time and Service)	Checks the information sheet	None	8 minutes	Admitting staff Patient/ Companion	Patient's Information Sheet
2. Submit Patient's Information Sheet and Valid ID	Interview and verify all the information given in the information sheet.	None	7 minutes	Admitting staff Patient/ Companion	Patient's Information Sheet Valid ID (Government Issued)
3. Receive QCGH Patient ID Card	Encode the required patient's data into the computer system and print out the QCGH Patient ID Card.	None	7 minutes	Admitting staff Patient/ Companion	Patient's Information Sheet QCGH Patient ID Card

	Issue the QCGH Patient ID Card to the patient/patient companion.				
END OF TRANSACTION Processing Period: 22 minutes					

2. REGISTRATION FOR ADMISSION

Schedule of Availability of Service : Daily
 Days : Monday – Sunday including Holidays
 Hours : 24 hours without noon break

Office or Division:		Admitting Section			
Classification:					
Type of Transaction:					
Who may avail:		All Hospital Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Admissions from ER: QCGH Patient ID Card Admissions from OPD: Patient's Information Sheet/QCGH Patient ID Card Direct Admissions: Patient's Information Sheet/QCGH Patient ID Card/ Patient's Valid ID					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Endorsed by medical staff	Receives accomplished Admission and Discharge Record Check the Consent for diagnosis/treatment and Doctor's order for Admission	None	3 minutes	Admitting staff Medical Staff	Endorsement Logbook (ER or OPD) Admission and Discharge Record
2. Get and Fill out Patient's Information Sheet (for Outpatient Department Admission and	Interview and verify all the information given in the information sheet	None	12 minutes	Admitting staff Patient/ Companion	Patient's Information Sheet Patient's Valid ID

Direct Admission only)					QCGH Patient ID Card
3. Familiarization/ Orientation on policies and procedures, rights and obligation of patients during confinement	<p>Encode the required patient's data into the computer system.</p> <p>Fill out the Front Sheet of Admission and Discharge Record</p> <p>Prepare the wrist tag for the admitted patient</p> <p>Instruct patient to proceed to Medical Social Service for classification</p>	None	15 minutes	Admitting staff Patient/ Companion	<p>Patient's Information Sheet</p> <p>QCGH Patient ID Card</p>
<p>END OF TRANSACTION Processing Period: 30 minutes</p>					

ANESTHESIA DEPARTMENT

1. For Pre-Anesthetic Risk Stratification and Evaluation/PARES Clinic

Schedule of Availability of Service : Weekdays
Days : Monday to Friday
Hours : 7:30 AM to 3PM (Pre-Anesthetic Risk Stratification and Evaluation/PARES)

Office or Division:	<i>Anesthesia Department</i>
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Classification:					
Type of Transaction:					
Who may avail:	All Hospital Patients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Patient's chart					
Referral to Anesthesiology Department					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
Consultation with primary service <i>(Pagkonsulta sa pangunahing nagseserbisyo)</i>		None (<i>wala</i>)	Two hours <i>(dalawang oras)</i>	Patient <i>(pasyente)</i> Nurse (<i>nars</i>) Residents <i>(residente)</i>	Hospital card <i>(ospitalkard)</i> Patient's chart <i>(chart ng pasyente)</i>
Referral to Anesthesia department <i>(Pagrefer sa departamento ng anesthesia)</i>		None (<i>wala</i>)	30 minutes <i>(30 minuto)</i>	Patient <i>(pasyente)</i> Nurse (<i>nars</i>) Residents <i>(residente)</i>	Patient's chart <i>(chart ng pasyente)</i>
Pre-operative visit with anesthesiologist <i>(Pre-operative napagdalaw ng anestetista)</i>		None (<i>wala</i>)	1 hour (<i>isang oras</i>)	Patient <i>(pasyente)</i> Anesthesiologist <i>(anestetista)</i>	Patient's chart <i>(chart ng pasyente)</i>
Transfer back to main service <i>(Ibabalik sa pangunahing nagseserbisyo)</i>		None (<i>wala</i>)	1 hour (<i>isang oras</i>)	Nurse (<i>nars</i>) Primary service <i>(pangunahing nagseserbisyo)</i> resident <i>(residente)</i> Operating room staff <i>(staff ng operating room)</i> Anesthesiologist <i>(anestetista)</i>	Patient's chart <i>(chart ng pasyente)</i>

2. New Citizen's Charter– ELECTIVE/SEMIURGENT PROCEDURES

Schedule of Availability of Service : Daily
 Days : Monday to Friday for Service Cases,
 Including weekends and holidays for Pay Cases
 Hours : until 5PM for Service Cases

Office or Division:		Anesthesia Department			
Classification:					
Type of Transaction:					
Who may avail:		All Hospital Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Patient's chart					
Referral to Anesthesiology Department					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
Proposal of procedure (Pag-propose ng operasyon)		None (wala)	1 hour (isang oras)	Nurse (nars) Primary service (pangunahing na gseserbisyo) resident (residente) Operating room staff (staff ng operating room) Anesthesiologist (anestetista)	Patient's chart (chart ng pasyente)
Pre-Operative Visit of Anesthesiologist at the ward - Review history, chart and labs - Interview with patient - Explanation of Anesthetic plan		Depends on which medications and equipment are unavailable at the pharmacy and central supplies	30 minutes (30 minuto)	Patient (pasyente) Nurse (Nars) Anesthesiologist (anestetista)	Patients chart (chart ng pasyente) Elective/ semiurgent proposal (elective na proposal)

<ul style="list-style-type: none"> - Giving of prescription - Reminders - Optimization of patient if necessary <p><i>(Pre-operative visit ng anestetistasa ward, pagreview ng history, chart at labortatoryo ng pasyente, paginterviewsapasyente, pagpapaliwanang ng isasagawang anesthesia sapasyente, pagbibigay ng mgakailangangreset a, mgapaalala at pag-optimize ng pasyente kung kinakailangan)</i></p>		<p>room <i>(depende kung anongwalan ggamotat gamitsapar masya at CSR)</i></p>			<p>Pre-operative evaluation form</p> <p><i>RTPCR result (resulta ng RTPCR)</i></p> <p><i>Chest Xray Result (Resulta ng Chest Xray) Prescription (reseta)</i></p>
<p>Taking of patient to Operating Room Lobby <i>(Pagpasok ng pasyentesa operating room lobby)</i></p>		<p>None <i>(wala)</i></p>	<p>30 minutes <i>(30 minuto)</i></p>	<p>Patient <i>(pasyente)</i> Nurse <i>(nars)</i></p> <p>Operating room staff <i>(staff ng operating room)</i></p> <p>Anesthesiologist <i>(anestetista)</i></p>	<p>-Patient's chart <i>(chart ng pasyente)</i></p> <p>-Patient's consent for procedure and anesthesia <i>(pahintulot ng pasyent para saoperasyon at anesthesia)</i></p> <p><i>RTPCR result (resulta ng RTPCR)</i></p> <p><i>Chest Xray Result</i></p>

					(Resulta ng Chest Xray)
END OF TRANSACTION Processing Period: 3 hours and 30 minutes					

3. EMERGENCY

Emergency Procedures (direct to Operating Room from Emergency Room or Ward):

Schedule of Availability of Service : Daily
 Days : Monday to Sunday, including Holidays
 Hours : 24 hours without noon break

Office or Division:		Anesthesia Department			
Classification:					
Type of Transaction:					
Who may avail:		All Hospital Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Patient's chart					
Referral to Anesthesiology Department					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
Consultation with primary service - Admission (Konsultasyon sa panagunahing nagseserbisyo – pag-admit)		None (wala)	Two hours (dalawang oras)	Patient (pasyente) Nurse (nars) Residents (residente)	Hospital card (ospitalkard) Patient's chart (chart ng pasyente)
Referral to Anesthesia department (Pagrefer sa deptamento ng anesthesia)		None (wala)	30 minutes (30 minuto)	Patient (pasyente) Nurse (nars) Residents (residente)	Patient's chart (chart ng pasyente) Emergency Proposal (emergency proposal)
Pre-Operative Visit of Anesthesiologist at the ward - Review history, chart		Depends on which medications and equipment	30 minutes (30 minutos)	Patient (pasyente) Anesthesiologist (anestetista)	Patient's (chart ng pasyente) Pre-

<p>and labs</p> <ul style="list-style-type: none"> - Interview with patient - Explanation of Anesthetic plan - Giving of prescription - Reminders - Optimization of patient if necessary <p><i>(Pre-operative visit ng anestetista sa ward, pagreview ng history, chart at labortatoryo ng pasyente, paginterview sa pasyente, pagpapaliwanang ng isasagawang anesthesia sa pasyente, pagbibigay ng mgakailangang reseta, mgapaalala at pag-optimize ng pasyente kung kinakailangan)</i></p>		<p>are unavailable at the pharmacy and central supplies room</p> <p><i>(Depende kung anong walang gamit sa parmasya at CSR)</i></p>			<p>operative evaluation form</p> <p><i>(pre-operative form)</i></p> <p>RTPCR result</p> <p><i>(resulta ng RTPCR)</i></p> <p>Chest Xray Result</p> <p><i>(Resulta ng Chest Xray)</i></p>
<p>Taking of patient to Operating Room Lobby</p> <p><i>(Pagpasok ng pasyentesa operating room lobby)</i></p>		<p>None (wala)</p>	<p>30 minutes (30 minuto)</p>	<p>Patient <i>(pasyente)</i></p> <p>Nurse <i>(nars)</i></p> <p>Operating room staff <i>(staff ng operating room)</i></p> <p>Anesthesiologist <i>(anestetista)</i></p>	<p>Patient's chart (chart ng pasyente)</p> <p>Patient's consent for procedure and anesthesia <i>(pahintulot ng pasyent para sa operasyon at anesthesia)</i></p> <p>RTPCR result</p>

					(resulta ng RTPCR) Chest Xray Result (Resulta ng Chest Xray)
END OF TRANSACTION Processing Period: 3 hours and 30 minutes					

BAHAY KALINGA

1. HIV TESTING

Schedule of Availability of Service :
 Days : Monday – Friday
 Hours : 8:00 a.m. – 5:00 p.m.

Office or Division:		Bahay Kalinga			
Classification:					
Type of Transaction:					
Who may avail:		Key affected populations including adolescents; Partners, infants and children of PLHIV; Patients showing signs and symptoms consistent with AIDS defining illness; Patients with Sexually Transmitted Infections; Patients with Hepatitis B and C; Patients with undernutrition not responsive to interventions; All confirmed tuberculosis patients; All pregnant women regardless of risk.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Informed Consent Form, Personal Information Sheet (DOH-NEC FORM-A 2017)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Fill out forms ➤ Punan ang talaan	<ul style="list-style-type: none"> • Conduct Pre- Test HIV Counseling ➤ Pagbibigay ng impormasyon tungkol sa 	<ul style="list-style-type: none"> • None ➤ Wala 	10-15 mins	HIV Counselor	<ul style="list-style-type: none"> • Informed Consent Form • DOH-NEC Form A 2017

	HIV.				
<p>2. Undergo Blood Extraction</p> <p>➤ Sumailalim sa pagkuha ng dugo)</p>	<ul style="list-style-type: none"> • HIV Testing - Rapid HIV antibody test <p>➤ Pagsusuri sa dugo.</p>	<ul style="list-style-type: none"> • None <p>➤ Wala</p>	10 mins	Proficient Medical Technologist	<ul style="list-style-type: none"> • Test Result Claim Stub
<p>3. Claim the Result (Pagkuha ng resulta)</p>	<ul style="list-style-type: none"> • Conducts Post-Test HIV Counseling for Reactive and Non-Reactive Result. • Provides official copy of Nonreactive result only. • Schedule for another appointment to Reactive result. <p>➤ Magbigay ng impormasyon patungkol sa kahulugan ng resulta, “Reaktibo Hindi Reaktibo”.)</p> <p>➤ Ibibigay ang opisyal na resulta ng Hindi Reaktibo sa HIV.)</p> <p>➤ Pabalik sa takdang araw ang may Reaktibong</p>	<p>None</p> <p>(wala)</p>	10-30 mins	HIV Counselor	<ul style="list-style-type: none"> • BK Test Result • Test Result Claim Stub

	resulta.)				
<p>4. Return for Scheduled Claim of Official HIV Positive Result.</p> <p>➤ Pagbalik para sa nakaiskedyul na pagkuha ng opisyal na result na Positibo sa HIV.</p>	<ul style="list-style-type: none"> • Release the Official Confirmatory HIV Positive Result from DOH-SACCL. • Conduct Post-test HIV Counseling • Refer to Treatment Hub of Choice <p>➤ Ibibigay ang opisyal na HIV Positibong Resulta mula sa DOH-SACCL</p> <p>➤ Magbibigay ng karagdagan g impormasyon patungkol sa kahulugan ng opisyal na resulta.</p> <p>➤ luugnay sa ahensya ng gamutan napinili.</p>	<ul style="list-style-type: none"> • None <p>➤ Wala</p>	30-45 mins	HIV Counselor	SDN Referral Form
<p>END OF TRANSACTION</p> <p>Duration: 30 – 75 minutes depending on the transaction</p>					

2. ENROLLMENT TO ANTIRETROVIRAL THERAPY

Schedule of Availability of Service :

Days : Monday – Friday

Hours : 8:00 a.m. – 5:00 p.m.

Office or Division: *Bahay Kalinga*

Classification:					
Type of Transaction:					
Who may avail:	Newly diagnosed HIV Reactive or Confirmed HIV Positive				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Any of these: Reactive Result on Rapid HIV antibody test. Confirmed HIV Result from the NRL-SLH/SACCL Confirmed HIV Result from designated confirmatory rHIVda laboratory					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Newly diagnosed HIV Reactive or Confirmed HIV Positive ➤ Bagong suri na Reaktibo sa HIV o Opisyal na nakumpirmang Positibo sa HIV	<ul style="list-style-type: none"> • Conduct Counseling on Antiretroviral Therapy ➤ Pamunuan ang Pagpapayong tungkol sa gamutan ng pang HIV 	<ul style="list-style-type: none"> • None ➤ Wala 	10-15 mins	HIV Counselor	<ul style="list-style-type: none"> • Consent for Management and Treatment QCG-QCGH-HUB-QP-F01-V02 • Outpatient Record -MRD Front Sheet Form
2. Enrolment to Antiretroviral Therapy ➤ Ienrolsagamutan	<ul style="list-style-type: none"> • Secure consent. • Register patient to HIS. • Make a chart where to keep all patient's records. ➤ Kumuhang Consent 	None (wala)	30 mins to 1 hour	Physician HIV Counselor	<ul style="list-style-type: none"> • Consent for Management and Treatment - BK Form • Progress Notes - MRD Form • Clinical Laboratory

	<ul style="list-style-type: none"> ➤ Irehistro sa HIS ➤ Gumawang Chart 				Report - MRD Form
<p>3. Treatment Compliance</p> <p>➤ PagtalimasaGamutan</p>	<ul style="list-style-type: none"> • Physical and Health Assessment • Adherence Counseling • Enroll patient to ART if there is no certain opportunistic infection or such infection is managed. • Counseling for drug refill and follow ups. ➤ Susuriin ang pangangatawan at at kalusugan ➤ Pagpapayo sa pagtalimasa Gamutan ➤ Ienrol na sa gamutan kung walang ibang sakit na nagpapaulot sa gamutan o nagamot na ang sakit na ito. ➤ Pagpapayo sa pagkuhan 	<ul style="list-style-type: none"> • None ➤ Wala 	30 mins to 2 hours	<p>HIV Physician</p> <p>HIV Counselor</p> <p>Pharmacist</p>	

	g muli ng gamot at iba pang alalahanin.				
END OF TRANSACTION Duration: 1hr to 3hrs depending on the transaction					

BILLING AND PHILHEALTH SECTION

1. Request for Philhealth Benefits Eligibility Form (PBEF)

Days/Hours : Monday-Friday, Saturdays, Sundays & Holidays
8:00a.m.-5:00p.m.(No Noon Break)

Office or Division:	Billing and Philhealth Section				
Classification:					
Type of Transaction:					
Who may avail:	Philhealth Patients				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Present documentary requirement for initial verification thru Philhealth Portal for Eligibility Status.		None	15 Minutes	Billing Staff	Philhealth ID or Philhealth Number
2.If Eligible to avail, listen to the instructions given by the staff, then CSF form will be given to accomplish.		None	5 Minutes	Billing Staff	Claim Signature Form (CSF)
3. If not Eligible, the Billing Staff will ask the client to provide required				Billing Staff	1.Undeclared Dependent : a.Legitimat

<p>documents to be Eligible and submit it to Billing Section for the Issuance of Statement of Account before discharge of patient</p>		<p>None</p>	<p>10 Minutes</p>		<p>e Spouse -PMRF& MDR (Philhealth) -Mariage Contract (PSA) b.Child -PMRF& MDR (Philhealth) -Birth Certificate (PSA) 2.Senior Citizen's Record not updated: -Philhealth ID as Senior Citizen -PMRF & MDR (Philhealth) 3.Premium Contributin not updated: a.Govt.& Private Employee - Certificate of Contributio n from employer b.Self-employed/I ndividual PayingMe mber</p>
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					-Proof of Payment of Contribution (Official Receipt of Monthly/Quarterly Contribution) c. Sponsored Member - Certificate of Eligibility (CE1) from Govt. Agencies or Private Entities d. Overseas Filipino Worker (OFW) - Certificate of Contribution from employer -MDR
END OF TRANSACTION Duration: 30 minutes					

2. Preparation of Hospital Bill

Days/Hours : Monday-Friday, Saturdays, Sundays & Holidays
 8:00a.m.-5:00p.m.(No Noon Break)

Office or Division:	Billing and Philhealth Section
Classification:	
Type of Transaction:	

Who may avail:	Philhealth Patients				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1.Receives the Notice of Discharge/Chart from Nurse on Duty (NOD)		None	2 Minutes	Billing Staff	Notice of Discharge/ Patient's Chart
2.Submit the accomplished Documentary Forms/Requirements		None	3 Minutes	Billing Staff	Claim Signature Form (CSF) and other Required Documents
3.Screens the completeness of Philhealth Documents		None	10 Minutes	Billing Staff	Claim Signature Form (CSF) and other Required Documents
4.Prepare & Issues the Statement of Account		None	5 Minutes	Billing Staff	Statement of Account
5.Client reviews the Statement of Account and signs the Conformance portion		None	5 Minutes	Billing Staff	Statement of Account
END OF TRANSACTION Duration: 20 minutes					

3. Submission of Philhealth Claim Form 2 (CF2)

Days/Hours : Monday-Friday, Saturdays, Sundays & Holidays
8:00a.m.-5:00p.m.(No Noon Break)

Office or Division:	Billing and Philhealth Section
Classification:	
Type of Transaction:	

Who may avail:		Philhealth Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1. Client Submits PHIC Documents to Billing Section		None	5 Minutes	Billing & Philhealth Staff	Claim Signature Form (CSF) and other Required Documents If COVID Patient- Result of RT- PCR Test
2. Reviews the Submitted PHIC Documents		None	10 Minutes	Philhealth Staff	Claim Signature Form (CSF) and other Required Documents If COVID Patient- Result of RT- PCR Test
3. If PHIC Documents are complete, Client signs the CF2 consent portion and the Nurse on Duty attaches the CF2 to the Patient's Chart		None	10 Minutes	Nurse on Duty (NOD)	Philhealth Claim Form 2 (CF2)
4. Doctor Signs CF2, indicates the diagnoses and put the corresponding ICD 10 or RVS Code		None	2 Hours	Attending Physician	Philhealth Claim Form 2 (CF2)

5. Health Care Institution (HCI) Representative Signs and put the corresponding ICD 10 code for the Case Rate used in the CSF		None	5 Minutes	Head of Philhealth Section	Claim Signature Form (CSF), CF2 and other Required Documents
6. Process and Encodes CF2 in Philhealth Information Systems (PIS)		None	30 Minutes	Philhealth Staff	Claim Signature Form (CSF), CF2 and other Required Documents
7. Transmit Philhealth Claims thru E-Claims System		None	1 Hour	Philhealth Staff	Claim Signature Form (CSF) and other Required Documents
END OF TRANSACTION Duration: 4 hours					

CASH SECTION

1. Collection of Payments (OPD & ER Clients)

Schedule of Availability of Service

Days : Mondays – Sundays

Hours : 24 hours without noon break

Office or Division:	Cash Section			
Classification:				
Type of Transaction:				
Who may avail:	OPD & ER Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip Statement of Account Official Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Statement of Accounts (SOA)/ Patient's ID Card (<i>Ipakita ang talaan ng serbisyong babayaran</i>)	Receives the Statement of Accounts/ Printing Statement of Accounts (<i>Tanggapin ang talaan ng serbisyong babayaran</i>)	None (<i>Wala</i>)	10 seconds (<i>10 segundo</i>)	Cashier clerk
	Validates Statement of Accounts through the Hospital & Information System (HIS) and receives corresponding payments (<i>Suriin ang talaan ng serbisyong babayaran</i>)	Depends on clients' rendered services (<i>Depende sanagawang serbisyo para sa kliyente</i>)	1 minute (<i>1 minuto</i>)	Cashier clerk
2. Receives the official receipt (<i>Tanggapin ang opisyal na resibo</i>)	Issues official receipt (<i>Magbigay ng opisyalnaresibo</i>)	None (<i>Wala</i>)	30 seconds (<i>30 segundo</i>)	Cashier clerk
	Issues patient's clearance and Instructs the client on what to do next	None (<i>Wala</i>)	20 seconds (<i>20 segundo</i>)	Cashier clerk

	(Magbigay ng clearance at turuan ang pasyente sa susunod na gagawin)			
END OF TRANSACTION				

2. Collection of Payments (Admitted Clients)

Schedule of Availability of Service

Days : Mondays – Sundays
Hours : 24 hours without noon break

Office or Division:	Cash Section			
Classification:				
Type of Transaction:				
Who may avail:	Admitted Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account Official Receipt Acknowledgement Receipt Patient's Clearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the hospital bill (Ipakita ang bayarin sa ospital ng mgaserbisyong natanggap)	Receives the hospital bill (Tanggapin ang bayarin sa ospital ng mgaserbisyong natanggap)	None (Wala)	Hospital bill (Bayarinsaospital ng mgaserbisyong natanggap)	Cashier clerk
	Validates the Statement of Account through the Hospital & Information System (HIS) and receives corresponding payments (Suriin ang bayarin sa ospital ng mga serbisyong	Depends on clients' rendered services (Dependesa nagawang serbisyo para sakliyente)		Cashier clerk

	<i>natanggap)</i>			
2. Receives the official receipt or acknowledgement receipt (<i>Tanggapin ang opisyalnaresibo o pagkakilanlangkasulatan</i>)	Issues official receipt or acknowledgement receipt (<i>Magbigay ng opisyal na resibo o pagkakilanlangkasulatan</i>)	None (<i>Wala</i>)	Official receipt Acknowledgement receipt (<i>Opisyalnaresibo o pagkakilanlangkasulatan</i>)	Cashier clerk
	Issues patient's clearance (<i>Magbigay ng clearance</i>)	None (<i>Wala</i>)	20 seconds (<i>20 segundo</i>)	Cashier clerk
	Instructs the client on what to do next (<i>Turuan ang pasyente sa susunod na gagawin</i>)	None (<i>Wala</i>)	20 seconds (<i>20 segundo</i>)	Cashier clerk
END OF TRANSACTION				

3. Issuance of Checks

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8 am – 4 pm

Office or Division:	Cash Section			
Classification:				
Type of Transaction:				
Who may avail:	Philhealth Members, Employees Suppliers Non-Government Agency Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card Logbook Authorization Letter Official Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid identification card and authorization	Receives valid identification card and	None (<i>Wala</i>)	25 seconds (<i>25 segundo</i>)	Cashier Clerk

letter (<i>Magpresenta ng valid identification letter at authorization letter</i>)	authorization letter (<i>Tanggapin ang valid na identification letter at authorization letter</i>)			
	Verifies the authenticity of the valid identification card and authorization letter (<i>Saliksikin ang katunayan ng valid na identification letter at authorization letter</i>)	None (<i>Wala</i>)	30 seconds (<i>30 segundo</i>)	Cashier Clerk
2. Signs the voucher and check registry logbook (<i>Pirmahan ang voucher at check registry logbook</i>)	Affixes the client signature on the voucher and logbook (<i>Papirmahan ang voucher at logbook sakliyente</i>)	None (<i>Wala</i>)	30 seconds (<i>30 segundo</i>)	Cashier Clerk
3. Issues official receipt (<i>Magbigay ng opisyal na resibo</i>)	Receives official receipt (<i>Tanggapin ang opisyal na resibo</i>)	None (<i>Wala</i>)	1 minute (<i>1 minuto</i>)	Cashier Clerk
4. Receives the check (<i>Tanggapin ang tseke</i>)	Issues the check (<i>Ibigay ang tseke</i>)	None (<i>Wala</i>)	15 seconds (<i>15 segundo</i>)	Cashier Clerk
	Instructs the client on what to do next (<i>Turuan ang pasyente sa susunod na gagawin</i>)	None (<i>Wala</i>)	20 seconds (<i>20 segundo</i>)	Cashier Clerk
END OF TRANSACTION				

4. Payment to Doctors

Schedule of Availability of Service

Days : Mondays – Fridays
Hours : 8 am – 4 pm

Office or Division:		Cash Section		
Classification:				
Type of Transaction:				
Who may avail:		Doctors Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt Logbook				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks if the payment of the patient is settled <i>(Tingnan kung ang pasyente ay nakapagbayad)</i>	Verifies the payment of patient <i>(Saliksikin ang bayad ng pasyente)</i>	None <i>(Wala)</i>	1 minute <i>(1 minuto)</i>	Cashier Clerk
2. Accounts the received money <i>(Bilangin ang perang natanggap)</i>	Releases the deducted payment due to tax <i>(Ibigay ang perang nabawasan ng buwis)</i>	Depends on the professional fees <i>(Depende sa professional fees)</i>	3 minutes <i>(3 minuto)</i>	Cashier Clerk
3. Issues official receipt <i>(Magbigay ng opisyal na resibo)</i>	Receives the official receipt <i>(Tanggapin ang opisyal na resibo)</i>	None <i>(Wala)</i>	50 seconds <i>(50 segundo)</i>	Cashier Clerk
4. Signs the logbook <i>(Pirmahan ang logbook)</i>	Affixes the client signature on the logbook <i>(Papirmahin ang logbook sa kliyente)</i>	None <i>(Wala)</i>	10 seconds <i>(10 segundo)</i>	Cashier Clerk
END OF TRANSACTION				

5. Preparation of Reports

Schedule of Availability of Service

Days : Mondays – Fridays

Hours : 8 am – 5 pm

Office or Division:	Cash Section			
Classification:				
Type of Transaction:				
Who may avail:	Accounting Division Bookkeeping Section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Report of Collection Report of Checks Issued Logbook Cash Advances Liquidations				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Encode the reports <i>(Itala ang mga reports)</i>	None <i>(Wala)</i>	30 minutes <i>(30 minuto)</i>	Cashier Clerk
	Prepares the encoded reports <i>(Ayusin ang mga natalang reports)</i>	None <i>(Wala)</i>	1 hour <i>(1 oras)</i>	Cashier Clerk
	Affixes the head signatories in the reports <i>(Papirmahansa kinauukulan ang mga reports)</i>	None <i>(Wala)</i>	10 minutes <i>(10 minuto)</i>	Cashier Clerk
	Record the reports <i>(Idokumento ang mga reports)</i>	None <i>(Wala)</i>	15 minutes <i>(15 minuto)</i>	Cashier Clerk
1. Receives the reports	Submits the report to the accounting division or bookkeeping section <i>(Ipasa ang mga reports sa</i>	None <i>(Wala)</i>	5 minutes <i>(5 minuto)</i>	Cashier Clerk

	<i>accounting division o bookkeeping section)</i>			
END OF TRANSACTION				

DENTAL DEPARTMENT

1. DENTAL CHECK-UP/CONSULTATION

Office or Division:	Dental Department			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who May Avail:	Patients at the Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for your name to be called.	Receives the patient's medical record, writes his/her name on the log book, calls the patient, check patient's vaccination card/covid test result. Check the patient's temperature with a thermal scanner, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 min.	Dental Aide
2. Disinfect hands with alcohol, wear the disposable headcap, shoe cover and patient's gown given by the Dental Aide.	Helps the patient wear the headcap, shoe cover and patient's gown.	None	5 min.	Dental Aide
3. Fill up the patient's ME chart and signs the patient's consent form	Receives the patient's chart and consent form then gives it to the Dentist	None	5 min.	Dentist

	on duty.			
4. Tell the Dentist on duty your dental problem, answer the questions asked by the Dentist.	Takes Medical and Dental history of the patient, ask for the patient's concerns, examines the patient and formulate a treatment plan. Refers patient to other medical department clearance prior to any Dental procedures, if needed. Inputs the charges on the computer (HIS).	None	20 min.	Dentist
5. Coordinate with the Dental Aide for your appointment.	Checks the appointment logbook for available slots acceptable to the patient.	None	5 min.	Dentist
6. Remove the disposable head cap and shoe cover, throw it on the yellow garbage can. Remove the patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 min.	Dental Aide
7. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
	TOTAL:	See Schedule of Fees	45 min.	

SCHEDULE OF FEES FOR EACH TREATMENT PROCEDURE AND OTHER MISCELLANEOUS FEES

PROCEDURE	FEES(PhP)
Oral Prophylaxis	50-100
Tooth Extraction	50.00 per tooth
Tooth Restoration	150.00 per tooth
Anesthesia	114.00 per cartridge
Oral examination	20.00

2. ORAL PROPHYLAXIS

Office or Division:	Dental
Classification:	Simple
Type of Transaction:	G2C, G2G
Who May Avail:	Patients at the Out-Patient Department

CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's vaccination card or COVID test result. Check the patient's temperature with a thermal scanner, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 min.	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 min.	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the head cap, shoe cover and patient's gown.	None	5 min.	Dental Aide
4. Follow the Dental Aide to the Dental Operatory	Lead the patient to the Operatory and hand over the Patient's file to the Dentist	None	5 min.	Dental Aide
5. Cooperate while the Dentist is performing Oral Prophylaxis.	Perform Oral Prophylaxis on the patient.	None	45 min.	Dentist
6. Listen to the Dentist for post operative instructions.	Advises the patient on the condition of his/her teeth and gums. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	5 min.	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage	Helps the patient, receives the patient's gown and put it in a container.	None	5 min.	Dental Aide

can. Remove patient's gown and hands it over to the Dental Aide.				
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Input charges on the computer (HIS).	None	5 min.	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
TOTAL:		See Schedule of Fees	1hr. 20 min.	

3. TOOTH EXTRACTION

Office or Division:	Dental			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who May Avail:	All Patients at the Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's vaccination card or COVID test result. Check the patient's temperature with a thermal scanner, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 min.	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 min.	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the head cap, shoe cover and patient's gown.	None	5 min.	Dental Aide

4. Follow the Dental Aide to the Dental Operatory	Lead the patient to the Operatory and hand over the Patient's file to the Dentist	None	5 min.	Dental Aide
5. Cooperate while the Dentist is performing Tooth Extraction.	Perform Tooth Extraction on the patient.	None	45 min.*	Dentist
6. Listen to the Dentist for post operative instructions.	Advises the patient on the condition of his/her teeth and gums. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	5 min.	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage can. Remove patient's gown and hands it over to the Dental Aide.	Helps the patient, receives the patient's gown and put it in a container.	None	5 min.	Dental Aide
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 min.	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
TOTAL:		See Schedule of Fees	1hr. 20 min.	

*Simple extractions may sometimes turn to complicated extractions due to circumstances beyond the control of the Dentist.

*Some cases may require more than one cartridge of anesthesia. An additional fee of 114PhP is charged per cartridge.

4. TOOTH RESTORATION

Office or Division:	Dental
Classification:	Simple
Type of Transaction:	G2C, G2G

Who May Avail:	Patients at the Out-Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO REQUEST		
Health declaration form		Triage		
Medical Record		Medical Record Section		
Mouth Examination (ME) Chart		Dental Department		
Patient's Consent Form		Dental Department		
Appointment Slip		Dental Department		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrive on time for your appointment.	Checks the appointment logbook. Check the patient's vaccination card or COVID test result. Check the patient's temperature with a thermal scanner, asks the patient to rub hands with alcohol, gives the patient disposable head cap, shoe cover and patient's gown.	None	5 min.	Dental Aide
2. Show to the Dental Aide the receipt of the fees paid.	Checks the receipt, writes the patient's name and details on the log book.	None	5 min.	Dental Aide
3. Wear the headcap, shoe cover and patient's gown	Helps the patient wear the headcap, shoe cover and patient's gown.	None	5 min.	Dental Aide
4. Follow the Dental Aide to the Dental Operatory	Lead the patient to the Operatory and hand over the Patient's file to the Dentist	None	5 min.	Dental Aide
5. Cooperate while the Dentist is performing Tooth Restoration.	Perform Tooth Restoration on the patient.	None	40 min.	Dentist
6. Listen to the Dentist for post operative instructions.	Advises the patient on the condition of his/her teeth and gums. Gives post-operative instructions and writes a prescription for medicines to be taken if needed.	None	5 min.	Dentist
7. Remove the disposable head cap and shoe cover, throws it on the yellow garbage	Helps the patient, receives the patient's gown and put it in a container.	None	5 min.	Dental Aide

can. Remove patient's gown and hands it over to the Dental Aide.				
8. Coordinate with the Dental Aide for your next appointment. (if needed)	Checks the appointment logbook for available slots acceptable to the patient. Issues a charge slip for procedures to be done and other miscellaneous fees for the next appointment.	None	5 min.	Dental Aide
9. Go to the cashier to pay the fees.	Receives payment and gives the receipt to the patient	See Schedule of Fees		Cashier
TOTAL:		See Schedule of Fees	1hr. 15 min.	

DIETETIC DEPARTMENT

1. FOOD SERVICE - REQUEST FOR PROVISION OF MEALS TO IN-PATIENT

MONDAY TO SUNDAY: 5:00 AM TO 7:30 PM

Office or Division:		DIETETIC DEPARTMENT: FOOD SERVICE			
Classification:					
Type of Transaction:					
Who May Avail:		ADMITTED PATIENT WITH PRESCRIBED DIET			
CLIENT STEPS	AGENCY ACTION	FORMS (Talaan)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nursing Service to post diet using the Hospital Information System (HIS) (Pagpaskil ng diyeta ng pasyentgamit ang Hospital Information System)	Acknowledge Diet List (Pagkilala ng diyetagalingsa ward)	Diet List in Hospital Information System (HIS) (Listahan ng Diyetagamit ang Hospital Information System o HIS)	None (Wala)	2 minutes (2 minuto)	Dietitian-On-Duty (Diyetisyan)
	Checks Completeness and Correctness (Pagtingin kung kumpleto at tama ang laman)		None (Wala)	5 minutes (5 minuto)	Dietitian-On-Duty (Diyetisyan)
	Prepares Diet	Diet List Census	None	1 hour	Dietitian-On-

	Census and Diet Tags (Ihanda ang KabuuangTalaan ng Diyeta at Tarheta)	Form, Diet Tags, Census Logbook (Listahan ng diyeta, KabuuangTalaan ng diyeta, tarheta ng diyeta, Libro ng KabuuangTalaan ng diyeta)	(Wala)	15 minutes (1 oras 15 minuto)	Duty (Diyetisyan)
	Prepares and cooks dishes (Paghahanda at pagluluto ng pagkain)	Diet List Census Form Recipes Cycle Menu (KabuuangTalaan ng Diyeta, Recipe, Cycle Menu)	P50.00-70.00 per tray to be charged to hospital bill (P50.00-70.00kada tray naisasama sa kubuuang babayaran sa ospital)	1 hour (1 oras)	Cook (Tagaluto)
	Dish Out of meals to individual trays or disposable containers (Paglalagay ng pagkainsa trayo disposable nalalagyan)	Diet List Diet Tag (Talaan ng diyeta, Tarheta ng diyeta)	None (Wala)	30 minutes (30 minuto)	Dietitian-On-Duty Cook (Diyetisyan, Tagaluto)
2. Patient receives food during delivery (Pagtanggap ng hinatid na rasyon)		Diet Tags Diet List (Tarheta, Talaan ng Diyeta)	None (Wala)	30 minutes (30 minuto)	Dietitian-On-Duty Food Service Worker Nurse (Diyetisyan, Kawani na tagahatid ng Pagkain, Nars)
3. Patient returns used food tray. (Pagbabalik ng pasyente ng ginamitna tray.)		Diet List (Talaan ng Diyeta) Daily Soiled Tray Collection Monitoring Sheet (Talaan ng pagkolekta ng nagamitna tray)	None (Wala)	45 minutes (45minuto)	Food Service Worker Dietitian-On-Duty (Kawani na tagahatid ng Pagkain, Diyetisyan)
END OF TRANSACTION					

2. NUTRITION CLINIC - REQUEST FOR DIETARY/NUTRITION

COUNSELING

MONDAY TO SUNDAY 8:00 AM TO 5:00 PM

Office or Division:		DIETETIC DEPARTMENT: NUTRITION CLINIC			
Classification:					
Type of Transaction:					
Who May Avail:		PATIENT/WATCHER FROM OPD OR WARDS			
CLIENT STEPS	AGENCY ACTION	FORMS (Talaan)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Dietary Department Referral Slip following social distancing (Ipakita ang slip ng referral alin sunod sa nakatakdang layo sa isa't isa)	Receives Referral Slip (Tanggapin ang slip ng referral)	Dietary Referral Slip (Slip ng referral)	None (Wala)	2 minutes (2 minuto)	Dietitian on Duty (Diyetisyan)
	Checks completeness and Correctness (Suriin kung tama at kumpleto)				Dietitian on Duty (Diyetisyan)
2. Participate in discussion during dietary counseling using specialized covered booth (Sumali sa diskusyon habang pinapayuhan ayon sa diyeta na gamit ang nakabalot na pwesto)	Issuance of computed dietary plan (Pagbigay ng kalkuladongplano ng diyeta)	Leaflet-Dietary Food Guide (Talaan ng GabaysaWasto ngPagkain)	None (Wala)	5 minutes (5 minuto)	Dietitian on Duty (Diyetisyan)
	Instruct food intake / preparation. (Ituro ang tamanggabay/dami ng wastongpagkain)				Dietitian on Duty (Diyetisyan)
	Provide contact number for eventual clarification. (Ibigay ang numero ng maaringtawagan kung may kalituhan.)				Dietitian on Duty (Diyetisyan)
3. Signs	Recording of finished	Nutrition Clinic	None	3 minutes	Dietitian on

acknowledgment portion in Nutrition Clinic Logbook (Pipirma na inaayunan ang pagtuturo sa Nutrition Clinic Logbook)	transaction in Nutrition Clinic Logbook (Pagtalanataposnapagtu turosa Nutrition Clinic Logbook)	Logbook	(Wala)	(3minuto)	Duty (Diyetisyan)
END OF TRANSACTION					

3. FOOD PROCUREMENT - REQUEST FOR PROCUREMENT OF FOOD SUPPLIES

MONDAY TO FRIDAY: 8:00 AM TO 5:00 PM

Office or Division:		DIETETIC DEPARTMENT: FOOD PROCUREMENT			
Classification:					
Type of Transaction:					
Who May Avail:		FOOD SERVICE WORKERS			
CLIENT STEPS	AGENCY ACTION	FORMS (Talaan)	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Food Service Worker to submit list of actual stocks and requests of needed supplies. (Pagpasa ng Food Service Worker ng listahan ng imbak at listahan ng pangangailangan.)	Receives list of actual stocks and request of needed supplies (Tanggapin ang listahan ng imbak at listahan ng pangangailangan.)	Grocery List Inventory Ledger Production Logbook (Listahan ng ipamimilisa grocery, Libro ng imbentaryo, Libro ng produksyon)	None (Wala)	2 minutes (2 minuto)	Dietitian-On-Duty (Diyetisyan)
	Checks Completeness and Correctness (Tingnan kung kumpleto at tama ang laman)		None (Wala)	5 minutes (5 minuto)	Dietitian-On-Duty (Diyetisyan)
	Prepares Market Order for 1 delivery period (Paggawa ng Talaan ng bibilhin para saisangtakdangpanahon)	Cycle Menu, Market Order Form, Market Order Numbering Logbook, Production Logbook, Census	None (Wala)	45 minutes (45 minuto)	Dietitian-On-Duty (Diyetisyan)

		Logbook (Cycle Menu, Talaan ng bibilhin, Libro ng pagnunumero ng Talaan ng bibilhin, Libro ng produksyon Libro ng Kabuuang Talaan ng diyeta)			
	Approval of Market (Pagpapahintulotsa Talaan ng bibilhin)	Market Order Form (Talaan ng bibilhin)	None (Wala)	Varies (Magkakaiba)	Dietitian (Diyetisyan)
	Mode of procurement 1: Budget Request and approval (Klase ng pagbili 1: Kahilingan at pagpapahintulot ng budyet)	Cash Advance Request (Kahilingan ng akakuha ng perangpambayad)	None (Wala)	Varies (Magkakaiba)	Dietetic Department Head (Pinuno ng Departamento ng Dietary)
	Mode of procurement 2: Public Bidding (Klase ng pagbili 2: Pamublikong Bidding)	Check with Purchase Order and Notice of awards the request to be made	None (Wala)	Varies (Magkakaiba)	Dietetic Department Head (Pinuno ng Departamento ng Dietary)
	Purchasing of supplies depending on mode of procurement (Pamimili ng pangangailangan ayon sa klase ng pagbili)	Market Order Grocery List (Talaan ng bibilhin Listahan ng ipamimilisa grocery)	None (Wala)	Varies (Magkakaiba)	Dietitian (Diyetisyan)
	Checking and receiving of supplies (Pagsusuri ng pinamili)	Purchase Order Market Order Official Receipt Sales Invoice (Purchase Order, Market Order, Opisyal na resibo, Invoice ng benta)	None (Wala)	2 hours (2 oras)	Dietitian Internal Control Unit Representative, QC GSD Representative, Cook (Diyetisyan, Representante ng Internal Control Unit, Representante ng QC GSD, Tagaluto)
2. Food Service Worker	Dietitian/ Storeroom Clerk issues supplies	Request and Issue Slip Inventory	None (Wala)	2 oras (2 Oras)	Dietitian, Storeroom Clerk

receives food supplies (Tatanggapin ng tagapaghanda ng pagkain ang kagamitan sa pagluluto)		Ledger (Talaan ng kahilingan at ibinigaynakagamitan) Libro ng imbentaryo			Food Service Worker (Diyetisyan, Kawani ng bodega Tagaluta Tagapaghanda ng pagkain)
END OF TRANSACTION					

DIRECTOR'S OFFICE

1. Handling Communication

Schedule of Availability of Service:

Days : Monday – Friday without noon break (except Holidays)
Hours : 8:00am – 5:00pm

Office or Division:	DIRECTOR'S OFFICE				
Classification:					
Type of Transaction:					
Who May Avail:	Hospital personnel, patients, relatives, companion and outside agencies.				
CHECKLIST OF REQUIREMENTS					
Logbook Transmittal Slip					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the letter / communication.	Receives and stamps the letter / communication and records in the logbook.	Logbook	None	5 minutes	Executive Secretary
	Classifies type of communication. Urgent communications need immediate attention of the Hospital Director (Medical Assistance and others)	Transmittal Slip and Logbook	None	15-30 minutes	Executive Secretary and Hospital Director
	Gives non-urgent communications to the Hospital Director for notation and proper disposition.	Transmittal Slip	None	1 day	Executive Secretary and Hospital Director

	Releases all communications for appropriate action.	Transmittal Slip and Logbook	None	Maximum of 3 days	Executive Secretary
Stakeholders	Attendance to virtual meetings	Schedule of meetings	None	As scheduled and as needed	Hospital Director IT staff Executive Secretary
END OF TRANSACTION					

EMERGENCY ROOM

1. CONSULTATION OF EMERGENT CASES

Schedule of Availability of Service: Days: Monday- Sunday
(Iskedyul ng Serbisyo) (Lunes hanggang Linggo)
Hours: 24 hours with no noon break
(Bente kwatro oras)

Office or Division:	EMERGENCY ROOM				
Classification:					
Type of Transaction:					
Who May Avail:	All emergent cases need immediate attention and Treatment (lahat ng mga kailangan ng agarang lunas)				
CHECKLIST OF REQUIREMENTS					
Hospital card (old patient) para sa dating pasyente) any valid IDs (pagkakakilanlan- new patient para sa mga bagong pasyente)					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tell the complaint to the security guard on duty. (Sabihin ang pakay sa gwardya)	Asks if there is history of fever, cough, colds and other related covid symptoms proceed to tent If no covid related symptoms proceed to ERO. (Tanungin ang pasyente/kamag-anak kung nilagnat, inuubo o iba pang sintomas ng covid. Kung mayroon ganitong sintomas pumunta sa Tent	None	None	1-5 minutes	Security Guard on Duty

	2, kung wala direktso sa ERO.				
2. Proceed to ERO and tell the complaint (sabihin ang nararamdaman sa ERO)	Does initial assessment/quick interview/vital signs. (gumawa ng paunang pagsusuri at pakikipanayam/pagkuha ng vital signs (BP, temperature, timbang))	None	None	5-10 minutes	ERO
3. Fill out the patient information sheet (PIS) (Punan ang PIS)	Gives patient information sheet (Ibigay ang PIS)	PIS	None	1-5 minute	ERO
4. Bring the PIS to admitting section (dalhin ang PIS sa admitting section)	Registers the patient and issue hospital ID card and instruct to wait inside ER (Irehistro ang pasyente at gawan ng talaan habang naghihintay sa ER)	PIS Any Valid ID's	None	variable	Admitting Staff
5. Proceed to designated department (pumunta sa tinukoy na departamento)	Decks the patient to appropriate department for further management. (Itukoy sa tamang departamento para sa tuluyang gamutan)	ER-Chart	None	5-10 minutes	ERO NOD
6. Agrees for history taking/physical examination (relative or watcher if patient is unable) (may pahintulot ng pasyente o kamag-anak sa tulyang gamutan at eksaminasyon)	Obtains complete medical history, physical examination (kumpletuhin ang mga kailangan inpormasyon para sagamutan at eksaminasyon) Makes order of required/basic diagnostic test such as (cbc,x-ray,etc) (Gumawa ng mga kailangan na laboratory) tulad ng cbc, x-ray, at iba pang kailangan) -Renders nursing care such vital signs and complete the records.	ER chart Diagnostic request Prescription	None See the charges on Department of Pathology & Radiology	1-2 hours (1-2 oras)	Resident on duty of designated department -Internal Medicine -Pediatrics -Surgery -OBGYN -ORL-HNS -Ophtha NOD

	(Kuhanan ng vital signs at kumpletuhin and mga dokumento ng talaan)				
7. Wait for the results and evaluation (hintayin ang resulta at pagsusuri)	Interprets the results and prescribed appropriate medicines (ipaliwanag ang resulta at pagbigay ng tamang gamot)	Diagnostic Results Prescription	None	1-2 hours (1-2 oras)	ROD of designated department NOD
Agrees for the prescribed medications (pagsangayon sa gamut na ibibigay)	Discuss the nature of his/her disease (pagusapan ang tungkol sa sakit) -Advise the patient to follow up on OPD for the patient advise to home with medicines (payuhan ang pasyente na bumalik sa OPD) -If admission is required follow the procedure on admission, the patient is required to have a Rapid Antigen Test (RAT). If with negative result may admit to non-covid ward. If with positive result, transfer to Covid ward. (kung kailangan manatili sa hospital, sundin ang pamamaraan nito. Kinakailangan na mag pa Rapid Antigen Test. Kung ang resulta ay negatibo ay mapupuntasa non-covid ward, kung positibo naman sya ay diretsosa Covid ward.) -Complete the referral form for the patient required of THOC (transfer to hospital of choice due to needed specialties) (Kumpletuhin ang talaan ng referral para sa THOC)	Discharge Instructions Admission Chart CIF Form RAT Request THOC Form		30-45 Minutes	NOD ROD
8. Pays the	Issues Official Receipt	Charge Slip	P 50.00	variable	Cashier

corresponding fee at the cahier section (magbayad sa cashier section)	(bigyan ng resibo ng pinagbayaran)	OR	(For Non - Medico Legal) P 150.00 for(Medico legal)		Staff
9. Presents official receipt to ER-NOD (ipakita ang resibo sa ER-NOD)	Stamps the OR presented (tatakan ang resibo ng "cleared at ER")	OR	None	1-5 minutes (1-5 minuto)	NOD/ NA
10. Presents the stamped OR to Security Guard (ipakita ang resibo sa gwardya)	Checks if paid appropriately (suriin ang resibo ng pinagbayaran)	OR with stamped	none	1-2 minutes (1-2 minuto)	Security Guard on duty
END OF TRANSACTION					

ENGINEERING SERVICES

1. Implementation of Corrective Maintenance of Hospital Facilities and Equipment

Office or Division:		Engineering Service			
Classification:		Complex			
Type of Transaction:		G2G			
Who may avail:		All Department/ Section of QCGH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Job Order Form Request and Issue Slip Form		Central Supply Room (CSR) Engineering Service			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

1. Request for corrective maintenance of hospital facilities and equipment 2. Wait for the result of evaluation of the job requested	1. Disinfection of hospital facilities/ equipment using UV Light	None	45minutes	Medical Technician/ On-Duty Maintenance Staff
	2. Evaluation of facilities/ equipment for repair		30minutes	On-Duty Maintenance Staff
	3. If materials are not needed corrective works will be performed		Minimum of 30 minutes to Maximum of 7 days	On-Duty Maintenance Staff
	4. Disinfect again using UV Light the unit head will			
	5. If materials are needed the unit head will prepare a request for supplies (refer to flowchart)		45 minutes	Medical Technician/ On-Duty Maintenance Staff On – Duty Maintenance Staff/ Unit Head
TOTAL:			150 minutes	

2. Implementation of Preventive Maintenance of Hospital Facilities and Equipment

Office or Division:		Engineering Service		
Classification:		Highly Technical		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form Request and Issue Slip Form		Central Supply Room (CSR) Engineering Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request for corrective maintenance of hospital facilities and equipment. 2. Wait for the result of evaluation of the job requested	1. Disinfection of hospital facilities/ equipment using UV Light	None	45minutes	Medical Technician/ On-Duty Maintenance Staff
	2. Evaluation of facilities/equipment for repair		30minutes	On-Duty Maintenance Staff
	3. If materials are not needed preventive works will be performed		Minimum of 30 minutes to Maximum of 2 days	On-Duty Maintenance Staff
	4. Disinfect again using UV Light the unit head will		45 minutes	Medical Technician/ On-Duty Maintenance Staff
	5. If materials are needed the unit head will prepare a request for supplies (refer to flowchart)			On – Duty Maintenance Staff/Unit Head
TOTAL:			150 minutes	

3. Management of Motor Pool Services

Office or Division:		Engineering Service		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trip Ticket Form		Central Supply Room (CSR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for use of service vehicle	1. Make a routine check of the service vehicle 2. Drive the vehicle to the	None	15 minutes	On-Duty Driver

2. Wait for return/duration of trip	designated location that has a minimum of 500 meters to maximum of 20 kilometers		Determined by designated location	On-Duty Driver
	3. Disinfection using liquid disinfection solution		10 minutes	On-Duty Driver
TOTAL:			25 minutes	

4. Management of Motor Pool Services

Office or Division:		Engineering Service		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Trip Ticket Form		Central Supply Room (CSR)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for use of service vehicle	1. Make a routine check of the service vehicle	None	15 minutes	On-Duty Driver
	2. Wear complete Personal Protective Equipment (PPE)		5 minutes	On-Duty Driver
	3. Drive the vehicle to the designated location that		Determined by designated location	On-Duty Driver

2. Wait for return / duration of trip	has a minimum of 500 meters to maximum of 20 kilometers		10 minutes	On-Duty Driver
	4. Disinfection using liquid disinfection solution			
TOTAL:			30 minutes	

5. Provision of Housekeeping Services (Linen Services)

Office or Division:		Engineering Service		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order		Central Supply Room (CSR) Engineering Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for additional/ replacement/ repair of linen	1. Evaluation of request. If for repair check the condition of linen.	None	20 minutes if for repair	Assigned Tailor
	2. Disinfection of linen		15 minutes	Assigned Tailor
2. Receipt of newly tailored/ newly repaired linen	3. Check linen before releasing		10 minutes	Assigned Tailor

TOTAL:		45 minutes	
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6. Provision of Housekeeping Services (Janitorial Services)

Office or Division:		Engineering Service		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order		Central Supply Room (CSR) Engineering Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for cleaning/ clearing of areas	1. Endorses job order to janitorial services supervisor.	None	10 minutes	Assigned Office Staff
	2. Make sure that the Janitorial Staff is wearing PPE.		10 minutes	Assigned Maintenance Staff
2. Acceptance of requested janitorial services	3. Check the services rendered		10 minutes	Janitorial Staff
TOTAL:			30 minutes	

7. Implementation of Waste Management Program

Office or Division:		Engineering Service		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Department/ Section of QCGH		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order		Central Supply Room (CSR) Engineering Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for collection of hazardous waste	1. Endorses job order to janitorial services supervisor.	None	10 minutes	Assigned Office Staff
	2. Make sure that the Janitorial Staff is wearing PPE.		10 minutes	Assigned Maintenance Staff
2. Wait for collection of hazardous waste	3. Check for the completion of collection		10 minutes	Janitorial Staff
TOTAL:			30 minutes	

DEPARTMENT OF OTORHINOARYNGOLOGY – HEAD AND NECK SURGERY

1. ER admission and discharge of ORL-HNS patients

Office of Division:	ORL-HNS			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Patients who require admission for medical or emergency surgical management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient information sheet (PIS) ER record Admitting chart Signed waiver PhilHealth form/ID (if available)		ER officer Admitting section ER ER patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill in and submit the PIS form.	1. Receives the PIS and encodes in the HIS	None	10-15 minutes	Admitting personnel
2. Wait to be called for history, physical examination and possible diagnostics	2. Prepares the ER chart and forwards it to the ER-NOD	None	15-20 minutes	Admitting personnel Nurse-on-duty ENT resident
3. Declares his/her history and symptoms and undergoes physical examination	3. Does history, physical examination and prepares requests for possible diagnostics	Refer to Radiology or pathology list of fees	Variable	Consultant / ENT resident
4. If for admission: a. medical management – to ward b. emergency OR – to OR; signs the waiver for admission and management	4. Assesses the patient and refers to consultant-on-duty, explains to the patient the medical or surgical plan and accomplishes the admitting chart	None	20-30 minutes	ENT Resident Nurse-on-duty
5. Companion collects medications and needs for	5. Prepares the			

admission 6. Wheeled in to a. to ward for medical management b. to OR – for emergency OR 7. Waits at: a. ward- for medications and diagnostics b. OR – for Anes pre-op, surgical procedure and immediate post-op care prior to ward transfer 8. Waits in the ward 9. Discharged once recovered and advised for follow up	patient for admission and endorses the patient to the ward NOD or OR NOD 6. Receives the patient and checks the endorsed chart for its completeness 7. Administer plan: a. IV medications b. Intra-op and immediate post-op plan 8. Renders daily rounds, monitor progress of the patient 9. Discharges recovered patients and gives follow-up instructions	None	30-60 minutes	Nurse-on-duty
		None	15-20 minutes	Consultant ENT resident Anesthesia resident Nurse-on-duty
		None	Variable	ENT resident Nurse-on-duty
		None	Variable	Consultant ENT resident
TOTAL-		Variable	Variable	

Office of Division:	ORL-HNS			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Patients who require admission for medical or emergency surgical management			
CHEKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient information sheet (PIS) ER record Admitting chart Signed waiver PhilHealth form/ID (if available)		ER officer Admitting section ER ER patient		
CLIENT STEPS	SERVICE PROVIDER	DURATION	FEES	PERSON/S RESPONSIBLE

the ward for the continuation of intermediate post- operative management				
Adjustment of ward confinement based on COVID19 RT-PCR test result	Follow- up of COVID19 RT- PCR test.	60-90 minutes	None	ENT staff Nurse-on-duty
Continued confinement.	Conducts daily rounds and post-operative care, monitors recovery and progress of patient to treatment.	7-14 days	None	Consultant Resident Nurse-on-duty
Discharged once recovered and advised for follow up	Discharges recovered patients and gives follow-up instructions	30-60 minutes	None	Consultant Resident Nurse-on-duty

3. Emergency Room Consultation

Office of Division:	ORL-HNS			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Patients who require admission for medical or emergency surgical management			
CHEKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient information sheet (PIS) ER record Admitting chart Signed waiver PhilHealth form/ID (if available)		ER officer Admitting section ER ER patient		
CLIENT STEPS	SERVICE PROVIDER	DURATION	FEES	PERSON/S RESPONSIBLE
Patient for admission accomplishes all consent forms a. medical management to: • Regular ward • COVID-related ward b. Emergency OR: • Clean OR • COVID OR	Confirms with consultant-on- duty of the admission and management plans Admitting chart is accomplished	30-60 mins	None	Consultant-on-duty Resident Nurse-on-duty

Companion collects medications and needs for admission	Prepares the patient for admission and endorses the patient to the ward NOD or OR NOD	30-60 mins	None	Resident Nurse-on-duty
Patient admitted: a. to ward for medical management: • Regular ward • COVID-related ward b. to OR for emergency OR: • Clean OR • COVID OR	Receives the patient and checks the endorsed chart for its completeness. Carries out diagnostics and medications	15-30 mins	None	Nurse-on-duty
On confinement at: a. ward • Regular ward • COVID-related ward b. OR • Clean OR • COVID OR	Interprets and analyzes laboratory results. Administer planned treatment: a. review and interpretation of diagnostics, start of medical therapy b. induction of anaesthesia, execution of surgical plan and rendering of immediate post-operative care	15-60 mins 3-5 hours	None	Nurse-on-duty Consultant-on-duty Resident Nurse-on-duty ENT & Anesthesia staff Ward and OR Nurse-on-duty
Confinement in the ward. a. continuation of medical management b. once stable, sent back to the ward for the continuation of intermediate post-operative management	Daily rounds, monitor recovery and progress of the patient.	7-14 days 3-7 days	None	Consultant Resident Nurse on-duty
Adjustment of ward confinement based on COVID19 RT-PCR test result	Follow-up of COVID19 RT-PCR test.	60-90 minutes	None	ENT staff Nurse-on-duty

Continued confinement.	Conducts daily rounds and post-operative care, monitors recovery and progress of patient to treatment.	7-14 days	None	Consultant Resident Nurse-on-duty
Discharged once recovered and advised for follow up	Discharges recovered patients and gives follow-up instructions	30-60 minutes	None	Consultant Resident Nurse-on-duty

4. Consultation of COVID-19 (Suspect, Probable, or Confirmed) Patients with Primarily ENT Problems

Office of Division:	ORL-HNS			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Patients with ENT Problems who are COVID-19 Suspect or Probable			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient information sheet (PIS) ER/Tent 2 record Official PCR or Rapid Test Result (if applicable)		Tent 2 residents-on-duty Admitting section Patient/Barangay of DOH-approved COVID testing facility		
CLIENT STEPS	SERVICE PROVIDER	DURATION	FEES	PERSON/S RESPONSIBLE
Arrive at Tent 2	Initial brief patient interview	None	5-10 mins	Tent 2 resident on duty
Patient for admission accomplishes all consent forms a. medical management to: • COVID-related ward b. Emergency OR: • COVID OR	Confirms with consultant-on-duty of the admission and management plans Admitting chart is accomplished	30-60 mins	None	Consultant-on-duty Resident Nurse-on-duty
Companion collects medications and needs for admission	Prepares the patient for admission and endorses the patient to the ward NOD or OR NOD	30-60 mins	None	Resident Nurse-on-duty

Patient admitted: a. to ward for medical management: • COVID-related ward b. to OR for emergency OR: • COVID OR	Receives the patient and checks the endorsed chart for its completeness. Carries out diagnostics and medications	15-30 mins	None	Nurse-on-duty
On confinement at: • COVID-related ward • COVID OR	Interprets and analyzes laboratory results. Administer planned treatment: a. review and interpretation of diagnostics, start of medical therapy b. induction of anaesthesia, execution of surgical plan and rendering of immediate post-operative care	15-60 mins 3-5 hours	None	Nurse-on-duty Consultant-on-duty Resident Nurse-on-duty ENT & Anesthesia staff Ward and OR Nurse-on-duty
Confinement in the ward. a. continuation of medical management b. once stable, sent back to the ward for the continuation of intermediate post-operative management	Daily rounds, monitor recovery and progress of the patient.	7-14 days 3-7 days	None	Consultant Resident Nurse on-duty
Adjustment of ward confinement based on COVID19 RT-PCR test result	Follow-up of COVID19 RT-PCR test.	60-90 minutes	None	ENT staff Nurse-on-duty
Continued confinement.	Conducts daily rounds and post-operative care, monitors recovery and progress of patient to treatment.	7-14 days	None	Consultant Resident Nurse-on-duty
Discharged once recovered and advised for follow up	Discharges recovered patients and gives follow-up instructions	30-60 minutes	None	Consultant Resident Nurse-on-duty

5. Policy Guidelines and Procedures on Stage Admission and Management of Unknown Asymptomatic Patient at ENT-HNS Ward during the Time of Covid-19 Pandemic

Schedule of Availability of Service:

Days : Monday

Hours :

Office or Division:		ORL-HNS			
Classification:					
Type of Transaction:					
Who May Avail:		unknown asymptomatic patients with an emergent and/or urgent admission in the ward			
CHECKLIST OF REQUIREMENTS					
Patient ID					
CLIENT STEPS	AGENCY ACTION	FORMS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient for admission accomplishes all consent forms a. medical management to: • Regular ward • COVID-related ward b. Emergency OR: • Clean OR • COVID OR	Confirms with consultant-on-duty of the admission and management plans Admitting chart is accomplished	Patient's chart	None	30-60 mins	Consultant-on-duty Resident Nurse-on-duty
Companion collects medications and needs for admission	Prepares the patient for admission and endorses the patient to the ward NOD or OR NOD	Patient's chart	None	30-60 mins	Resident Nurse-on-duty
Patient admitted: a. to ward for medical management: • Regular ward • COVID-related ward b. to OR for emergency OR: • Clean OR • COVID OR	Receives the patient and checks the endorsed chart for its completeness. Carries out diagnostics and medications	Patient's chart	None	15-30 mins	Nurse-on-duty

On confinement at: a. ward • Regular ward • COVID-related ward b. OR • Clean OR • COVID OR	Interprets and analyzes laboratory results. Administer planned treatment: a. review and interpretation of diagnostics, start of medical therapy b. induction of anaesthesia, execution of surgical plan and rendering of immediate post-operative care	Patient's chart	None	15-60 mins 3-5 hours	Nurse-on-duty Consultant-on-duty Resident Nurse-on-duty ENT & Anesthesia staff Ward and OR Nurse-on-duty
Confinement in the ward. a. continuation of medical management b. once stable, sent back to the ward for the continuation of intermediate post-operative management	Daily rounds, monitor recovery and progress of the patient.	Patient's chart	None	7-14 days 3-7 days	Consultant Resident Nurse-on-duty
Adjustment of ward confinement based on COVID19 RT-PCR test result	Follow-up of COVID19 RT-PCR test.	Patient's chart	None	60-90 minutes	ENT staff Nurse-on-duty
Continued confinement.	Conducts daily rounds and post-operative care, monitors recovery and progress of patient to treatment.	Patient's chart	None	7-14 days	Consultant Resident Nurse-on-duty
Discharged once recovered and advised for follow up	Discharges recovered patients and gives follow-up instructions	Patient's chart	None	30-60 minutes	Consultant Resident Nurse-on-duty
END OF TRANSACTION					

DEPARTMENT OF FAMILY AND COMMUNITY MEDICINE

1. CONSULTATION DURING COVID-19 PANDEMIC SURGE (Telemedicine)

NEW Patients: GENERAL and PRIORITY

Schedule of Availability of Service:

DAYS: MONDAY – FRIDAY (Except Holidays)

HOURS: 8:00 AM – 4:00PM

Office or Division:		FAMILY AND COMMUNITY MEDICINE			
Classification:					
Type of Transaction:					
Who May Avail:		All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation.			
CHECKLIST OF REQUIREMENTS					
None					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
<p>Log in and register for an appointment through the QCGH Website www.qcgh.org</p> <p>Fill out the consent form and all the information stated in the google forms.</p> <p>(Mag log in at mag rehistro sa QCGH Website na</p>	<p>The concerned department will receive a list of patients via their OPD-Email.</p> <p>A confirmation message will be sent to the patient from the department concerned.</p> <p>(Ang mga departamento ay makakatanggap ng listahan ng mga pasyente na itinalaga sa kanila sa pamamagitan ng email.</p> <p>Padadalhan ang mga pasyente ng mensahe upang kumpirmahin ang pag consulta sa naturang departamento)</p>	5 -10 minutes	I.T. OPD Head	none	Google Forms

<p>www.gcggh.org</p> <p>Punan ang consent form at lahat ng mga impormasyon na nakalagay sa google form)</p>					
<p>Respond to the message that will be sent via email, text or Facebook messenger for confirmation of appointment (Date and Expected Time of Consult)</p> <p>(Tugunan ang mensahe na ipinadaling naturang departamento sa pamamagitan ng email, text, o Facebook messenger upang</p>	<p>Communicate via chosen media platform</p> <p>(Makipag uyan ayon sa napiling paraan ng pakikipag komunikasyon)</p>	<p>2 minutes</p>	<p>Resident Physician</p>	<p>none</p>	<p>none</p>

kumpiramin ang petsa at oras ng konsultasyon)					
<p>A notification message will be sent to the patient 5 mins prior to his appointment, to give him time to prepare for the call.</p> <p>(Makakatanggap ang pasyente ng mensahe 5 minuto bago ang itinakdang oras ng konsultasyon upang bigyang oras na makapag handa)</p>	<p>On the date of consultation appointment, the physician will contact the patient via video call through Google Meet, Facebook messenger or Viber.</p> <p>If the patient fails to answer, the physician will try to call 2 more times. If the patient fails to answer all calls, his appointment will be considered void and will have to register again to book another appointment with the department.</p> <p>(Sa araw ng konsultasyon, makikipag ugnayan ang doktor sa pamamagitan ng video call sa Google Meet, Facebook Messenger o Viber.</p> <p>Kung sakali na ang pasyente ay nakaligtaan na masagot ang unang tawag, susubukan muli makipag ugnayan ng doktor ng 2 beses. Sa pagkakataon na hindi masagot ng pasyente ang mga naturang tawag, ang kanyang itinakdang tipanan ay kakanselahin at nararapat lamang na sya ay mag rehistro muli</p> <p>Sakali man na ang naunang konsultasyon ay lalagapas sa inaasahang oras, isang</p>	5 -15 minutes	Resident Physician	none	none

	mensahe ang ipadadala upang abisuhan ang susunod na pasyente)				
<p>Patient logs in to preferred platform for consultation and waits for the physician's call.</p> <p>(Mag log in ang pasyente sa napiling paraan ng ngpakikipag uganayan para sa konsultasyon at hintayin ang tawag ng doctor)</p>	<p>Upon consultation, physical charting for department record will be done.</p> <p>Physician may also opt to record the consultation.</p> <p>Towards the end of consultation, photos of Laboratory requests and prescription will be sent to patient via Facebook messenger or Viber.</p> <p>Instructions for follow-up will be discussed to the patient before the end of consultation.</p> <p>(Sa oras ng konsultasyon, ang doktor ay susulat sa ginawang medical chart ng pasyente.</p> <p>Ang doktor ay maaaring i-record ang naturang konsultasyon.</p> <p>Patungo sa pagtatapos ng konsultasyon, ang mga litrato ng laboratory request at resta ay ipadadala sa pamamagitan ng Facebook Messenger o Viber.</p> <p>Ang mga tagubilin ukol sa mga susunod na konsultasyon ay tatalakayin sa pasyente)</p>	30 - 45 minutes	Resident Physician	none	Progress Notes
END OF TRANSACTION					

2. CONSULTATION DURING COVID-19 PANDEMIC (Telemedicine)

OLD Patients: GENERAL and PRIORITY

Schedule of Availability of Service:

DAYS: MONDAY – FRIDAY (ExceptHolidays)

HOURS: 8:00 AM – 4:00PM

Office or Division:	FAMILY AND COMMUNITY MEDICINE				
Classification:					
Type of Transaction:					
Who May Avail:	All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation.				
CHECKLIST OF REQUIREMENTS					
None					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
<p>Log in and register for an appointment through the QCGH Website www.qcgh.org</p> <p>Fill out the consent form and all the information stated in the google forms.</p> <p>(Mag log in at mag rehistro sa QCGH Website na www.qcgh.org</p>	<p>The concerned department will receive a list of patients via their OPD-Email.</p> <p>A confirmation message will be sent to the patient from the department concerned.</p> <p>(Ang mga departamento ay makatanggap ng listahan ng mga pasyente na itinalaga sa kanila sa pamamagitan ng email.</p> <p>Padadalhan ang mga pasyente ng mensahe upang kumpirmahin ang pag consulta sa naturang departamento)</p>	5 -10 minutes	I.T. OPD Head	none	Google Forms

<p>org</p> <p>Punan ang consent form at lahat ng mga impormasyon na nakalahad sa google form)</p>					
<p>Respond to the message that will be sent via email, text or Facebook messenger for confirmation of appointment (Date and Expected Time of Consult)</p> <p>(Tugunan ang mensahe na ipinadala ng naturang departamento sa pamamagitan ng email, text, o Facebook messenger upang kumpirmahin ang petsa at</p>	<p>Communicate via chosen media platform</p> <p>(Makipag uyan ayon sa napiling paraan ng pakikipag komunikasyon)</p>	<p>2 minutes</p>	<p>Resident Physician</p>	<p>none</p>	<p>none</p>

oras ng konsultasyon)					
<p>A notification message will be sent to the patient 5 mins prior to his appointment, to give him time to prepare for the call.</p> <p>(Makakatanggap ang pasyente ng mensahe 5 minuto bago ang itinakdang oras ng konsultasyon upang bigyang oras na makapag handa)</p>	<p>On the date of consultation appointment, the physician will contact the patient via video call through Google Meet, Facebook messenger or Viber.</p> <p>If the patient fails to answer, the physician will try to call 2 more times. If the patient fails to answer all calls, his appointment will be considered void and will have to register again to book another appointment with the department. If in case the ongoing consultation is expected to exceed the allotted time, a notification message will be sent to the patient next inline.</p> <p>(Sa araw ng konsultasyon, makikipag ugnayan ang doktor sa pamamagitan ng video call sa Google Meet, Facebook Messenger o Viber.</p> <p>Kung sakali na ang pasyente ay nakaligtaan na masagot ang unang tawag, susubukan muli makikipag ugnayan ng doktor ng 2 beses. Sa pagkakataon na hindi masagot ng pasyente ang mga naturang tawag, ang kanyang itinakdang tipanan ay kakanselahin at nararapat lamang na sya ay mag rehistro muli</p> <p>Sakali man na ang naunang konsultasyon ay lalagapas sa inaasahang oras, isang mensahe ang</p>	5 -15 minutes	Resident Physician	none	

	ipadadala upang abisuhan ang susunod napasyente)				
<p>Patient logs in to preferred platform for consultation and waits for the physician's call.</p> <p>(Mag log in ang pasyente sa napiling paraan ng ngpakikipag uganayan para sa konsultasyon at hintayin ang tawag ng doctor)</p>	<p>Upon consultation, physical charting for department record will be done.</p> <p>Physician may also opt to record the consultation.</p> <p>Laboratory results may be sent ahead of appointment time.</p> <p>Physician may also opt to record the consultation.</p> <p>Upon consultation, physical charting for department record will be done.</p> <p>Towards the end of consultation, photos of Laboratory requests and Prescription will be sent to patient via Facebook messenger or Viber.</p> <p>(Sa oras ng konsultasyon, ang doktor ay susulat sa ginawang medical chart ng pasyente.</p> <p>Ang doktor ay maaaring i-record ang naturang konsultasyon.</p> <p>Patungo sa pagtatapos ng konsultasyon, ang mga litrato ng laboratory request at resta ay ipadadala sa pamamagitan ng Facebook Messenger o Viber.</p> <p>Ang mga tagubilin ukol sa mga susunod na konsultasyon ay tatalakayin sa pasyente)</p>	30 - 45 minutes	Resident Physician	none	none
END OF TRANSACTION					

3. Triage of Patient at the Out-Patient Department during Covid-19 Pandemic

NEW Patients GENERAL & PRIORITY

Schedule of Availability of Service:

DAYS: MONDAY – FRIDAY (ExceptHolidays)

HOURS: 8:00 AM – 3:00PM

Office or Division:		FAMILY AND COMMUNITY MEDICINE			
Classification:					
Type of Transaction:					
Who May Avail:		All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation.			
CHECKLIST OF REQUIREMENTS					
Valid ID					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
FILL UP FORMS (Hospital Card and Health Declaration Form) and GET A NUMBER (Punanang mga form at kumuha ng numero)	Give out forms Record the temperature of patients Instruct patients to wait and listen attentively	2 – 3 minutes	OPD Guard Medical Records	None	Patient's form: Hospital Card Health Declaration Form
Wait to be called at the Triage Area for interview (Hintayin ang tawag)	Call out patients by number Receive the forms and categorize as to General / Priority (Tawagin ang numero ng mga pasyente, tatanggapin ang form upang ma- rehistro sa kategoryang pangkalahatan o	2 – 3 minutes	Triage Officer Medical Records	None	Hospital Card Health Declaration Form

mula sa Triage upang mapanayam.)	pryoridad)				
<p>After the interview, patient should go back to Waiting Area and wait for name to be called</p> <p>(Matapos ang panayam, bumalik sa waiting area at hintayin matawag muli ang pangalan)</p>	<p>Patient's information in the Hospital ID is encoded into the Hospital Information System (HIS); a medical chart will be generated</p> <p>Patient's medical chart will be forwarded to the respective department</p> <p>(Ang impormasyon na nakatala sa Hospital ID ay i-encode sa Hospital Information System upang makagawa ng medical chart</p> <p>Ang chart ng pasyente ay dadalhin sa kinauukulang departamento)</p>	3-5 minutes	Medical Records	None	Hospital ID
END OF TRANSACTION					

4. Triaging of Patient at the Out-Patient Department during Covid-19 Pandemic

OLD Patients GENERAL & PRIORITY

Schedule of Availability of Service:

DAYS: MONDAY – FRIDAY (ExceptHolidays)
 HOURS: 8:00 AM – 3:00PM

Office or Division:	FAMILY AND COMMUNITY MEDICINE				
Classification:					
Type of Transaction:					
Who May Avail:	All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation.				
CHECKLIST OF REQUIREMENTS					
Hospital ID					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
FILL UP FORM (Health	Give outforms Record the	2 – 3 minutes	OPD Guard	None	Patient's form:

<p>Declaration Form) and present Hospital Card</p> <p>(Punan ang mga form at ipakita ang Hospital Card)</p>	<p>temperature of Patients</p> <p>Instruct patients to wait and listen attentively</p> <p>(Magpamigay ng forms sa mga pasyente, kunin at i- tala ang kanilang temperatura)</p>		<p>Medical Records</p>		<p>Hospital Card</p> <p>Health Declaration Form</p>
<p>Wait to be called at the Triage Area for interview</p> <p>(Hintayin ang tawag mula sa Triage upang mapanayam.)</p>	<p>Call out patients by number and indicate the respective department on the hospital card</p> <p>(Tawagin ang numero ng mga pasyente at itala ang kinauukulang departamento sa Hospital Card)</p>	<p>2 – 3 minutes</p>	<p>Triage Officer</p> <p>Medical Record</p>	<p>None</p>	<p>Hospital Card</p> <p>Health Declaration Form</p>
<p>After the interview, patient should go back to Waiting Area and wait for name to be called</p> <p>(Matapos ang panayam, bumalik sa waiting area at hintayin matawag muli ang pangalan)</p>	<p>Patient’s medical chart retrieved from the medical records</p> <p>Patient’s medical chart forwarded to the respective department</p> <p>(Ang impormasyon na nakatala sa Hospital ID ay i-encode sa Hospital Information System upang makagawa ng medical chart</p> <p>Ang chart ng pasyente ay dadalhin sa kinauukulang departamento)</p>	<p>3-5 minutes</p>	<p>Medical Records</p>	<p>None</p>	<p>None</p>
<p>END OF TRANSACTION</p>					

5. Evaluation and Management of Out-patients (OPD)

Schedule of Availability of Service:

DAYS: MONDAY – FRIDAY (ExceptHolidays)
 HOURS: 8:00 AM – 4:00PM

Office or Division:		FAMILY AND COMMUNITY MEDICINE			
Classification:					
Type of Transaction:					
Who May Avail:		All ambulatory individuals aged 19 and above, giving priority, but not limited to Quezon City residents who are seeking medical consultation.			
CHECKLIST OF REQUIREMENTS					
Hospital ID Card					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Stand by the Waiting area and wait for the name to be called (Pumunta sa Waiting Area at hintayin na matawag angpangalan)	Receives chart from the Medical Records/Triage (Tanggapin ang Chart mula sa Medical Records / Triage)	5 to 10 mins	Resident Physician Department Nurse	None	Patient's chart Hospital ID
Once name is called, proceed to Family Medicine Department and wait for your turn to be seen (Oras na matawag ang pangalan, pumunta sa Departamento ng Family		5-30 mins	Department Nurse Resident Physician	None	Patient's chart

Medicine, at maghintay sa pagkakataong makapanyan ng doctor)					
<p>Proceed to consultation area and give the Health Declaration Form to the doctor</p> <p>(Pumunta sa lugar ng konsultasyon at ibigay ang Health Declaration Form sa doctor)</p>	<p>Check Health Declaration Form</p> <p>A. Comprehensive history taking and physical examination, taking of vital signs</p> <p>(Suriin ang Health Declaration Form</p> <p>(Kumpletuhin ang pagkuha ng historya, pisikal na eksaminasyon at vital signs)</p>	10-15 mins	Resident physician	None	Patient's chart, prescription form, habilin form, medical/abstract forms (if requested), laboratory and imaging request forms, referral form (if necessary)
	<p>B. Provide and discuss clinical assessment/ Diagnosis</p> <p>Ipaliwanag ang mga detalye ukol sa karamdaman ng pasyente)</p>	3-5 mins	Resident physician	None	
	<p>C. Disposition and management</p> <p>(Disposisyon at pagbibigay lunas)</p>	3-5 mins	Resident Physician	None	
	<p>a. If for sent home, discussion of management, prescription of medications, giving of necessary laboratory requests, giving of habilin, medical certificate/ abstract</p> <p>(Kung papauwiin:</p>	5-10mins			

	<p>bigyan at talakayin sa pasyente ang reseta ng gamot, laboratory request, habilin, medical certificate/ abstract)</p> <p>b.If for referral: assistance and endorsement to the department concerned</p> <p>(kung irerefer, sasamahan at ieendorso sa nakalaang departamento)</p>				
	<p>After consultation, proceed to Cashier and settle necessary charges. Once settled or if none, claim discharge slip and present it to the Family</p> <p>(Matapos ang konsultasyon, magtungo sa Cashier upang magbayad ng kinauukulang bayad. Sa oras na mabayaran, o kung wala man, kunin ang discharge slip at ibigay sa Nurse ng Family Medicine)</p>	<p>Charge the patient through the Hospital Information System</p> <p>Receive Discharge Slip from the patient and mark him MGH in the Hospital Information System</p> <p>(Singilin ang pasyente sa pamamagitan ng Hospital Information System</p> <p>Tanggapin ang discharge slip mula sa pasyente at itala ito sa Hospital Information System bilang MGH)</p>	5-10mins	Department Nurse	Php
<p>END OF TRANSACTION</p> <p>Total duration: 31 to 71 minutes</p>					

6. Implementation of Community Programs/ Activities during Covid-19 Pandemic Surge (Telemedicine)

Schedule of Availability of Service:

DAYS: TUESDAY – THURSDAY (Except Holidays)

HOURS: 8:00 AM – 12:00PM

Office or Division:	FAMILY AND COMMUNITY MEDICINE				
Classification:					
Type of Transaction:					
Who May Avail:	All ambulatory individuals in Sitio Militar Quezon City residents who are seeking medical consult				
CHECKLIST OF REQUIREMENTS					
Community Health Card					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
<p>Log in and register for an appointment through the QCGH Website www.qcgh.org</p> <p>Fill out the consent form and all the information stated in the google forms.</p> <p>Indicate “COMMUNITY” in the chief complaint section</p> <p>(Mag log in at mag rehistro sa QCGH Website na www.qcgh.org)</p> <p>Punan ang consent form at lahat ng</p>	<p>The concerned department will receive a list of patients via their OPD-Email.</p> <p>A confirmation message will be sent to the patient from the department concerned.</p> <p>(Ang mga departamento ay makakatanggap ng listahan ng mga pasyente na itinalaga sa kanila sa pamamagitan ng email.</p> <p>Padadalhan ang mga pasyente ng mensahe upang kumpirmahin ang pag consulta sa naturang departamento)</p>	5 -10 minutes	I.T. OPD Head	none	Google Forms

<p>mga impormasyon na nakalahad sa google form</p> <p>Ilagay ang salitang COMMUNITY sa bahagi ng chief complaint/ dahilan ng pagkonsulta)</p>					
<p>Respond to the message that will be sent via email, text or Facebook messenger for confirmation of appointment (Date and Expected Time of Consult)</p> <p>(Tugunan ang mensahe na ipinadala ng naturang departamento sa pamamagitan ng email, text, o Facebook messenger upang kumpirmahin ang petsa at oras ng konsultasyon)</p>	<p>Communicate via chosen media platform</p> <p>(Makipag uyan ayon sa napiling paraan ng pakikipag komunikasyon)</p>	<p>2 minutes</p>	<p>Resident Physician</p>	<p>none</p>	<p>none</p>

n)					
<p>A notification message will be sent to the patient 5 mins prior to his appointment, to give him time to prepare for the call.</p> <p>(Makakata nggap ang pasyente ng mensahe 5 minuto bago ang itinakdang oras ng konsultasyon upang bigyang oras na makapag handa)</p>	<p>On the date of consultation appointment, the physician will contact the patient via video call through Google Meet, Facebook messenger or Viber.</p> <p>If the patient fails to answer, the physician will try to call 2 more times. If the patient fails to answer all calls, his appointment will be considered void and will have to register again to book another appointment with the department.</p> <p>If in case the ongoing consultation is expected to exceed the allotted time, a notification message will be sent to the patient next in line.</p> <p>(Sa araw ng konsultasyon, makikipag ugnayan ang doktor sa pamamagitan ng video call sa Google Meet, Facebook Messenger o Viber.</p> <p>Kung sakali na ang pasyente ay nakaligtaan na masagot ang unang tawag, susubukan muli makipag ugnayan ng doktor ng 2 beses. Sa pagkakataon na hindi masagot ng pasyente ang mga naturang tawag, ang kanyang itinakdang tipanan ay kakanselahin at nararapat lamang na sya ay mag rehistro muli</p> <p>Sakali man na ang</p>	5 -15 minutes	Resident Physician	none	none

	<p>naunang konsultasyon ay lalagapas sa inaasahang oras, isang mensahe ang ipadadala upang abisuhan ang susunod na pasyente)</p>				
<p>Patient logs in to preferred platform for consultation and waits for the physician's call.</p> <p>(Mag log in ang pasyente sa napiling paraan ng ngpakikipag uganayan para sa konsultasyon at hintayin ang tawag ng doctor)</p>	<p>Upon consultation, physical charting for department record will be done.</p> <p>Physician may also opt to record the consultation.</p> <p>Towards the end of consultation, photos of Laboratory requests and prescription will be sent to patient via Facebook messenger or Viber.</p> <p>Instructions for follow-up will be discussed to the patient before the end of consultation.</p> <p>(Sa oras ng konsultasyon, ang doktor ay susulat sa ginawang medical chart ng pasyente.</p> <p>Ang doktor ay maaaring i-record ang naturang konsultasyon.</p> <p>Patungo sa pagtatapos ng konsultasyon, ang mga litrato ng laboratory request at resta ay ipadadala sa pamamagitan ng Facebook Messenger o Viber.</p> <p>Ang mga tagubilin ukol sa mga susunod na konsultasyon ay tatalakayin sa pasyente)</p>	30 - 45 minutes	Resident Physician	none	Progress Notes
<p>END OF TRANSACTION Total Duration: 42 - 72 minutes</p>					

7. Animal Bite Treatment Center NEW patients during COVID19 Pandemic

Schedule of Availability of Service:

During OPD hours or if Outpatient services are Available

DAYS: MONDAY –FRIDAY

HOURS: 8am-4pm

At the Emergency Room after OPD hours or if Outpatient services are not available

DAYS: MONDAY –SUNDAY

HOURS: 24 hours

Office or Division:		FAMILY AND COMMUNITY MEDICINE			
Classification:					
Type of Transaction:					
Who May Avail:		All ambulatory individuals, giving priority, but not limited to Quezon City residents who are seeking medical consultation relating to animal bite but also to those patients seen in other clinics and institution.			
CHECKLIST OF REQUIREMENTS					
Hospital ID card					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
During OPD hours or if Outpatient services are Available					
Proceeds to Outpatient Department Family and Community Medicine and fills up health declaration form <i>Pumasok sa Outpatient Department Family and Community Medicine at mag fill-up ng health declaration form</i>	Checking of temperature <i>Pag alam ng temperatura</i>	2 to 5 minutes (2 hanggang 5 minuto)	Guard	None	None
Proceeds to Family and Community Medicine <i>Pumasok sa Outpatient</i>	Receives patient's chart; calling of patient's name <i>Tanggapin ang Chart ng pasyente, Pagtatawag ng pangalan ng</i>	5 to minutes (5 hanggang 30 minuto)	Nurse	None	Patient's chart

<i>Department Family and Community Medicine</i>	<i>pasyente</i>				
Proceeds to consultation area of Family and Community Medicine office and awaits for the name to be called	A. Comprehensive history taking and physical examination, and taking of Vital signs <i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i>	10 to 15 minutes	Resident Physician	None	Patient' chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)
<i>Pumunta sa lugar ng konsultasyon</i>	B. Provide and Discuss Clinical assessment and diagnosis <i>Ibigay at ipaliwanag ang tungkol sa sakit</i>	(10 hanggang 15 minuto)	Resident Physician		
	C. Disposition and Management/Vaccination <i>Disposisyon, pagbibigay lunas at bakuna</i>	(3 hanggang 5 minuto)	Resident Physician		
	a. if for sent home: giving of vaccine (with skin test and observation), prescription of medications <i>kung papauwiin: bigyan bakuna, skin test , obserbahan, a bigyan ng reseña ng gamut</i>	60 to 100 minutes (60 hanggang 110 minuto)			
	b. if for referral: assistance and endorsement to the department concern <i>kung irerefer, sasamahan at ieendorso sa nakalaang departamento.</i>	(5 hanggang 10 minuto)			
END OF TRANSACTION Total Duration: 80 to 160 minutes					

CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
At the Emergency Room after OPD hours or if Outpatient services are not available					
Proceeds to	Evaluate patient for	5 to	Emergenc	None	None

Emergency Room <i>Pumasok sa Emergency Room</i>	signs and symptoms of COVID19 and proper triaging <i>Pagsuri sa pasyente para sa sintomas ng COVID19</i>	10mins (5 hanggang 10 minuto)	y Room Officer		
Proceeds to admitting section for registration of Hospital card and chart <i>Pumasok sa Emergency Room admitting section para magpa rehistro ng Hospital card at Chart</i>	Encodes patient's information on HIS <i>I-Encode ang impormasyon ng pasyente sa HIS</i>	10 to 15 mins (10 hanggang 20 minuto)	Admitting Section	None	Personal Information Sheet
Proceeds to emergency room waiting area <i>Pumasok sa Emergency Room waiting area</i>	Receives patient's chart <i>Tanggapin ang Chart ng pasyente,</i>	10-15mins (10 hanggang 15 minuto)	Nurse	None	Patient's Chart
Awaits name to be called by the resident physician <i>Hintayin na matawag ang pangalan ng doctor</i>	A. Comprehensive history taking and physical examination, and taking of Vital signs <i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i> B. Provide and Discuss Clinical assessment and diagnosis <i>Ibigay at ipaliwanag ang tungkol sa sakit</i> C. Disposition and Management/Vaccination <i>Disposisyon, pagbibigay lunas at bakuna</i>	10 to 15 minutes (10 hanggang 15 minuto) 3 to 5 minutes (3 hanggang 5 minuto) 60 to 110 minutes (60 hanggang 110	Resident Physician Resident Physician Resident Physician	None	Patient's chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)

	<p>a. if for sent home: giving of vaccine (with skin test and observation), prescription of medications <i>kung papauwiin: bigyan bakuna, skin test , obserbahan, a bigyan ng reseta ng gamut</i></p> <p>b. if for referral: assistance and endorsement to the department concern <i>kung irerefer, sasamahan at ieendorso sa nakalaang departamento</i></p>	<p>minuto)</p> <p>5 to 10 minutes</p> <p>(5 hanggang 10 minuto)</p>			
<p>Proceeds to nurse's station for clearance</p> <p><i>Pumunta sa lugar ng mga nars upang mag pa clearance</i></p>	<p>Update patients' information at HIS for discharge</p> <p><i>I-update ang impormasyon ng pasyente sa HIS upang mapauwi</i></p>	2 to 5 mins	Nurse	None	Patient's Chart
<p>Proceed to Cashier for payment</p> <p><i>Pumunta sa cashier para sa kabayaran</i></p>	<p>Provide receipt of payment and clearance slip to the patient</p> <p><i>Pagbigay ng resibo sa pasyente katunayan bilang katunayan ng pagbayad</i></p>	2 to 5mins	Cashier	100 peso s	Receipt, Clearance slip
<p>Present receipt to emergency room guard</p> <p><i>Ipaki ang resibo sa guwardya ng emergency room</i></p>	<p>Checking of clearance slip before discharge at ER</p> <p><i>Pagsuri ng clearance slip ng pasyente bago pauwiin</i></p>	1 to 2 mins	Guard	None	Clearance Slip
END OF TRANSACTION					

8. Animal Bite Treatment Center FOLLOW-UP patients during COVID19 Pandemic

Schedule of Availability of Service:

During OPD hours or if Outpatient services are Available

DAYS: MONDAY – FRIDAY and NON-HOLIDAYS

HOURS: 8am - 4pm

At the Emergency Room or if Outpatient services are not Available

DAYS: MONDAY – FRIDAY and NON-HOLIDAYS

HOURS: 8am - 4pm

Office or Division:		FAMILY AND COMMUNITY MEDICINE			
Classification:					
Type of Transaction:					
Who May Avail:		All ambulatory individuals, giving priority, but not limited to Quezon City residents who were previously seen in QCGH Animal Bite treatment center but also to those patients seen in other clinics and institution seeking follow up vaccination			
CHECKLIST OF REQUIREMENTS					
Hospital ID card/ PEPCard					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
During OPD hours or if Outpatient services are Available					
Proceeds to Outpatient Department Family and Community Medicine and fills up health declaration form <i>Pumasok sa Outpatient Department Family and Community Medicine at mag fill-up ng health declaration form</i>	Checking of temperature <i>Pag alam ng temperatura</i>	2 to 5 minutes (2 hanggang 5 minuto)	Guard	None	Hospital ID
Proceeds to Outpatient Department Family and Community	Retrieve's patient's chart <i>Kunin ang Chart ng pasyente,</i>	5 to 10 minutes (5 hanggang 10 minuto)	Resident Physician	None	Patient's chart

<p>Medicine and presents PEP card</p> <p><i>Pumasok sa Outpatient Department Family and Community Medicine at iprisinta ang PEP card</i></p>					
<p>Proceeds to consultation area of Family and Community Medicine Office and awaits for the name to be called</p> <p><i>Pumunta sa lugar ng konsultasyon</i></p>	<p>A. Comprehensive history taking and physical examination, and taking of Vital Signs</p> <p><i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i></p> <p>B. Provide and Discuss Clinical assessment and Diagnosis</p> <p><i>Ibigay at ipaliwanag ang tungkol sa sakit</i></p> <p>C. Disposition and Management/Vaccination</p> <p><i>Disposisyon, pagbibigay lunas at bakuna</i></p> <p>a. if for sent home: giving of vaccine, prescription of medications and update of PEP card</p> <p><i>kung papauwiin: bigyan bakuna, bigyan ng reseta ng gamut at i-update ang PEP card</i></p> <p>b. if for referral: assistance and endorsement to the department concern <i>kung irerefer,</i></p>	<p>5 to 10 minutes</p> <p>(5 hanggang 10 minuto)</p> <p>3 to 5 minutes</p> <p>(3 hanggang 5 minuto)</p> <p>30 to 60 minutes</p> <p>(30 hanggang 60 minuto)</p> <p>2 to 5 minutes</p> <p>(2 hanggang 5 minuto)</p>	<p>Resident Physician</p> <p>Resident Physician</p>	<p>None</p>	<p>Patient's chart, Prescription form, Medical certificate/ abstract forms (if requested), Post Exposure Prophylaxis Card (PEP Card), Referral forms (if necessary)</p>

	<i>sasamahan at ieendorso sa nakalaang departamento.</i>				
END OF TRANSACTION					
Total Duration: 45 to 90 minutes					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
At the Emergency Room or if Outpatient services are not Available					
Proceeds to Emergency Room <i>Pumasok sa Emergency Room</i>	Evaluate patient for signs and symptoms of COVID19, and notifies Resident In-charge on Animal Bite Treatment Center regarding follow up consult <i>Pagsuri sa pasyente para sa sintomas ng COVID19 at pagsabi sa doctor na responsible sa animal bite tungkol sa follow up</i>	5 to 15 mins (5 hanggang 15 minuto)	Emergency Room Officer	None	Hospital ID/ PEP card
Proceeds to emergency room waiting area	Retrives patient's chart	5- 10 mins	Resident Physician	None	Patient's Chart
<i>Pumasok sa Emergency Room waiting area</i>	<i>Kunin ang Chart ng pasyente,</i>	(10 hanggang 15 minuto)			
Awaits name to be called by the resident physician and present PEP card <i>Hintayin na matawag ang pangalan ng doctor at</i>	A. Comprehensive history taking and physical examination, and taking of Vital signs <i>Kumpletuhin ang pagkuha ng historya at eksaminasyon</i> B. Provide and Discuss Clinical assessment and diagnosis <i>Ibigay at ipaliwanag</i>	5 to 10 minutes (5 hanggang 10 minuto) 3 to 5 minutes 3 hanggang 5	Resident Physician Resident Physician	None	Patient's chart, Prescription form, Medical certificate/abstract forms (if requested), Post Exposure Prophylaxis Card (PEP)

<i>iprisinta ang PEP card</i>	<i>ang tungkol sa sakit</i> C. Disposition and Management/Vaccination <i>Disposisyon, pagbibigay lunas at bakuna</i> a. if for sent home: giving of vaccine prescription of medications and update of PEP card <i>kung papauwiin: bigyan ng bakuna, bigyan ng reseta ng gamut at i-update ang PEP card</i> b. if for referral: assistance and endorsement to the department concern <i>kung irerefer, sasamahan at ieendorso sa nakalaang departamento.</i>	minuto) 30 to 60 minutes (30 hanggang 60 minuto) 2 to 5 minutes (2 hanggang 5 minuto)			Card), Referral forms (if necessary)
END OF TRANSACTION Total Duration: 50mins- 100mins					

HR/PERSONNEL DIVISION

1. Recruitment and Hiring of Plantilla Personnel

Schedule of Availability of Service

Days: Monday – Friday

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

Office or Division:	HR/PERSONNEL DIVISION
Classification:	
Type of Transaction:	
Who May Avail:	All Qualified QCGH Employees and External Applicants
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. Application Letter addressed to the Director of the Hospital 2. Duly filled-out Notarized Personal Data Sheet 3. Certified True Copy of Diploma & Transcript of Records by the School Registrar 4. Certified True Copy of Form 138 or Certification from school for position requiring completion 	

of elementary & high school education 5. Training Certificates (for positions requiring training) 6. Authenticated Civil Service Eligibility/Authenticated PRC License (for positions requiring license or eligibility) 7. Authenticated Certificate of Board Rating 8. Certificate of employment (for position requiring work experience) 9. Performance Rating (with at least Very Satisfactory Rating) in the last rating period (for QCGH employees and applicants from other government agencies) 10. Original PSA Birth Certificate 11. Medical Certificate with medical results: Blood Test, Urinalysis, Chest X-ray, Drug Test, and Sealed Neuro-Psychological Evaluation 12. Original NBI Clearance					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
	Prepare request for publication of vacant positions	1 hour	HRMO I	None	Request for Publication of Vacant Positions Form
	Post vacant positions in 3 conspicuous places of the hospital	15 calendar days	HRMO I	None	Request for Publication of Vacant Positions Form
Submit application with complete documentary requirements	2.1 Walk-in applicants <ul style="list-style-type: none"> Receive, check and evaluate the completeness of submitted documentary requirements Advice applicant to submit job application at the Director's Office 2.2 Online application submitted at the Director's Office via qcghdo@gmail.com <ul style="list-style-type: none"> Acknowledge, check and evaluate the completeness of submitted documentary requirements 	4 hours (depending on the number of applicants)	Office Aide/HRMO I	None	Personal Data Sheet (PDS) and other requirements
	Prepare shortlist of applicants	2 hours	HRMO I	None	none
	Schedule the conduct of examination	30 minutes	Office Aide	None	none
	Schedule the conduct of panel interview*	1 hour	HRMO I	None	none
	Send invitation to applicants for panel interview via email or SMS	1 day	Office Aide	None	none

	Tabulate results of evaluation	1 day	HRMO I	None	Comparative Assessment Form
Submit duly filled-out additional documentary requirements for Personnel Selection Board (PSB) deliberation*	Receive and check the completeness of duly filled-out additional documentary requirements	1 hour/candidate	HRMO I	None	Notarized PDS, Authenticated Board Rating, Diploma, CSC Eligibility/PR C License, and TOR, PSA Birth Certificate, Latest Performance Rating, Medical Certificate with medical results, Affidavit
	Submit to City HRMD for PSB deliberation with the transmittal letter and complete documentary requirements	1 hour	HRMO I	None	Notarized PDS, Authenticated Board Rating, Diploma, CSC Eligibility/PR C License, and TOR, PSA Birth Certificate, Latest Performance Rating, Medical Certificate with medical results, Affidavit
END OF TRANSACTION					
Total Duration: At least 40 working days					

* Online interview/deliberation via Zoom is currently adopted due to the pandemic

2. 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

Office or Division:	HR/PERSONNEL DIVISION				
Classification:					
Type of Transaction:					
Who May Avail:	All qualified applicants				
CHECKLIST OF REQUIREMENTS					
<ol style="list-style-type: none"> 1. Recommendation Letter from the concerned Department Head 2. Duly filled-out Notarized Personal Data Sheet 3. Certified True Copy of Diploma & Transcript of Records by the School Registrar 4. Authenticated PR License 5. Authenticated Certificate of Board Rating 6. Original PSA Birth Certificate 7. Medical Certificate with medical results: X-Ray, Drug Test, Blood test, Urinalysis, and Sealed Neuro-Psychological Evaluation 8. Original NBI Clearance 					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
	Prepare request for publication of vacant positions	1 hour	HRMO I	None	Request for Publication of Vacant Positions Form
	Post vacant positions in 3 conspicuous places of the hospital	15 calendar days	HRMO I	None	Request for Publication of Vacant Positions Form
Submit recommendation letter addressed to the Director of the Hospital thru the Credentials Committee	3.1 Schedule the conduct of panel interview by the Credentials Committee* 3.2 Schedule Evaluation & Deliberation for hospital PSB Committee meeting*	30 minutes	HR Clerk	None	none
	Give Personal Data Sheet (PDS) and list of documentary requirements to applicant	5 minutes	HR Clerk	None	PDS, Medical Certificate
Submit duly filled-out PDS with complete documentary requirements	Receive, check, and evaluate PDS and completeness of submitted documentary requirements	30 minutes/applicant	HR Clerk	None	PDS, Medical Certificate
	Assess qualifications of applicants & prepare Comparative Assessment	3-4 hours (depending on the number of	HR Clerk	None	PDS, Comparative Assessment

	Form	applicants)			Form
	Prepare appointments and attach the Comparative Assessment Form signed by the Hospital PSB Committee; and submit to the City HRMD for the signature of the City Mayor	2-3 hours (depending on the number of applicants)	HR Clerk	None	Appointment Form, PDS, Comparative Assessment Form
	Give applicant the list of additional documentary requirements for completion as attachment to the appointment	5 minutes	HR Clerk	None	PDS, Medical Certificate, Position Description Form, Oath of Office, SALN, GSIS Membership Form, PhilHealth Form, Pag-IBIG MDF
Submit duly filled-out additional documentary requirements	Receive and check the completeness of duly filled-out additional documentary requirements	30 minutes/applicant	HR Clerk	None	PDS, Medical Certificate, Position Description Form, Oath of Office, SALN, GSIS Membership Form, PhilHealth Form, Pag-IBIG MDF
	Prepare certificate of funding for signature of the hospital Accountant once appointment is signed	10 minutes (depending on the number of applicants)	HR Clerk	None	Certificate of Funding
	Transmit appointment with supporting documents to City Personnel Office for CSC attestation	30 minutes	HR Clerk	None	Approved appointment, PDS, Medical Certificate with results, Position Description Form, Oath of Office, SALN, Affidavit, Certificate of Funding, Board Rating,

					Diploma, PRC License, TOR
END OF TRANSACTION					
Total Duration: At least 40 working days					

* Online interview/deliberation via Zoom is currently adopted due to the pandemic

3. Recruitment and Hiring of Non-medical Contractual Applicants at QCGH

Schedule of Availability of Service

Days: Monday – Friday

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

Office or Division:	HR/PERSONNEL DIVISION				
Classification:					
Type of Transaction:					
Who May Avail:	All qualified applicants				
CHECKLIST OF REQUIREMENTS					
<ol style="list-style-type: none"> 1. Application Letter addressed to the Director of the Hospital 2. Duly filled-out Personal Data Sheet (Revised 2005) with Community Tax Number (Sedula) 3. PRC License 4. Certificate of Board Rating 5. PSA Birth Certificate 6. Original NBI Clearance 7. Diploma 8. Transcript of Records 9. Trainings and Seminars 10. Medical Certificate with medical results: X-Ray, Drug Test, Blood test, Urinalysis 					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Submit application with complete documentary requirements	1.1 Walk-in applicants <ul style="list-style-type: none"> • Receive, check and evaluate the completeness of submitted documentary requirements • Advice applicant to submit application at the Director's Office 1.2 Online application submitted at the Director's Office via qcghdo@gmail.com <ul style="list-style-type: none"> • Acknowledge, check and evaluate the completeness of submitted documentary 	4 hours (depending on the number of applicants)	Office Aide/HRM O I	None	Personal Data Sheet (PDS) and other requirements

	requirements				
	Prepare shortlist of applicants	2 hours	HRMO I	None	List
	Schedule the conduct of examination	30 minutes	Office Aide	None	
	Schedule the conduct of panel interview*	1 hour	Office Aide	None	
	Send invitation to applicants for panel interview via email or SMS	1 day	HR Clerk	None	
	Tabulate results of evaluation	1 day	HRMO I	none	Comparative Assessment Form
Submit duly filled-out additional documentary requirements	Receive and check the completeness of duly filled-out additional documentary requirements for contract preparation	1 hour/candidate	Office Aide	None	PDS, Board Rating, Diploma, CSC Eligibility/PR C License, and TOR, PSA Birth Certificate, Medical Certificate with medical results
	Submit to City HRMD the transmittal letter with the documentary requirements for City Mayor's signature	1 hour	Office Aide	None	Contract, PDS and other documentary requirements
END OF TRANSACTION					
Total Duration: At least 30 working days					

* Online interview via Zoom is currently adopted due to the pandemic

4. Application for Retirement and Payment of Terminal Leave

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:	HR/PERSONNEL DIVISION
Classification:	
Type of Transaction:	
Who May Avail:	Plantilla Personnel of the Quezon City General Hospital
CHECKLIST OF REQUIREMENTS	
<ol style="list-style-type: none"> 1. GSIS Application for Retirement 2. Office Clearance 3. General Services Clearance (City Hall) 4. Affidavit of No Pending Administrative Case (Legal Dept., City Hall)) 5. Latest Service Record/Certificate of Leave Without Pay 6. Application for Leave (for Terminal Leave) 	

7. Statement of Assets Liabilities and Networth (SALN) 8. Exit Interview Form 9. Waiver for Unaccounted Responsibilities and Liabilities					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Get the documentary requirements	Give application for retirement and checklist of documentary requirements	10 minutes	Administrative Assistant II (Clerk IV)	None	GSIS Application for Retirement, SALN, Office Clearance, Application for Leave, Exit Interview, Waiver for Unaccounted Responsibilities and Liabilities
Submit complete documentary requirements	Review, check and evaluate submitted documentary requirements	20 minutes	Administrative Assistant II (Clerk IV)	None	GSIS Application for Retirement, SALN, Office Clearance, Application for Leave, Exit Interview, Waiver for Unaccounted Responsibilities and Liabilities
	Submit transmittal letter, application for retirement form, SALN, and application for leave for the signature of the Assistant Director for Prof. Services and Director of Hospital	2 days	Administrative Assistant II (Clerk IV)	None	SALN, GSIS Application for Retirement, Application for Leave
	Submit documents to City HRMD for processing and signature	---	Administrative Assistant II (Clerk IV)	None	Application for retirement with complete supporting documents
	Pick-up signed documents	2 hours	Administrative Assistant II (Clerk IV)	None	Application

	from City HRMD		ative Assistant II (Clerk IV)		for retirement with complete supporting documents
	Prepare copies of supporting documentary requirements; and submit to Government Service Insurance System (GSIS) for processing	3 hours	Administrative Assistant II (Clerk IV)	None	Application for retirement with complete supporting documents
Submit GSIS Clearance for payment of terminal leave	Receive GSIS Clearance and attach to other documentary requirements for payment of terminal leave	5 minutes	Administrative Assistant II (Clerk IV)	None	Application for Leave, Office Clearance, General Services Clearance, SALN, Service Record
	Prepare transmittal letter and submit to Director's Office for signature with the complete documentary requirements	10 minutes	Administrative Assistant II (Clerk IV)	None	None
	Submit documents to City HRMD for processing and signature	---	Administrative Assistant II (Clerk IV)	None	None
	Pick-up approved documents from City HRMD; prepare disbursement voucher; and submit to Accounting Division for processing of payment	1 day	Administrative Assistant II (Clerk IV)	None	Application for Leave, Office Clearance, General Services Clearance, SALN, Service Record
END OF TRANSACTION Total Duration: 2 days					

5. Issuance of Certificate of Employment

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:		HR/PERSONNEL DIVISION			
Classification:					
Type of Transaction:					
Who May Avail:		All Hospital Employees			
CHECKLIST OF REQUIREMENTS					
Request Slip Form					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Submit duly accomplished request slip form	Review and receive accomplished request slip form	2 minutes	Office Aide	None	Request slip form
	Prepare, review completeness and accuracy of information; and print the requested document	2 days	Office Aide	None	Certificate of employment
	Sign requested documents	10 minutes	Chief Administrative Officer (HRMO V)	None	Certificate of employment
Receive requested document	Issue document to requesting employee; and let employee sign in the logbook	5 minutes	Office Aide	None	Certificate of employment
END OF TRANSACTION					
Total Duration: 3 days					

6. Issuance of Service Record

Schedule of Availability of Service:

Monday to Friday

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

Office or Division:		HR/PERSONNEL DIVISION			
Classification:					
Type of Transaction:					
Who May Avail:		All Hospital Employees			
CHECKLIST OF REQUIREMENTS					
Request Slip Form					
CLIENT STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Submit duly accomplished request slip form	Review and receive accomplished request slip form	2 minutes	Office Aide	None	Request slip form
	Prepare and print the service record reflecting Leave Without Pay (LWOP), if any	2 days	Officer Aide	None	Service record
	Review completeness and accuracy of information; and affix initial in the service record	1 day	Administrative Assistant II (Clerk IV)	None	Service record
	Sign requested documents	10 minutes	Chief Administrative Officer (HRMO V)	None	Service record
Receive requested document	Issue document to requesting employee; and let employee sign in the logbook	5 minutes	Office Aide	None	Service record
END OF TRANSACTION					
Total Duration: 3 days					

HUMAN MILK BANK

1. PROCEDURE FOR SCREENING POTENTIAL MILK DONORS

Schedule of Availability of Service

Days : Monday – Friday / Saturday – Sunday
 Hours : 8:00AM – 5:00PM / 6:00AM – 2:00PM

Office or Division:	HUMAN MILK BANK				
Classification:					
Type of Transaction:					
Who May Avail:	Milk Donor				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> • Screening and Donor's Consent Form • HIV & Hepa B Blood Test 					
AGENCY ACTION	CLIENTS STEPS	FEES	FORMS	PROCESSING TIME	PERSON RESPONSIBLE
Present the Health Declaration Form (Ipakita ang Health Declaration Form)	Fills up and sign the Health Declaration Form. (Sagutan ang Health Declaration form.)	None (Wala)	Health Declaration Form	3 minutes	Nursing Attendant
Interviews the potential milk donor (Kapanayamin ang posibleng mag donor ng gatas)	Fills up the screening form and have the donor sign the donor consent form (Sagutan ang screening form at lagdaan ang donor consent form)	None (Wala)	Donor Demographic Data, Screening form, Donor's Consent and Commitment form	5 minutes	Nursing Attendant
Educates the potential milk donor regarding the screening tests and pre counseling of HIV and other sexually transmitted infections prior to blood extraction (Ipaliwanagsa posibleng donor ng gatas ang	Fills up the personal information sheet form and have the donor sign the HIV consent form (Sagutan ang personal information sheet form at lagdaan ang HIV consent form)	None (Wala)	Personal information sheet, HIV consent form	15 minutes	HIV counselor

tungkolsagag awingpagsusuri ng dugo)					
Extracts blood for screening tests (Kunan ng dugo ang donor ng gatasupangsu riinito)		None (Wala)		30 minutes	Medical Technologist
Assists the eligible donor in expression of breast milk (Tulungan ang donor sapagkolektang kanyanggatas)	Eligible donor donates her expressed breast milk (Ang kwalipikadong donor ay maarina mag donate ng kanyanggatas)	None (Wala)		20 minutes	Midwife/ Nurse
Stores the expressed breast milk in the freezer (limbak ang gatassa freezer)		None (Wala)		3 months	Midwife/ Nurse
END OF TRANSACTION Total Duration: 1 hour and 10 minutes					

2. PROCEDURE FOR DISPENSING OF PASTEURIZED HUMAN MILK

Office or Division:	HUMAN MILK BANK				
Classification:					
Type of Transaction:					
Who May Avail:	Recipient of Donated Milk				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> • Clinical Abstract • Prescription from the Recipient's Attending Physician • Cooler 					
AGENCY ACTION	CLIENTS STEPS	FEES	FORMS	PROCESSING TIME	PERSON RESPONSIBLE
Presents the requirements for availing pasteurized human milk (Ipakita ang mgakailangan gdokumentos apagbili ng gatas)	Checks the requirement if complete (Siguraduhingkumpleto ang mgakailangandokumento sapagbili ng gatas)	None (Wala)	Clinical Abstract and Prescription from the recipient's attending physician	3 minutes	HMB staff

Receives charge slip (Tanggapin ang resibo)	Issues charge slip for the processing fee of pasteurized human milk (Magbigay ng resibo para sapagproseso ng gatas)	Processing fee: 220php/ 100ml Milk bottle deposit: 150php/ 100ml	Charge slip	2 minutes	HMB staff
Pays the processing fee at the cashier (Bayaran ang processing fee sa cashier)	Receives the processing fee and issues the official receipt (Tanggapin ang bayad at magbigay ng opisyalnaresibo)	None (Wala)	Charge slip and Official Receipt	20 minutes	Cashier
Presents the official receipt from the cashier to the milk bank staff (Ipakitaang opisyalnaresibona galling sakahera)	Writes the official receipt number in the duplicate copy of the charge slip (Isulat ang numero ng opisyalnaresibo)	None (Wala)	Charge slip and Official Receipt	1 minute	HMB staff
Reads and signs the Recipient's consent and waiver forms (Basahin at lagdaan ang waiver at consent ng tatanggap ng gatas)	Records data in Recipient's logbook (Itala ang mgaimpormasyon ng tatanggap ng gatassa logbook)	None (Wala)	Recipient's consent and waiver form, Recipient's logbook	3 minutes	HMB staff
	Double checks the pasteurization result of milk in the processing logbook (Siguraduhingnakapasasa pasteurization result ang gatas)	None (Wala)	Processing logbook	1 minute	HMB staff
	Dispenses the pasteurized human milk (Ibigay ang pasteurized nagatas)	None (Wala)	Recipient's logbook	1 minute	HMB staff
END OF TRANSACTION Total Duration: 31 minutes					

3. PROCEDURE FOR PASTEURIZATION OF DONATED MILK

Office or Division:	HUMAN MILK BANK				
Classification:					
Type of Transaction:					
Who May Avail:	Milk Donor				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> HIV and Hepa B Blood Test Result 					
AGENCY ACTION	CLIENTS STEPS	FEES	FORMS	PROCESSING TIME	PERSON RESPONSIBLE
Presents the screening form and screening test result of the recipient's donor and give the express breast milk. (Ipakita ang screening form at resulta ng screening test ng donor at ibigay ang gatas)	Receives the express breast milk and checks the screening form and screening test result of the recipient's donor. (Tanggapin ang gatas at siguraduhingnakapasasa screening ang donor ng gatas)	None (Wala)	Screening form, Screening test result	3 minutes	HMB staff
Read and sign the Recipient's waiver for pasteurized human milk from recipient's donor (Basahin at lagdaan ang waiver para sa Pasteurized Human Milk na galling satatanggap ng gatas ang donor)	Records recipient's data in the pasteurization logbook (Itala ang mgaimpormasyon ng tatanggap ng gatassa logbook ng pasteurization)	None (Wala)	Recipient's Waiver for Pasteurized Human Milk from Recipient's Donor, Pasteurization logbook	3 minutes	HMB staff
	Process the express breast milk - Pasteurization and Milk Culture (Iproseso ang gatas)	None (Wala)	Processing logbook	1 day (without milk culture) 2 days (with milk culture)	HMB staff

Receives charge slip (Tanggapin ang resibo)	Issues charge slip for the processing fee and milk culture (Magbigay ng resibo para sapagproseso ng gatas)	Processing fee: 100php/ 100ml Milk Culture: 200php/ batch	Charge slip and Official Receipt	1 minute	HMB staff
Pays the processing fee at the cashier (Bayaran ang processing fee sakahera)	Receives the processing fee and issues the official receipt (Tanggapin ang bayad at magbigay ng opisyalnaresibo)	None (Wala)	Charge slip and Official Receipt	20 minutes	Cashier
Presents the official receipt from the cashier (Ipakitaang opisyalnaresibona galling sakahera)	Dispenses the pasteurized human milk (Ibigay ang pasteurized nagatas)	None (Wala)	Pasteurization logbook	1 minute	HMB staff
END OF TRANSACTION Total Duration: 2 days					

INFORMATION TECHNOLOGY

1. In-charge in evaluation & management of Computerization Program

Schedule of availability of service

Days: Monday - Sunday

Hours: 6:00 am – 2:00 pm / 8:00 am – 5:00pm / 2:00 pm – 10:00 pm

Office or Division:	INFORMATION TECHNOLOGY				
Classification:					
Type of Transaction:					
Who May Avail:	Medical and Ancillary Department staff Administrative Division staff Administrative and Ancillary Section staff				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> Information Technology Request Form 					
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Reports to Information Technology office and fill out IT request form	Makes Information Technology Diagnosis Report	1 week	I.T Technical Support Staff	No fees	IT Request Form
	Report findings and details		I.T Technical		

			Support Staff		
	Validates and submits report		I.T Head		
	Hospital Director signs the report		Hospital Director		
END OF TRANSACTION Total Duration: 1 week					

2. Administration of Hospital Website

Schedule of availability of service

Days: Monday - Friday

Hours: 8:00 am – 5:00 pm

Office or Division:	INFORMATION TECHNOLOGY				
Classification:					
Type of Transaction:					
Who May Avail:	Medical and Ancillary Department staff Administrative Division staff Administrative and Ancillary Section staff				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> Word Documents or jpeg format (Softcopy) 					
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Submits soft copy	Receives softcopy	Every first week of the Month	I.T Support	No fees	Soft copy
	Edit & update contents in hospital website		I.T Head		
	Secures signature of the Hospital Director		Hospital Director		
END OF TRANSACTION Total Duration: June to December					

INTERNAL MEDICINE

1. PATIENT ADMISSION

Schedule of availability of service

Days: Monday – Sunday (ER AND TENT 2)

Hours: 24 hours / day (ER/TENT2)

Office or Division:	INTERNAL MEDICINE				
Classification:					
Type of Transaction:					
Who May Avail:	Sick Individuals needing ambulatory care, male and female more than 19 years old, non-surgical, non-gynecologic patients				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> Medical Records 					
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Consent for admission (Pagbigay ng pahintulot upang ma-admit)	Receives patient chart <ul style="list-style-type: none"> From ER From OPD From Tent 2 (Pagtanggap ng chart ng pasyente) <ul style="list-style-type: none"> Mula sa ER Mula sa OPD Mula sa Tent 2 	10-15 mins	Resident Physician	None	ER/TENT 2/OPD Chart
Consent for intervention and management (Pagbigay ng pahintulot upang mabigyan ng lunas)	Prepares patient for admission <ul style="list-style-type: none"> History and physical examination Laboratory/diagnostic exams Prescription of medications (Paghahanda ng pasyente para ma-admit) <ul style="list-style-type: none"> Interview sa pasyente at pisikal na pag-eksamen Eksaminasyong pang-laboratoryo at iba pang dayagnostiko Pagreseta ng gamot 	2 hours	Resident Physician	Variable	Laboratory/imaging requests/consent forms Prescription papers/justification letters
Undergoes Rapid Antigen Test	Prepares request for the RAT test (Pagsulat ng request para	5 mins	Resident Physician Nurse in Charge	None	RAT Request

<i>(Pag-pagawa ng Rapid Antigen Test)</i>	<i>sa RAT)</i>		(swabber on duty)		
Admission of the patient <i>(Pag-admit ng pasyente)</i>	Admits patients, endorsement of patient to the receiving medical doctor and carrying-out of doctor's orders. <i>(Pag-admit sa pasyente, pagendorso sa kapwa doctor and paggawa ng mga order ng doctor)</i>	3 hours	Resident Physician ER nurse-on-duty	None	Admitting Chart and laboratory results
Transfer of the patient to respective wards <i>(Pag-lipat ng pasyente sa ward)</i>	Accompanies patient to the ward and endorsement of patient to ward nurse on duty <i>(Paghatid sa pasyente sa ward at pag-endorso ng pasyente sa ward nurse)</i>	30 mins	ER nurse-on-duty	None	Patient's chart
Arrival and Admission of the patient at the ward <i>(Pagdaating at pagadmit ng pasyente sa ward)</i>	Patient is received at the ward by the ward nurse on duty and medical resident on duty.	15-30 mins	Ward nurse-on-duty Ward medical resident-on-duty	None	Patient's chart
END OF TRANSACTION					
Total Duration: Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines					

2. REQUEST FOR ELECTROCARDIOGRAM (ECG)

Schedule of availability of service

Days: Monday – Sunday (ER), Monday – Friday (OPD)

Hours: 24 hours / day (ER), 7am-4pm (OPD)

Office or Division:		INTERNAL MEDICINE			
Classification:					
Type of Transaction:					
Who May Avail:		Individuals needing ambulatory care, male and female more than 19 years old, non-surgical, non-gynecologic patients who need to undergo electrocardiogram (ECG) testing.			
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> ECG Request 					
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Consult at the OPD, ER, or is currently admitted at the wards. <i>(Pagconsulta sa OPD, ER, o pagkaadmit sa ward)</i>	Provides ECG request	2 mins	Attending Physician	None	ECG Request
<p>ROUTINE: Receives request and proceeds to ECG unit. <i>(Pagtanggap ng request at pagtungo sa ECG unit)</i></p> <p>STAT: Awaits for ECG to be performed at bedside. <i>(Paghintay na magawa ang ECG sa kinalagayan)</i></p>	<p>ROUTINE: Receives request, documents, information, schedules procedure. <i>(Pagtanggap ng request, pagtala ng impormasyon, pag-schedule ng proseso)</i></p> <p>STAT: Receives request, documents information, proceeds to bedside. <i>(Pagtanggap ng request, pagtala ng impormasyon, pagtungo sa kinalagayan ng pasyente)</i></p>	15 mins	ECG Personnel	None	ECG Request
Payment of fees <i>(Pagbayad ng</i>	Awaits official receipt. <i>(Paghintay sa opisyal na resibo)</i>	Variable	Patient/Cashier	None	ECG Request

<i>kaakibat na bayarin)</i>					
Undergoes ECG procedure. <i>(Pagsailalim sa ECG)</i>	Performs ECG on patient <i>(Pagsasagawa ng ECG sa pasyente)</i>	15 mins	ECG Personnel	None	ECG Request
Awaits Results <i>(Paghintay sa resulta)</i>	Interprets ECG and releases result <i>(Pagbabasa ng ECG at pagbigay ng resulta)</i>	3 days (routine) 24 hours (stat)	Resident Physician ECG Personnel	None	ECG Request
END OF TRANSACTION					
Total Duration: Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines					

3. REQUEST FOR ENDOSCOPIC PROCEDURES

Schedule of availability of service

Days: Monday – Friday

Hours: 8am-4pm (OPD)

Office or Division:	INTERNAL MEDICINE				
Classification:					
Type of Transaction:					
Who May Avail:	Individuals needing diagnoses, visualization, and treatment of illness that are related to Gastroenterology and its related fields.				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> • Patient's Chart 					
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Avails of Gastroenterologic service of QCGH <i>(Pagpakonsulta sa Gastroenterology Service)</i>	Receives referral for possible endoscopic procedure and assesses the need for endoscopic procedure. <i>(Pagtanggap ng referral at pagsuri sa pasyente)</i>	1 hour	IM GI Rotator	None	Patient's Chart Referral Form
Undergoes Rapid Antigen Test <i>(Pag-pagawang Rapid)</i>	<i>Prepares request for the RAT test</i> <i>(Pagsulat ng request para sa RAT)</i>	5 mins	Resident Physician Nurse in Charge (swabber on duty)	None	RAT Request

<i>Antigen Test)</i>					
Awaits confirmation of procedure and schedule <i>(Paghintay ng schedule)</i>	Confirms the need for endoscopy and schedule <i>(Pagkumpirma at pag schedule ng endoscopy)</i>	30 mins	IM GI Consultant	None	Patient's Chart
Proceeds to endoscopy unit after confirmation of schedule <i>(Pagtungo sa Endoscopy Unit matapos mabigyan ng schedule)</i>	Reserves schedule for patient and gives instructions prior to the procedure. <i>(Pagtakda ng araw para sa pasyente at pagbigay ng mga tagubilin bago ang endoscopy)</i>	15 mins	Endoscopy Nurse IM GI Rotator	None	Patient's Chart
Arrives on schedule date of procedure <i>(Pagdating sa takdang araw)</i>	Performs the procedure, fill-up endoscopy result <i>(Pagsagawa ng endoscopy at pagbigay ng result)</i>	45 mins	IM GI Consultant IM GI Rotator Anesthesiologist	Variable	Patient's Chart Endoscopy Result Form Anesthesia Record
Receives initial results. <i>(Pagtanggap ng paunang resulta)</i>	Explains findings to the patient and possible management <i>(Pag expleka sa pasyente ng resulta at pag manage nito)</i>	15 mins	IM GI Consultant	None	Patient's Chart Endoscopy Result Form
Proceeds to billing and cashier for processing of payment <i>(Pagtungo sa kahera para sa bayad)</i>	Fill up the charge slip, gives clearance form after payment	20 mins	Endoscopy Nurse	Variable	Charge Slip
Proceeds back to Endoscopy Unit for final disposition <i>(Pagbalik sa</i>	Gives final endoscopy result and signs clearance form. <i>(Pagbigay ng opisyal na resulta sa pasyente at paglagda sa clearance</i>	10 mins	IM GI Consultant/Rotator Endoscopy Nurse	None	Endoscopy Result Form Patient's Chart

Endoscopy Unit para sa mga tagubilin)	form)				
END OF TRANSACTION Total Duration: Variable					

4. AMBULATORY CARE (ER/OPD)

Schedule of availability of service

Days: Monday – Sunday (ER/Tent 2), Monday – Friday (OPD)

Hours: 24 hours/ day (ER), 8am-5pm (OPD)

Office or Division:	INTERNAL MEDICINE				
Classification:					
Type of Transaction:					
Who May Avail:	Sick individuals needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients.				
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> Medical Records 					
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Arrives at the IM-OP/ER section <i>(Pagdating ng pasyente sa IM OPD/ER)</i>	Receives patient chart <ul style="list-style-type: none"> From Triage (OPD) From ERO (ER) <i>(Pagtanggap ng chart ng pasyente)</i> <ul style="list-style-type: none"> Mula sa Triage (OPD) Mula sa ERO (ER) 	30 mins to 1 hour	Junior Intern/Resident Physician	None	ER/OPD Chart
Gives history and consents for physical exam <i>(Pagbigay ng salaysay at pahintulot para sa physical examination)</i>	Interviews patient and carries out physical examination <i>(Pag-interview at pagsuri sa pasyente)</i>	30-45 mins (OPD) 5-15 mins (ER)	Junior Intern/Post-Graduate Intern (ER) Resident Physician	None	ER/OPD Chart
Consent for intervention and management <i>(Pagbigay ng pahintulot upang</i>	Prepares laboratory/diagnostic exam request <i>(Pagsulat ng request para sa eksaminasyon pang-laboratoryo at iba pang dayagnostiko)</i>	15 mins	Resident Physician	None	Laboratory/Imaging Requests Prescription Papers

<i>mabigyang lunas)</i>					
Undergoes Rapid Antigen Test For ER/ Tent 2 patients <i>(Pag-pagawang Rapid Antigen Test para sa ER at TENT 2 na mga pasyente)</i>	<i>Prepares request for the RAT test</i> <i>(Pagsulat ng request para sa RAT)</i>	5 mins	Resident Physician Nurse in Charge (swabber on duty)	None	RAT Request
Undergoes laboratory and other diagnostic examination <i>(Pag-pagawang mga kailangang eksaminasyon)</i>	Awaits laboratory and other diagnostic results.	1-3 hours (labs and initial reading of imaging)	Laboratory/Radiology Tech in Charge	Variable	Laboratory and Radiologic Request
Consult at OPD/ER/ Tent 2 with laboratory/radiologic results <i>(Muling pagkonsulta sa OPD/ER dala ang mga resulta ng mga pinagawang eksaminasyon)</i>	Interpretation of results, prescription of medications, and home advice <i>(Pagsuri ng mga resulta, pagreseta ng gamut at pagbigay ng tagubilin)</i>	30 mins	Resident Physician	None	Patient's Chart Laboratory Results Imaging Results
END OF TRANSACTION					
Total Duration: Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines					

5. INTENSIVE CARE UNIT ADMISSION CITIZENS CHARTER

Schedule of availability of service

Days: Monday – Sunday (ER/TENT2)

Hours: 24 hours/ day

Office or Division:		INTERNAL MEDICINE			
Classification:					
Type of Transaction:					
Who May Avail:		Sick individuals needing ambulatory care, male, and female more than 19 years of age, non-surgical, non-parturient, non-gynecologic patients.			
CHECKLIST OF REQUIREMENTS					
<ul style="list-style-type: none"> Medical Records 					
CLIENTS STEPS	AGENCY ACTION	PROCESSING TIME	PERSON RESPONSIBLE	FEES	FORMS
Consent for admission (Pagbigay ng pahintulot upang ma-admit)	Receives patient chart <ul style="list-style-type: none"> From ER From Tent 2 (Pagtanggap ng chart ng pasyente) <ul style="list-style-type: none"> Mula sa ER Mula sa Tent 2 	5 mins	Resident Physician	None	ER/TENT 2
Consent for intervention and management (Pagbigay ng pahintulot upang mabigyan ng lunas)	Prepares patient for admission <ul style="list-style-type: none"> History and physical examination Immediate Intervention Laboratory/diagnostic exams Prescription of medications (Paghahanda ng pasyente para ma-admit) <ul style="list-style-type: none"> Interview sa pasyente at pisikal na pag-eksamen Paggawa kaagad ng mga kailangan pamamaraan sa pasyente Eksaminasyong pang-laboratoryo at iba pang dayagnostiko Pagreseta ng gamot 	30 mins	Resident Physician	Variable	Laboratory/imaging requests/ consent forms Prescription papers/ justification letters
Undergoes Rapid Antigen	Prepares request for the RAT test	5 mins	Resident Physician	None	RAT Request

Test <i>(Pag-pagawang Rapid Antigen Test)</i>	<i>(Pagsulat ng request para sa RAT)</i>		Nurse in Charge (swabber on duty)		
Patient awaits at the ER for the coordination of admission <i>(Panandalian ng mananatili ang pasyente sa ER para sa pagproseso ng admission)</i>	Patient is endorsed by the ER ROD to the ICU ROD as well as the ER NOD to ICU NOD <i>(I-endorso ng ER ROD ang pasyente sa ICU ROD)</i>	10 mins	ER resident on duty (ER ROD) and ER Nurse on duty (ER NOD) ICU resident on duty (ICU ROD) and ICU Nurse on duty (ICU NOD)	None	Admitting Chart
Patient is assisted and brought to ICU <i>(Paglipat ng pasyente sa ICU)</i>	Patient is transferred to ICU via stretcher or wheelchair by the IW together with the ER NOD and PGI <i>(Ilipat ng IW, kasama ang ER NOD at IM PGI, ang pasyente sa ICU gamit ang wheelchair o kama)</i>	20 mins	ER nurse on duty (ER NOD) Institution Worker (IW) Post Graduate Medical Intern (PGI)	None	Admitting Chart
Patient is transferred to ICU bed and hooked to required apparatus <i>(Paglipat sa pasyente sa kama ng ICU at pagkabit ng mga kinakailangang aparato)</i>	Patient is hooked to cardiac monitor and other needed apparatus (i.e. mechanical ventilator, BIPAP, infusion pump)	30 mins	ER nurse on duty (ER NOD) Institution Worker (IW) Pulmonary Unit Personnel	None	Admitting Chart
Patient will remain in bed	Patient is reassessed upon arrival in the ICU by the ICU ROD and inform the	30-60 mins	ICU resident on duty	None	Clinical history form Doctor's

<i>(Mananatiling nakahiga ang pasyente sa kama)</i>	Consultant in charge in the ICU of this admission. <i>(Susuriin ng ICU MROD ang pasyente at ipapaalam ang kaso sa ICU CIC)</i>		(ICU ROD) ICU consultant in charge (ICU CIC)		Order Sheet Laboratory Result
Patient's relatives provides medications and medical supplies either coming from the hospital or bought outside <i>(Ang kaanak o bantay ang kukuha ng supply na medical sa loob o labas ng ospital)</i>	ICU ROD will prescribe the medications ICU NOD will primarily be in charge of drug administration <i>(Pag reseta ng gamut at pagbigay ng gamot)</i>	Variable	ICU resident on duty (ICU ROD) ICU nurse on duty (ICU NOD))	Variable	Doctor's Order Sheet Prescription pad Medication sheet
Patient remains at the ICU <i>(Ang pasyente ay mananatili sa ICU)</i>	Daily progress evaluation <i>(Araw-araw na pagsuri sa kondisyon ng pasyente)</i>	Variable	ICU consultant in charge (ICU CIC) ICU resident on duty (ICU ROD) ICU nurse on duty (ICU NOD)) Medical Junior Intern (JI)	None	Patient's Chart
Patient's condition improved and stabilized	ICU ROD reassess the patient's condition if able to trans out to regular ward and inform the ICU CIC of the assessment <i>(Muling pagsuri sa pasyente kung maari nang ilabas sa regular ward)</i>	Variable	ICU consultant in charge (ICU CIC) ICU resident on duty (ICU ROD)	None	Patient's Chart

Patient is prepared for transfer to regular ward (Ang pasyente ay mananatili sa ICU habang inaayos at kinokoordina ang paglipat sa regular ward)	ICU ROD endorse the patient to the resident on duty at the ward (Ang pasyente at i-endorso ng ICU ROD sa tatanggap na Ward ROD)	45 minutes to 1 hour	ICU resident on duty (ICU ROD) Ward resident on duty (Ward ROD)	None	Patient's Chart
Patient is assisted and transferred to regular ward (Paglipat ng pasyente sa regular ward)	Patient received in the ward by the Ward nurse on duty (Ang pasyente ay i-endorso ng ICU NOD sa Ward NOD)	30 minutes	Ward nurse on duty ICU nurse on duty Institution Worker	None	Patient's Chart
END OF TRANSACTION					
Total Duration: Variable, depending on the total number of days of observation required of the Clinical Practice Guidelines					

MEDICAL RECORDS DEPARTMENT

REGISTRATION / RETRIEVAL SECTION

1. RETRIEVAL OF HEALTH RECORDS OF OLD PATIENTS FOR RE-VISIT / FOLLOW-UP CHECK-UP

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G
WHO MAY AVAIL:	Those patients' seen/treated/admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / TENT 2 /Medico-Legal / Inpatient) 	<ul style="list-style-type: none"> ✓ Triage / Medical Records Department (Retrieval Section) ✓ Medical Records Department (Retrieval Section)
CLIENT	AGENCY
FEES	PROCESSING
PERSON	

STEPS	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Go to the Security Guard (PumuntasaGuwardiya)	1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	None (Wala)	2 minutes	Security Guard
2. Proceed to Triage and present patient's hospital card for assessment and classification (Pumuntasa Triage at ipakita ang patient's hospital card para sa kaukulangkatanungan at klasipikasyon)	2. Interview the patient and classification of patient's hospital card(Priority, Non-Priority) (Pagkausapsapasyente at pagsusuri ng mga hospital cards kung ang pasyenteba ay priority o hindi)	None (Wala)	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk / Nursing Attendant
3. Proceed toCounter2, then present patient's hospital card to Medical Records Personnel (PumuntasaCounter 2 at ibigay ang patient's hospital card sa Medical Records Personnel)	3. Encode and retrieve patient's health record for follow-up check-up (Pagta-type atpaghanapng health record para sa follow-up check-up)	None (Wala)	5 minutes	Medical Records Personnel
4. Go back to Triage, then wait for your turn and maintain social distancing while waiting for the call (Bumaliksa Triage at maghintay ng tawagat panatilihin ang pag distansyasaibangpasyente habangnaghihintaymatawag)	4. Record and forwards patient's health record to Triage (Pagtala ng pangalan ng pasyente at paghatid ng health record ng pasyentesaTriage)	None (Wala)	2 minutes	Medical Records Personnel
END				
TOTAL			12 minutes	

2. REGISTRATION OF NEW OUTPATIENTS AND PROCESSING OF NEW HEALTH RECORD

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD) ✓ Electronic Charge Slip ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Registration Section) ✓ Patient 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumuntasa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Proceed to Triage and present patient's hospital card for assessment and classification <i>(Pumuntasa Triage at ipakita ang patient's hospital card para sa kaukulangkatanungan at klasipikasyon)</i>	2. Interview the patient and classification of patient's hospital card (Priority, Non-Priority) <i>(Pagkausapsapasyente at pagsusuri ng mga hospital cards kung ang pasyenteba ay priority o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk / Nursing Attendant
3. Proceed to Counter1, then present patient's hospital card to Medical	3. Encode patient's information and print. Then,	₱	8 minutes	Medical Records

Records Personnel (Pumuntasa Counter 1 at ibigay ang patient's hospital card sa Medical Records Personnel)	provide an electronic charge slip thru Hospital Information System (HIS) and record patient's health record (Pagta-type ng impormasyon ng pasyente at i-print. Paggawa ng electronic charge slip gamit ang HIS at itala ang pangalan ng pasyente)	40.00		Personnel
4. Go back to Triage, then wait for your turn and maintain social distancing while waiting for the call (Bumaliksa Triage at maghintay ng tawagat panatilihin ang pag distansyasaibangpasyente habangnaghinhintaymatawag)	4. Record and forwards patient's health record to Triage (Pagtala ng pangalan ng pasyente at paghatid ng health record ng pasyentesaTriage)	None (Wala)	2 minutes	Medical Records Personnel
END				
TOTAL		₱ 40.00	15 minutes	

3. RETRIEVAL OF HEALTH RECORDS OF OLD PATIENTS FOR RE-VISIT / FOLLOW-UP CHECK-UP (LOST CARD)

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division			
CLASSIFICATION:	Complex			
TYPE OF TRANSACTION:	G2C, G2B, G2G			
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital			
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:			
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / TENT 2 / Medico-Legal / Inpatient) ✓ Electronic Charge Slip ✓ Valid ID (For validation and interview purposes only) 	<ul style="list-style-type: none"> ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Retrieval Section) ✓ Medical Records Department (Registration Section) ✓ Patient 			
CLIENT	AGENCY	FEES	PROCESSING	PERSON

STEPS	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Go to the Security Guard (Pumuntasa Guwardiya)	1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	None (Wala)	2 minutes	Security Guard
2. Proceed to Triage and present patient's hospital card for assessment and classification (Pumuntasa Triage at ipakita ang patient's hospital card para sa kaukulangan at klasipikasyon)	2. Interview the patient and classification of patient's hospital card (Priority, Non-Priority) (Pagkausapsapasyente at pagsusuri ng mga hospital cards kung ang pasyente ba ay priority o hindi)	None (Wala)	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk / Nursing Attendant
3. Proceed to Counter 2, then present new patient's hospital card to Medical Records Personnel (Pumuntasa Counter 2 at ibigay ang panibagong patient's hospital card sa Medical Records Personnel)	3. Trace/search using HIS and encode patient's information. Then, retrieve patient's health record for follow-up check-up (Paghanap at pagta-type ng impormasyon ng pasyente. Paghanap ng health record para sa follow-up check-up)	None (Wala)	5 minutes	Medical Records Personnel
4. Go back to Triage, then wait for your turn and maintain social distancing while waiting for the call (Bumaliksa Triage at maghintay ng tawag at panatilihin ang pagdistansya sa ibang pasyente habang naghahintay matawag)	4. Record and forward patient's health record to Triage (Pagtala ng pangalan ng pasyente at paghatid ng health record ng pasyente sa Triage)	None (Wala)	2 minutes	Medical Records Personnel
END				
TOTAL			12 minutes	

RELEASE OF INFORMATION SECTION

1. ISSUANCE OF CERTIFIED TRUE COPY OF DISCHARGED SUMMARY / OR WORKSHEET AND OTHER HEALTH RECORDS

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Valid ID (For validation and interview purposes only) ✓ Original copy of Discharged Summary / OR Worksheet and other documents ✓ Photocopy of Discharged Summary / OR Worksheet and other documents ✓ Electronic Charge Slip ✓ Official Receipt ✓ Clearance Slip ✓ Certified True Copy of Discharged Summary / OR Worksheet and other documents <p>For Representative:</p> <ul style="list-style-type: none"> ✓ Original valid ID of the patient (For validation purposes) ✓ Original valid ID of the representative (For validation purposes) ✓ Authorization Letter of the patient (With signature / thumb mark) 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Release of Information Section) ✓ Patient ✓ Medical Records Department (Release of Information Section) ✓ Cashier ✓ Cashier ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumuntasa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Proceed to Counter 5,	2. Interview the patient			

<p>then present any valid ID.</p> <p><i>(Pumuntasa Counter at ipakita ang kahitanong valid ID namayroon)</i></p>	<p>and retrieve patient's health record</p> <p><i>(Pagtatanongsapasyente at paghahanap ng health record nito)</i></p>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
<p>3. Photocopy the requested document/sto be certified. Then, go back to Counter 5.</p> <p><i>(Ipa-xerox / photocopy ang mga dokumentonakailangan ng Certified True Copy. Bumalik sa Counter 5 pagkataposmagpa-xerox / photocopy)</i></p>	<p>3. Provide instructions and issue the original copy of the requested document/s</p> <p><i>(Pagbibigay ng alituntunin at orihinalnakopya ng dokumentongkailangan ng pasyente)</i></p>	None <i>(Wala)</i>	10 minutes	Medical Records Personnel
<p>4. Proceed to Cashier for payment. Then, go back to Counter 5.</p> <p><i>(PumuntasaCashier para sa kaukulangbayad at bumaliksa Counter 5 pagkataposmagbayad)</i></p>	<p>4. Instruct patient to pay at the Cashier</p> <p><i>(Sabihan ang pasyentenamagbayadsa Cashier)</i></p>	₱ 50.00 / copy	5 minutes	Medical Records Personnel
<p>5. Present official receipt and submit clearance slip to Medical Records Personnel.</p> <p><i>(Ipakita ang opisyalnaresibo at ibigay ang clearance slip sa Medical Records Personnel)</i></p>	<p>5. Checked the official receipt. Then, released certified true copy of the requested document/s</p> <p><i>(Tignan ang opisyalnaresibo at ibigay ang Certified true copy ng dokumentona kailangan)</i></p>	None <i>(Wala)</i>	1minute	Medical Records Personnel
END				
TOTAL			23 minutes	

2. ISSUANCE OF CERTIFIED TRUE COPY OF MEDICAL ABSTRACT

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (Inpatient) ✓ Original copy of Medical Abstract ✓ Photocopy of Medical Abstract ✓ Electronic Charge Slip ✓ Official Receipt ✓ Clearance Slip ✓ Certified True Copy of Medical Abstract 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Retrieval Section) ✓ Medical Records Department (Release of Information Section) ✓ Patient ✓ Medical Records Department (Release of Information Section) ✓ Cashier ✓ Cashier ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumuntasa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Proceed to Triage and present patient's hospital card. Then, request for Medical Abstract. <i>(Pumuntasa Triage at ipakita ang patient's hospital card. Sabihin na Medical Abstract ang kailangan)</i>	2. Interview the patient. <i>(Pagkausapsapasyente)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk / Nursing Attendant
3. Proceed to Counter 2,				

<p>then present patient's hospital card to Medical Records Personnel (Pumuntasa Counter 2 at ibigay ang patient's hospital card sa Medical Records Personnel)</p>	<p>3. Encode and retrieve patient's health record for follow-up check-up (Pagta-type at paghanap ng health record para sa follow-up check-up)</p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>4. Go back to Triage, wait for your turn and maintain social distancing while waiting for the call. (Bumaliksa Triage, maghintay ng tawagat panatilihin ang pag distansyasaibang pasyente habang naghahintay matawag)</p>	<p>4. Record and forwards patient's health record to Triage (Pagtala ng pangalan ng pasyente at paghatid ng health record ng pasyentesa Triage)</p>	<p>None (Wala)</p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
<p>5. Proceed to the designated specialty for check-up and request for Medical Abstract from your attending physician. (Pumuntasan arapatna espesyalista upang ma-checkup at magrequest ng Medical Abstract sa doktor)</p>	<p>5. Forwards patient's health record to the designated specialty. (Paghatid ng health record ng pasyentesa narapatna espesyalista)</p>	<p>None (Wala)</p>	<p>2 minutes</p>	<p>Nursing Attendant</p>
AFTER ISSUANCE OF MEDICAL ABSTRACT FROM THE ATTENDING PHYSICIAN				
<p>6. Proceed to Counter 5, present the original copy of Medical Abstract and request for the Certified True Copy. (Pumuntasa Counter 5, ipakita ang orihinal na kopya ng Medical Abstract at magrequest ng Certified True Copy nito)</p>	<p>6. Checked the authenticity of the Medical Abstract. Then, instruct patient to pay at the Cashier (Tignan ang Medical Abstract kung ito ay orihinal at sabihan ang pasyentena magbayad sa Cashier)</p>	<p>₱ 50.00 / copy</p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
<p>7. Proceed to Cashier for</p>				

<p>payment. Then, go back to Counter 5 and present the official receipt and submit clearance slip to Medical Records Personnel.</p> <p><i>(Pumuntasa Cashier para sa kaukulangbayad at bumaliksa Counter 5 pagkataposmagbayad. Ipakita ang opisyalnaresibo para sakatibayan ng iyongpagbayad at ibigay ang clearance slip sa Medical Records Personnel)</i></p>	<p>7. Checked the official receipt. Then, released certified true copy of Medical Abstract.</p> <p><i>(Tignan ang opisyalnaresibo at ibigay ang Certified true copy ng Medical Abstract)</i></p>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
END				
TOTAL			23 minutes	

3. SECURING A COPY OF MEDICAL CERTIFICATE WITH HOSPITAL SEAL (IF PATIENT DON'T HAVE MEDICAL CERTIFICATE)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / TENT 2) ✓ Electronic Charge Slip ✓ Official Receipt ✓ Clearance Slip ✓ Medical Certificate with Hospital Seal 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Retrieval Section) ✓ Medical Records Department (Release of Information Section) ✓ Cashier ✓ Cashier ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security	1. Provide instructions, thermal scanning,	None	2 minutes	Security Guard

Guard (PumuntasaGuwardiya)	hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	(Wala)		
2. Proceed to Triage and present patient's hospital card. Then, request for Medical Certificate. (Pumuntasa Triage at ipakita ang patient's hospital card. Sabihin na Medical Certificate ang kailangan)	2. Interview the patient. (Pagkausapsapasyente)	None (Wala)	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk / Nursing Attendant
3. Proceed to Counter 2, then present patient's hospital card to Medical Records Personnel (Pumuntasa Counter 2 at ibigay ang patient's hospital card sa Medical Records Personnel)	3. Encode and retrieve patient's health record for follow-up check-up (Pagta-type at paghanap ng health record para sa follow-up check-up)	None (Wala)	5 minutes	Medical Records Personnel
4. Go back to Triage, wait for your turn and maintain social distancing while waiting for the call. (Bumaliksa Triage, maghintay ng tawagat panatilihin ang pag distansyasaibangpasyente habangnaghihintaymatawag)	4. Record and forwards patient's health record to Triage (Pagtala ng pangalan ng pasyente at paghatid ng health record ng pasyentesaTriage)	None (Wala)	2 minutes	Medical Records Personnel
5. Proceed to the designated specialty for check-up and request for Medical Certificate from your attending physician. (Pumuntasanarapatna espesyalistaupang ma-	5. Forwardspatient's health record to the designated specialty. (Paghatid ng health record ng pasyentesa narapatnaespesyalista)	None (Wala)	2 minutes	Nursing Attendant

<i>checkup at magrequest ng Medical Certificate sadoktor)</i>				
AFTER ISSUANCE OF MEDICAL CERTIFICATE FROM THE ATTENDING PHYSICIAN				
6. Proceed to Counter 5, present the original copy of Medical Certificate and request for the Hospital Seal. <i>(Pumuntasa Counter 5, ipakita ang orihinal na kopya ng Medical Abstract at magrequest ng Hospital Seal para dito)</i>	6. Checked the authenticity of the Medical Certificate. Then, instruct patient to pay at the Cashier <i>(Tignan ang Medical Certificate kung ito ay orihinal at sabihan ang pasyentena magbayad sa Cashier)</i>	₱ 30.00 / copy	2 minutes	Medical Records Personnel
7. Proceed to Cashier for payment. Then, go back to Counter 5 and present the official receipt and submit clearance slip to Medical Records Personnel. <i>(Pumuntasa Cashier para sa kaukulang bayad at bumalik sa Counter 5 pagkatapos magbayad. Ipakita ang opisyal na resibo para sakatibayan ng iyong pagbayad at ibigay ang clearance slip sa Medical Records Personnel)</i>	7. Checked the official receipt. Then, released Medical Certificate with Hospital Seal <i>(Tignan ang opisyal na resibo at ibigay ang Medical Certificate na may Hospital Seal)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
END				
TOTAL			23 minutes	

4. SECURING A COPY OF MEDICAL CERTIFICATE WITH HOSPITAL SEAL (IF PATIENT ALREADY HAVE MEDICAL CERTIFICATE)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Electronic Charge Slip ✓ Official Receipt ✓ Clearance Slip ✓ Medical Certificate with Hospital Seal 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Cashier ✓ Cashier ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed to Counter 5, present the original copy of Medical Certificate and request for the Hospital Seal. <i>(Pumuntasa Counter 5, ipakita ang orihinalnakopya ng Medical Abstract at magrequest ng Hospital Seal para dito)</i></p>	<p>1. Checked the authenticity of the Medical Certificate. Then, instruct patient to pay at the Cashier <i>(Tignan ang Medical Certificate kung ito ay orihinal at sabihan ang pasyentena magbayadsa Cashier)</i></p>	<p>₱ 30.00 / copy</p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
<p>2. Proceed to Cashier for payment. Then, go back to Counter 5 and present the official receipt and submit clearance slip to Medical Records Personnel. <i>(Pumuntasa Cashier para sa kaukulangbayad at bumaliksa)</i></p>	<p>2. Checked the official receipt. Then, release Medical Certificate with Hospital Seal <i>(Tignan ang opisyalnaresibo at ibigay ang Medical)</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>

Counter 5 pagkataposmagbayad. Ipakita ang opisyalnaresibo para sakatibayan ng iyongpagbayad at ibigay ang clearance slip sa Medical Records Personnel)	Certificate na may Hospital Seal)			
END				
TOTAL			7 minutes	

5. REQUEST FOR OFFICIAL MEDICO LEGAL CERTIFICATE

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (Medio-legal) ✓ Appointment Slip 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (PumuntasaGuwardiya)	1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	None (Wala)	2 minutes	Security Guard
2. Proceed to Counter 5, present patients' hospital card to Medical Records Personnel. (PumuntasaCounter 5,	2. Received patient's hospital	None (Wala)	5 minutes	Medical Records Personnel

<i>ipakita ang patient's hospital card sa Medical Records Personnel)</i>	card and retrieved patient's health record (Medico-legal) <i>(Tanggapin ang patient's hospital card at paghanap ng health record ng pasyente)</i>			
3. Received appointment slip from Medical Records Personnel. <i>(Tanggapin ang appointment slip naibibigay ng Medical Records Personnel)</i>	3. Provide instructions and issue appointment slip <i>(Pagbigay ng alituntunin at ibigay ang appointment slip)</i>	None <i>(Wala)</i>	2 minutes	Medical Records Personnel
END				
TOTAL			9 minutes	

6. ISSUANCE OF OFFICIAL MEDICO-LEGAL CERTIFICATE WITH HOSPITAL SEAL

OFFICE OR DIVISION:	Medical Records Department / Ancillary Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C, G2B, G2G
WHO MAY AVAIL:	Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none"> ✓ Appointment Slip ✓ Electronic Charge Slip ✓ Official Receipt ✓ Clearance Slip ✓ Official Medico Legal Certificate with Hospital Seal <p>For Representative:</p> <ul style="list-style-type: none"> ✓ Original valid ID of the patient (For validation purposes) ✓ Original valid ID of the representative (For validation purposes) 	<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Cashier ✓ Cashier ✓ Medical Records Department (Release of Information Section)

✓ Authorization Letter of the patient (With signature / thumb mark)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (Pumuntasa Guwardiya)	1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	None (Wala)	2 minutes	Security Guard
2. Proceed to Counter 5, present appointment slip and other requirements needed to the Medical Records Personnel. (Pumuntasa Counter 5, ipakita ang appointment slip at iba pang mga dokumentong kailangansa Medical Records Personnel)	2. Checked the authenticity of the appointment slip and other documents presented. Then, instruct patient to pay at the Cashier (Tignan ang appointment slip at iba pang dokumentong ipinakita kung ito ay orihinal at sabihan ang pasyentena magbayadsa Cashier)	₱ 30.00	5 minutes	Medical Records Personnel
3. Proceed to Cashier for payment. Then, go back to Counter 5 and present the official receipt and submit clearance slip to Medical Records Personnel. (Pumuntasa Cashier para sa kaukulangbayad at	3. Checked the official receipt. Then, released Medico-legal Certificate with Hospital Seal (Tignan ang opisyal na resibo at ibigay ang	None (Wala)	5 minutes	Medical Records Personnel

bumaliksa Counter 5 pagkataposmagbayad. Ipakita ang opisyalnaresibo para sakatibayan ng iyongpagbayad at ibigay ang clearance slip sa Medical Records Personnel)	Medico-legal Certificate na may Hospital Seal)			
END				
TOTAL			12 minutes	

7. PREPARATION AND REGISTRATION OF CERTIFICATE OF LIVE BIRTH (ILLEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents / Relatives of Newborn		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Certificate of Live Birth ✓ Waiver for Notarization ✓ Appointment Slip ✓ Community Tax Certificate (Cedula) ✓ Notarized Affidavit to Use the Surname of Father (AUSF) ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Father of the newborn ✓ Mother of the newborn / Notary Public ✓ Parents 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (PumuntasaGuwardiya)	1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	None (Wala)	2 minutes	Security Guard
2. Proceed to Counter 5, present photocopy of	2. Received and verify			

Community Tax Certificate (Cedula) and provide complete newborn's information <i>(Pumuntasa Counter 5, Ibigayang xerox ng Cedula at ibigayang kompletong impormasyon ng sanggol)</i>	presented Community Tax Certificate (Cedula) and encoding/printing of newborn's information <i>(Tanggapin at suriin ang ibinigayna Community Tax Certificate (Cedula) pagkatapos, i-type/iprentaang impormasyon ng sanggol)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
3. Accomplished admission of paternity; Affix signature of father <i>(Pagpirma ng tataysa Admission of Paternity)</i>	3. Affixing father's signature <i>(Pagpirma ng tatay)</i>	None <i>(Wala)</i>	2 minutes	Father of the newborn
4. Accomplished Affidavit to Use the Surname of Father (AUSF); Affix signature of the mother <i>(Pagpirma ng nanaysa Affidavit to Use the Surname of Father)</i>	4. Affixing mother's signature <i>(Pagpirma ng nanay)</i>	None <i>(Wala)</i>	2 minutes	Mother of the newborn
5. Signs waiver for notarization <i>(Pagpirmasa waiver para sa notaryo)</i>	5. Affixing father's signature <i>(Pagpirma ng tatay)</i>	None <i>(Wala)</i>	2 minutes	Father of the newborn
6. Go to Notary Public for notarization of Certificate of Live Birth and AUSF. Then, return to Medical Records Department <i>(Pumuntasa Notaryo Publiko para ipanotaryo ang Certificate of Live Birth at AUSF pagkatapos ay bumaliksa Medical Records Department)</i>	6. Provide instructions <i>(Pagbigay ng alituntunin)</i>	N / A	-	Notary Public
AFTER NOTARIZATION				
	7. Issue			

<p>7. Received Appointment Slip for claiming of registered Certificate of Live Birth and come back after five (5) weeks <i>(Pagtanggap ng appointment slip para sapagkuha ng Certificate of Live Birth at bumalikpagkalipas ng limanglinggo)</i></p>	<p>Appointment Slip to the parent/s of newborn. And forwards Certificate of Live Birth for signature of doctor / nurse / midwife and prepare transmittal form for registration to Local Civil Registry <i>(Ibigay ang appointment slip samagulang ng bata. At ihanda ang Certificate of Live Birth para papirmahansa doctor / nurse / midwife at pagkatapos ay ihanda ang transmittal form para sapagrehistronitosa Local Civil Registry)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
END				
TOTAL			15 minutes	

8. RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH (ILLEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents / Relatives of Newborn		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Appointment Slip ✓ Valid ID (For validation and interview purposes only) ✓ Electronic Charge Slip ✓ Official Receipt ✓ Clearance Slip ✓ Registered Certificate of Live Birth 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Parents ✓ Medical Records Department (Release of Information Section) ✓ Cashier ✓ Cashier ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Go to the Security Guard (Pumuntasa Guwardiya)	1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)	None (Wala)	2 minutes	Security Guard
2. Proceed to Counter 5, present valid ID. Then, go to cashier for payment (Pumuntasa Counter 5, ipakita ang ang valid ID at magpunta sa cashier para sakaulangbayad)	2. Checked the authenticity of the presented valid ID. Then, instruct patient to pay at the Cashier (Tignan ang valid ID at iba pang dokumentong ipinakita kung ito ay orihinal at sabihan ang pasyentena magbayad sa Cashier)	₱ 50.00	5 minutes	Medical Records Personnel
3. Proceed to Cashier for payment. Then, go back to Counter 5 and present the official receipt and submit clearance slip to Medical Records Personnel. (Pumuntasa Cashier para sa kaukulangbayad at bumalik sa Counter 5 pagkatapos magbayad. Ipakita ang opisyal na resibo para sakatibayan ng iyong pagbayad at ibigay ang clearance slip sa	3. Checked the official receipt. Then, released Registered Certificate of Live Birth (Tignan ang opisyal na resibo at ibigay ang Rehistradong Certificate of Live Birth)	None (Wala)	5 minutes	Medical Records Personnel

Medical Records Personnel)				
END				
TOTAL			12 minutes	

9. PREPARATION AND REGISTRATION OF CERTIFICATE OF LIVE BIRTH (LEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Certificate of Live Birth ✓ Marriage Certificate ✓ Valid ID (For validation purposes) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Parents ✓ Parents 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumuntasa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Proceed to Counter 5, provide complete newborn's information and present Marriage Certificate (<i>Pumuntasa Medical Records Department, ibigay ang kompletong impormasyon ng sanggol at ipakita ang Marriage Certificate</i>)	2. Checked and verified the authenticity of Marriage Certificate and prepare Certificate of Live Birth for signature of doctor / nurse / midwife (<i>Tignan at suriin ang ipinakitana Marriage Certificate kung</i>	None (<i>Wala</i>)	5 minutes	Medical Records Personnel

	<i>totoo at wastopagkatapos ay ihanda ang Certificate of Live Birth para papirmahansa doctor / nurse / midwife)</i>			
3. Check and verify Certificate of Live Birth and come back after five (5) weeks. <i>(Tignan at suriin ang Certificate of Live Birth kung tama lahat ng impormasyon at bumalikpagkalipas ng limanglinggo)</i>	3. Provide instructions and prepare transmittal form for registration of Certificate of Live Birth to Local Civil Registry <i>(Pagbigay ng alituntunin at ihanda ang transmittal form para sapagrehistro ng Certificate of Live Birth sa Local Civil Registry)</i>	None <i>(Wala)</i>	3 minutes	Medical Records Personnel
END				
TOTAL			10 minutes	

10. RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH (LEGITIMATE CHILD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Valid ID Valid ID (For validation purposes) ✓ Electronic Charge Slip ✓ Official Receipt ✓ Clearance Slip ✓ Registered Certificate of Live Birth 		<ul style="list-style-type: none"> ✓ Parents ✓ Medical Records Department (Release of Information Section) ✓ Cashier ✓ Cashier ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Go to the Security Guard (Pumuntasa Guwardiya)</p>	<p>1. Provide instructions, thermal scanning, hand and feet disinfection (Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</p>	<p>None (Wala)</p>	<p>2 minutes</p>	<p>Security Guard</p>
<p>2. Proceed to Counter 5, present valid ID. Then, go to cashier for payment (Pumuntasa Counter 5, ipakita ang ang valid ID at magpunta sa cashier para sakaulangbayad)</p>	<p>2. Checked the authenticity of the presented valid ID. Then, instruct patient to pay at the Cashier (Tignan ang valid ID at iba pang dokumentong ipinakita kung ito ay orihinal at sabihan ang pasyentena magbayad sa Cashier)</p>	<p>₱ 50.00</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>3. Proceed to Cashier for payment. Then, go back to Counter 5 and present the official receipt and submit clearance slip to Medical Records Personnel. (Pumuntasa Cashier para sa kaukulangbayad at bumalik sa Counter 5 pagkatapos magbayad. Ipakita ang opisyal na resibo para sakatibayan ng iyong pagbayad at ibigay ang clearance slip sa Medical Records Personnel)</p>	<p>3. Checked the official receipt. Then, released Registered Certificate of Live Birth (Tignan ang opisyal na resibo at ibigay ang Rehistradong Certificate of Live Birth)</p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>

END				
TOTAL			12 minutes	

MEDICAL SOCIAL SERVICE

1. ASSESSMENT FOR ELIGIBILITY ASSISTANCE, COST REDUCTION AND REFERRAL TO EXTERNAL RESOURCES

Office or Division:	MEDICAL SOCIAL SERVICE (MSS) The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, ANALYN S. NERCUA-ADEM, RSW, MSW . Also, it has two separate offices, one is within the main lobby of the hospital with the schedule of availability of services from Mondays to Fridays and Holidays, 8:00 a.m to 5:00 p.m., no noon break while at the Emergency Room premises; the latter operates on a 24-hour basis .			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who May Avail:	Service patients who consulted at the Out-Patient Department and In-patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ MSS Card ✓ Summary of Statement of Account (SOA) 			<ul style="list-style-type: none"> • Medical Social Service • Cost centers/Billing Section 	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-up basic information's in the MSS registry logbook and remind to observe the minimum health protocols.</p> <p><i>(Pagsulat ng mgaimpormasyon sa MSS logbook at pagpapa-alala ng mga lituning pangkalusugan)</i></p>	<p>-Inform patients, relative and/or companion to logs their personal information's in the MSS log-book and shall be strictly advised to wear face mask, face shield and sanitize their hands using the alcohol dispenser provided at the entrance.</p> <p><i>(Pagpapaalalasapasyente, kamag-anak o kasama ng pasyente ng pagtatala ng mgaimpormasyon at mahigpit na pagpapa-alala ng pagsuot ng face mask, face shield at paglinis ng kamay gamit ang alcohol namakikitasa may pinto ng opisina.)</i></p>	None <i>(Walang)</i>	3 minutes <i>(tatlong minuto)</i>	Medical Social Worker
<p>2. Seek MSS Assistance and observe Physical Distancing.</p>	<p>-Interviews and evaluates for eligibility assistance.</p> <p><i>(Pakikipanayam at pagsusuri sa pagiging karapat-</i></p>	None <i>(Walang)</i>	5 minutes <i>(limang minuto)</i>	Medical Social Worker

<p>(Paghingi ng tulong sa MSS at pagpapanatiling pagkakalayo-layosaisat-isa)</p>	<p>dapat okakayahang sosyoeconomico ng pasyente o kamag-anak.) -Issuance of MSS Card and orients on the hospital policies and available services. (Pagbibigay ng MSS kard at pagbibigay payotung kolsamgapol isiya at mgaserbisyo ng ospital at MSS)</p>			
<p>3. Sanitize hands and returns to MSS for possible re-classification. (Pag-sanitize ng mgakamay at pagbabaliksa MSS para sa posibleng re-klasipikasyon)</p>	<p>-Interview, evaluates and explains the classified amount. (Pagsusuri, ebalwasyon at pagpapaliwanag ng babayaran) -Input the classified amount in the Hospital Information System (HIS). (Paglalagay ng halagang kailangan bayaransa HIS) -Stamps, signs and informs patient/relative to pay at the Cash Section. (Tatakan, pirmahan at pagsasabisapasyente/kamag-anak namagtungosakahera para magbayad)</p>	None (Wal a)	5 minutes (limang minuto)	Medical Social Worker
<p>4. Confers to MSS for referral to external resources. (Pagkunsultasa MSS para sa paghingi ng tulong sa mgaserbisyo ng hindi sakop ng ospital)</p>	<p>-If services are not available, instruct patient/relative to submit the required documents for referral. (Sa mgaserbisyo ng hindi sakop ng ospital, pagpapayosapasyente/kamag-anak namagpasa ng mgakaukulang dokumento para sareperal) -Checks the submitted documents and prepares referral letter or inter-agency referral and files) (Pagsusuri sa ipinang dokumento at paghahandang reperal o inter-agency referral at pagsalansan)</p>	None (Wal a)	7 minutes (pitong minuto)	Medical Social Worker
	TOTAL:	None (Wal a)	20 minutes (dalawang pangminuto)	
END OF TRANSACTION				

2. ASSISTANCE OF MEDICINES, DRUGS, MEDICAL SUPPLIES, LABORATORY AND RADIOLOGIC EXAMINATIONS

Office or Division:	MEDICAL SOCIAL SERVICE (MSS)			
	The MSS-Quezon City General Hospital (QCGH) is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, ANALYN S. NERCUA-ADEM, RSW, MSW . Also, it has two separate offices, one is within the main lobby of the hospital with the schedule of availability of services from Mondays to Fridays and Holidays, 8:00 a.m to 5:00 p.m., no noon break while at the emergency room premises; the latter operates on a 24-hour basis.			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Service patients who consulted at the Emergency Room, Out-Patient Department and In-patients.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ MSS Card ✓ Prescription of drugs and medicines ✓ Laboratory and Radiologic imaging Request Form ✓ Statement of Account (SOA) 			<ul style="list-style-type: none"> • Medical Social Service • Cost centers 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up in the MSS registry logbook and remind to observe the minimum health protocols. <i>(Pagsulat ng impormasyon sa MSS logbook at pagpapalala ng mga alituntuning pangkalusugan)</i>	-Inform patients, relative and/or companion to logs their basic information's in the MSS log-book and shall be strictly advised to wear face mask, face shield and sanitize their hands using the alcohol dispenser provided at the entrance. <i>(Pagtatala ng mga impormasyon ng pasyente, kamag-anak o kasama ng pasyente at mahigpit na pagpapalala ng pagsuot ng face mask, face shield at paglinis ng kamay gamit ang alcohol namakikita sa pasukan ng opisina.)</i>	None <i>(Wala)</i>	3 minutes <i>(tatlong minuto)</i>	Medical Social Worker
2.Presents prescription/request for laboratory/medical supplies and checks availability. <i>(Ipakita ang reseta, laboratoryo o gamit pangmedikal)</i>	Receives prescriptions, request and Statement of Account (SOA) <i>(Pagtanggap ng reseta at SOA)</i>	None <i>(Wala)</i>	2 minutes <i>(dalawang minuto)</i>	- Medical Social Worker - Pharmacist on duty - CSR staff on duty - Medical Technologist duty - Radiologists staff

<p>3. Checks the availability of services (Tingan ang mayroong serbisyong medical)</p>	<p>Advise to proceed at the hospital concerned area to check the availability. (Pagsasabinapumuntasaopisinanakinakailanganpara tingan ang medikalnapanganganilanganayonsa reseta)</p>	<p>None (Wala)</p>	<p>4 minutes (apatnaminuto)</p>	<p>Medical Social Worker</p>
<p>4. Availment of services and observe Physical Distancing. (Pagtanggap ng mgaserbisyongmedikal at pagpapanatili ng pagkakalayo-layosaisa't isa)</p>	<p>If available, MSW will give appropriate discount and input the classified amount in the Hospital Information System (HIS). (Sa mgaserbisyongsakop, pagbibigay ng diskwentoayonsaklasipikasyon at paglalagay ng halagangbabayaran sa HIS)</p> <p>If patient could not pay the classified amount, re-classification. Stamps and signs SOA, then inform to pay at the cash section. (Kapaghindikayangbayaran, re-klasipikasyon. Tatakan, pirmahan ang SOA at pagpapayo ng pagbabayadsakahera)</p>	<p>Depends on the classification and cost of medical services (Dependesaklasipikasyon at serbisyo)</p>	<p>5 minutes (limangminuto)</p>	<p>-Medical Social Worker -Cashier</p>
<p>5. Sanitize hands and returns to the MSS office for medical assistance. (Sanitasyon o paglilinis ng mgakamay at pagpunta sa opisina ng MSS para satulong pang medical)</p>	<p>If services are not available, instruct to submit required documents using the referral form to medical team to refer patient to other welfare agencies. (Sa mgaserbisyong hindi sakop, pagpapayo ng pagpasa ng mgakaukulang dokumento para sareperal sa ibang ahensya)</p>	<p>None (Wala)</p>	<p>3 minutes (tatlongminuto)</p>	<p>Medical Social Worker</p>
<p>6. Presents referral to medical team and receives the requested documents. (Ipakita and reperal sa medical team at kuhanin ang dokumentong kailangan)</p>	<p>Confers with the medical staff. (Pagkunsulta sa medical team)</p>	<p>None (Wala)</p>		<p>-Medical Social Worker -Attending Physician</p>
<p>7. Submits and receives all original documents. Logs and file at the MSS referral logbook. (Pagpasa at pagtanggap ng mga orihinal na dokumento sa MSS)</p>	<p>Receives, checks the documents and prepared referral letter to other welfare agencies for medical assistance. (Pagtanggap, pagtingin ng mgadokumento at paghahanda ng reperal para sa ibang ahensya medical)</p>	<p>None (Wala)</p>	<p>3 minutes (tatlongminuto)</p>	<p>Medical Social Worker</p>

nto. Pagtatalasareperal log-book)				
	TOTAL:	None (Wala)	20 minutes (dalawampung minuto)	
END OF TRANSACTION				

3. SOCIAL CASE MANAGEMENT PROCESS OF PRESUMED ABANDONED/NEGLECTED SERVICE PATIENTS

Office or Division:	MEDICAL SOCIAL SERVICE (MSS)			
	The MSS-Quezon City General Hospital (QCGH) is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, ANALYN S. NERCUA-ADEM, RSW, MSW . Also, it has two separate offices, one is within the main lobby of the hospital with the schedule of availability of services from Mondays to Fridays and Holidays, 8:00 a.m to 5:00 p.m., no noon break while at the Emergency Room premises ; the latter operates on a 24-hour basis .			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Presumed Abandoned/Neglected Service Patients at OPD, ER and In-Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Hospital Record Card ✓ Valid ID's (preferably, government issued) ✓ MSS Assessment Tool ✓ Ward Referral 			<ul style="list-style-type: none"> • Admitting Section • Government agencies • Medical Social Service • Service wards 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Stays at the OPD/ER/Ward for medical management and strict compliance of minimum health and safety protocols. <i>(Pananatilisa ward para sakaukulangatensyongmedikal at pagsunodsamga protocol sakalusugan at kaligtasan)</i>	Received ward referral from medical team <i>(Pagtanggap ng reperal)</i>	None (Wala)	(Case to case basis)	Medical Social Worker
2. For conscious patients; interviews to validate the given data and for unconscious patient, stays at the ward, do collateral interviews. <i>(Kung nakakausap, interbyuhin ang pasyente para makumpirma kung tama ang ibinigaynaimpormasyon at</i>	Conducts ward visits and interview patients to evaluate information, MSW's must use proper PPE's it should be worn at all times and disinfection to reduce risk of infection. <i>(Pagbisitasa ward at interbyusapasyenteng MSW's ay</i>	None (Wala)	(Case to case basis)	Medical Social Worker

<i>kung hindi, interbyuhin ang iba pang kamag-anak o kasama ng pasyente).</i>	<i>kinakailangang magsuot ng tamang PPE's at pagdisimpektapara makaiwassapagkahawa).</i>				
3. Observe minimum health and safety protocols and presents MSS ID . <i>(Pagsunodsamga protocol sakalusugan at kaligtasan, pagpapa-kita ng MSS IDkard)</i>	Categorizes patient if old or new. <i>(Pagsusurisaklasipikasyon ng pasyente)</i>	None <i>(Wala)</i>	<i>(Case to case basis)</i>	Medical Worker	Social Worker
4. Observe proper hand hygiene and participates during interview and in the intervention process. <i>(Pagpapanatili ng kalinisan ng mgakamay at pakikilahok sa interbyu at kaukulang aksyon)</i>	Identifies patient problem/need and plans for implements treatment plans. Prepares progress report. <i>(Pagtukoy sa pangangailangan ng pasyente. Pagsasagawa ng treatment plans at progress report)</i>	None <i>(Wala)</i>	<i>(Case to case basis)</i>	Medical Worker	Social Worker
5. Stay at the ward <i>(Pananatili sa Ward)</i>	MSW's confers with the medical team and proper use of face mask. <i>(Pag-kunsultasa medical team/ doctor at palagi ang pagsusuot ng face mask)</i>	None <i>(Wala)</i>	<i>(Case to case basis)</i>	Medical Worker	Social Worker
6. Participates in the evaluation. <i>(Pakikilahok sa pagsusuri ng layunin)</i>	Evaluation of goals if achieved or not <i>(Ebalwasyon ng layunin kung nakamit o hindi)</i>	None <i>(Wala)</i>	<i>(Case to case basis)</i>	Medical Worker	Social Worker
7. Prepares for discharge and/or institutionalization. <i>(Pag hahandasapaglabas o pag-lipat sa ibang institusyon)</i>	Coordination with patient relatives or barangay's for termination of the case. Logs and files <i>Pakikipag-ugnayan sa kamag-anak o barangay para sa terminasyon ng kaso. Pagtala at salansan)</i>	None <i>(Wala)</i>	<i>(Case to case basis)</i>	Medical Worker Attending Physician	Social Worker
	TOTAL:	None <i>(Wala)</i>	<i>(Case to case basis)</i>		
END OF TRANSACTION					

4. ASSESSMENT FOR ELIGIBILITY AND COST REDUCTION AT THE MSS- EMERGENCY ROOM OFFICE

Office or Division:	MEDICAL SOCIAL SERVICE (MSS)			
	The MSS-Quezon City General Hospital (QCGH) is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, ANALYN S. NERCUA-ADEM, RSW, MSW .The is located within the Emergency Room premises , operates from Mondays to Sundays and Holidays. , on a 24-hour basis .			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Service patients who consulted at the Emergency Room			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Statement of Account (SOA) ✓ Hospital card and/or any government issued ID 			<ul style="list-style-type: none"> • Cost Center/ Emergency Room staff • Government agencies • Admitting section 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Presents Statement of Account (SOA) and strictly wearing of face mask, face shield and hand hygiene using the alcohol available at the entrance.</p> <p><i>(Pagpapakitan ng SOA atpalagiangmagsuot ng face mask,face shield, at paglilinis ng mgakamaygamit ang alcohol makikitasapakan).</i></p>	<p>Receives Statement of Account (SOA)</p> <p><i>(Pagtanggap ng SOA)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>1 minute</p> <p><i>(isangminuto)</i></p>	<p>Medical Social Worker</p>

<p>Observe physical distancing and cough etiquette during interview.</p> <p><i>(Pagpapanatili ng pagkakaalayo-layosaisa't isa at pagtakip ng bibigkapaguub o.)</i></p>	<p>Interviews to evaluate their eligibility for assistance. Informs and orients patient, relative and/or companion on their participation based on the MSS classification.</p> <p><i>(Pag-iinterbyu para matukoyang kailangangtulong. Pagpapaalam at pagpapaliwanagsapasyente, kamag-anako kasamang kanilangpartisipasyonsapagbabayadnanaaa yonsaklasipikasyon)</i></p> <p>Crisis Intervention (if needed) <i>(Pagpapayo o pagbibigay ng "crisis intervention")</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes <i>(limangminuto)</i></p>	<p>Medical Social Worker</p>
	<p>Input the classified amount in the Hospital Information System (HIS). If patient could not pay the classified amount, re-classification.</p> <p><i>(Paglalagay ng halagangkailanganbayaransa HIS. Ngunit, kung hindikayangbayaran, re-klasipikasyon).</i></p>	<p>Depends on the classification and cost of medical services</p> <p><i>(Dependesaklasipikasyon at serbisyo)</i></p>	<p>2 minutes <i>(dalawangminuto)</i></p>	<p>Medical Social Worker</p>
	<p>Stamps, signs charge slip/SOA and advise to pay at the cash section.</p> <p><i>(Tatakan, pirmahan angSOA at pagpapayo ng pagbabayadsakahera)</i></p>	<p>Depends on the classification and cost of medical services</p> <p><i>(Dependesaklasipikasyon at serbisyo)</i></p>	<p>2 minutes <i>(dalawangminuto)</i></p>	<p>Medical Social Worker</p>
	<p>TOTAL:</p>		<p>10 minutes <i>(sampungminuto)</i></p>	
<p>END OF TRANSACTION</p>				

5. CLASSIFICATION OF SERVICE PATIENTS FOR ADMISSION AND ISSUANCE OF MSS CARD AT THE MSS- EMERGENCY ROOM OFFICE

Office or Division:	MEDICAL SOCIAL SERVICE (MSS)			
	The MSS-Quezon City General Hospital (QCGH) is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, ANALYN S. NERCUA-ADEM, RSW, MSW. The office within the Emergency Room premises , operates from Mondays to Sundays and Holidays. , on a 24-hour basis .			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Service patients for admission			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ✓ Patient Chart ✓ Hospital card and/or any government issued ID 			<ul style="list-style-type: none"> • Admitting section • Government agencies 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Presents hospital card and/or valid identification card and strictly wearing of face mask, face shield and disinfect hands using alcohol provided at the entrance.</p> <p><i>(Pagpapakita ng hospital kard o valid ID at pagsusuot ng face mask, face shield at pagdisinfect ng mgakamaygamit ang alcohol nanasa may pasukan).</i></p>	<p>Received patient's chart from Admitting Section and take down basic information of patient from the chart.</p> <p><i>(Pagtanggap ng chart ng pasyentegalingsa admitting section at pagtatala ng mgapangunahingimpormasyon ng pasyentemulasa chart).</i></p>	None <i>(Wala)</i>	2 minutes <i>(dalawangminuto)</i>	Medical Social Worker
<p>Provide accurate information during interview. Observe physical distancing and cough etiquette.</p> <p><i>(Pagbibigay ng tamangimpormasyon sa interbyu. Panatilihin ang pagkakalayo-layo at pagtatakip ng bibig kapaguubo).</i></p>	<p>Conducts interviews patient/ relative or watcher for eligibility assistance and MSW's strictly use necessary PPE's such as face mask, hair net and face shields during interview.</p> <p><i>(Pagsasagawa ng interbyu sa kamag-anak o kasama para</i></p>	None <i>(Wala)</i>	5 minutes <i>(limangminuto)</i>	Medical Social Worker

	<i>matukoynakarapat-dapatsamgatulong at mahigpitnapagsusuot ng PPE's ng mga MSWs).</i>			
	Classifies and signs patient's chart and returns/endorse to the admitting clerk on-duty. <i>(Pag-uuri at pagpirmasa chart at pagbabaliknitosa Admitting clerk on-duty)</i>	None <i>(Wala)</i>	2 minutes <i>(dalawangminuto)</i>	Medical Social Worker
Received and signs MSS Admitted Service Card <i>(Pagtanggap at pagpirmasa MSS kard)</i>	Informs, orients and issuance of MSS Admitted Service Card <i>(Pagpapabatid at pagbibigay ng MSS kard)</i>	None <i>(Wala)</i>	4 minutes <i>(apatnaminuto)</i>	Medical Social Worker
	Input patient MSS ID number and classification in the Hospital Information System (HIS). <i>(Paglagay ng numero ng kard at klasipikasyon sa HIS)</i> Logs and files <i>(Pagtala at salansan)</i>	None <i>(Wala)</i>	2 minutes <i>(dalawangminuto)</i>	Medical Social Worker
	TOTAL:		15 minutes <i>(labinglimangminuto)</i>	
END OF TRANSACTION				

NURSING SERVICE DIVISION

1. Administration of Medications

Office or Division:	Nursing Service Division
Classification:	Simple
Type of Transaction:	G2C(Government to Citizen)
Who may avail:	In-patient (Regular wards & Covid wards), Special Care Units
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Doctor's Order Sheet	Nurse Station
Medication Sheet	Nurse Station
Prescription	Nurse Station
Color-coded medication card	Nurse Station
Identification tag(in-patient)	Admitting Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable	1. Verifies and transcribes Doctor's Order	None	3 minutes	Ward/Unit NOD
	2. Inform/call the Pharmacy Staff for the prescribe medicines.	None	1 minute	Ward/Unit NOD
	3. Place the prescription to pneumatic tube system.	None	1 minute	Ward/Unit NOD
	4. Inform/call the nurse on duty of particular ward/unit on the medicines prescribe to be delivered via pneumatic tube.	None	3 minutes	Pharmacist on duty
	5. Secure the medicines and inform the Pharmacy.	None	1 minute	Ward/Unit NOD
	6. Check and prepares the medicine aseptically.	None	3 minutes	Ward NOD
	7. Wear prescribed Personnel Protective Equipment (PPE's) rational and appropriately.	None	5 minutes	Ward NOD Safety Officer
	8. Verify/ identify patient and administer the medicines aseptically.	None	3 minutes	Ward NOD
	9. Remove the PPE's properly and dispose accordingly.	None	10 minutes	Ward NOD Safety Officer
	10. Documents the medicines administered.	None	3 minutes	Ward NOD
TOTAL:		None	33 minutes	

2. Handover/Endorsement Process

Office or Division:	Nursing Service Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Nursing Service Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Endorsement Record		Nurse Station		
Census Logbook		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Not Applicable	1. Updates the kardex and the in-patient chart	None	3 minutes	Out-going NOD
	2. Handover/endorse patient properly and timely.	None	3 minutes per patient	Outgoing NOD, NA& Incoming NOD, NA
	3. Prepares necessary equipment such BP apparatus, thermometer, pulse oximeter, linen and patient's gown prior to bedside care.	None	3 minutes	Nurse on duty, Nursing Attendant
	4. Wear prescribed PPE properly.	None	5 minutes	Nurse on duty Nursing Attendant Safety Officer
	5. Renders primary nursing care to all patients.	None	5-10 minutes/patient	Nurse on duty Nursing Attendant
	6. Removes PPE properly and dispose accordingly.	None	10 minutes	Nurse on duty Nursing Attendant Safety Officer
TOTAL:		None	34 minutes	

3. Carry-out of Doctor's Order

Office or Division:	Nursing Service Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Nursing Service Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Doctor's Order		Nurse Station		
In-Patient Chart		Nurse Station		
Prescription		Nurse Station		
Diagnostic Request		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable	1. Verify and accomplish the written order of doctor on the following: <ul style="list-style-type: none"> • Diagnostic procedures • Medicines • Admission and discharge • Dietary prescription • Other diagnostic & 	None	3-5 minutes/chart	Nurse on duty Nursing Attendant

	procedures			
	2. Inform the patient accordingly.	none	3-5 minutes	Nurse on duty
	3. Documentation	none	3 minutes	Nurse on duty
	TOTAL:	none	9-10 minutes	

4. Documentation Process

Office or Division:	Nursing Service Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Nursing Service Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
In-patient Chart		Nurse Station		
Kardex		Nurse Station		
Doctor's Order		Nurse Station		
Logbooks		Nurse Station		
TPR		Nurse Station		
Intake & Output		Nurse Station		
Medication Sheet		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Not Applicable	1. Records and updates the nursing flow sheets such as: <ul style="list-style-type: none"> • Intake and Output • IVF record • Administered medicines • TPR • Nurse's Notes • Kardex • Doctor's Order • Other nursing pertinent forms. 	none	5 minutes per chart	Nurse on duty Nursing Attendant
	2. Completes all pertinent nursing records of patients.	none	5 minutes/chart	Nurse on duty Nursing Attendant
	3. Forwards the complete in-patient chart (discharged) to the Medical Records Department	none	Daily	Nurse on duty Nursing Attendant
	TOTAL:	none	10 minutes	

Central Supply Room

1. Issuance of Medical Supplies

Office or Division :	Nursing Service Division
Classification :	Simple
Type of Transaction :	G2C (Government to Citizen)
Who may avail :	In-patient and OPD patient
CHECKLIST OF REQUIREMENTS :	Where to Secure
Prescription	Nurse Station

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the prescription form	1. Validates the prescription form, check the completeness of patients name, date, age, ward and trodat and signature of doctor.	None	30 seconds	CSR staff on duty
	2. Verifies patient's name if he/she is registered in the system, if NOT instruct to proceed to Admitting Section for registration.	None	1 minute	CSR staff on duty
	3. Staff will prepare the supplies	None	5-10 minutes	CSR staff on duty
Watcher/ Patient to receive the item requested	1 Issued the prepared medical supplies	None	30 seconds	CSR staff on duty
	2. Charges the supplies thru HIS	None	2 minutes	CSR staff on duty
	TOTAL	None	14 minutes	

2. Issuance of Medical Supplies

Office or Division :	Nursing Service Division			
Classification :	Simple			
Type of Transaction :	G2C (Government to Citizen)			
Who may avail :	Employee			
CHECKLIST OF REQUIREMENTS :	Where to Secure			
Prescription	Nurse Station			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the prescription form	1. Validates the prescription form, check the completeness of name, date, age, trodat and signature of doctor.	None	30 Seconds	CSR staff on duty
	2. Verifies employee's name thru HIS	None	2 minutes	CSR staff on duty
	3. Charges the item and instruct to proceed to Medical Social Service and Cashier.	None	2 minutes	CSR staff on duty
	4. Prepares the item	None	2 minutes	CSR staff on duty
Presents official receipt	1. Records the OR number to billing logbook	None	1 minute	CSR staff on duty
	2. Issues the prepared medical supplies	None	30 seconds	CSR staff on duty

	TOTAL	None	8 minutes	
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DEPARTMENT OF OBSTETRICS AND GYNECOLOGY

1. Management of Pregnant and Gynecologic patients at the Emergency Room

Office or Division:	Medical Department			
Classification:				
Type of Transaction:				
Who may avail:	Pregnant and Gynecologic patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admitting Chart, OB history Sheet, Gloves		Central Supply office		
Stethoscope, BP apparatus, Pulse Oximeter, Thermometer, Ballpen		Properties and Supplies		
Purple, Blue and Red Top		Laboratory department		
Xray and Ultrasound		Radiology department		
IV bottles, Abbocath, Heplock, IV medications		Pharmacy department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient proceeds to the Emergency room officer on duty	ER officer on duty will assess the patient as COVID suspect or non-COVID patient I. If COVID 19 Suspect, patient will be directed to go to Tent 2 (designated area for COVID patient) II. If Non-COVID patient, patient will be directed to the OB-GYN department	None	5 minutes	ER Triage Officer
Proceed to Obstetrics and Gynecology Emergency room desk	Receives Emergency room chart from Admitting section	None	5 minutes	ER OB resident

Evaluation	<p>History of cough, fever, diarrhea, History of travel and contact with COVID suspect or confirmed patients will be asked again to the patient</p> <p>Vital Signs are taken and recorded</p> <ul style="list-style-type: none"> I. If COVID 19 Suspect, patient will be directed to go to Tent 2 (designated area for COVID patient) II. If Non-COVID patient, patient will be assessed by the ER OB resident 	None	5-10 minutes	ER OB resident
Assessment: Proceed to interview and physical examination	<p>Patient's history is taken. Patient is examined.</p> <ul style="list-style-type: none"> i. To assess if the patient needs urgent care, surgical or non surgical. Laboratories and imaging studies are requested; including chest xray ii. If in labor: Patient is transferred to labor room/ Delivery room. iii. If for medical management patient is transferred to OB Ward iv. If patient is for emergency exploration or for emergency cesarean section, patient is transferred to the Operating room v. If patient is asymptomatic but with abnormal lung findings on auscultation 	None	30 minutes-2 hours	ER OB resident

	<p>(crackles, decreased breath sounds, rhonchi or wheezes), patient will be admitted to designated PUI area (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU). Patient will be referred to the Consultant on duty and OB IDS Consultant</p> <p>vi. If patient is asymptomatic, but with abnormal chest xray findings (pulmonary infiltrates or pneumonia), patient will be admitted to designated PUI area (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU). Patient will be referred to the Consultant on duty and OB IDS Consultant</p>			
Documentation	<p>All patients' charts are logged and recorded.</p> <p>i. Patients who are for discharge are given clearance slip from pharmacy, laboratory and radiology prior to discharge</p> <p>ii. Charts of discharged patients will be submitted to the medical records.</p>	Variable	10-20 minutes	ER OB resident Cashier Laboratory Department Radiology Department Pharmacy ER Nurse on Duty
Admission	<p>Patient who is admitted will be received by the Ward/OR/LR-DR nurse on duty to their respective area</p> <p>I. Patients admitted at</p>	None	30 mins - 1 hour	ER nurse on duty Ward/OR/LR-DR Nurse on duty Nursing attendant ENT Resident

	the PUI areas (PUI Delivery room, PUI Operating room, PUI ward or PUI ICU) will be referred to ENT ROD for NPS/OPS swab.			
Patient reassessment	Patient reassessed by the OB resident on duty; Laboratories are followed up	None	30 min- 1.5hour	OB Resident on duty
Patient management	<p>Patient management</p> <ul style="list-style-type: none"> i. medical management ii. surgical management procedures iii. If patient develops signs and or symptoms of COVID 19 during the hospital stay at regular ward, patient will be transferred to PUI ward or ICU. Patient will be referred to the Consultant on duty and OB IDS Consultant. Patient will be referred to ENT for swabbing 	None	Variable	OB Resident on duty Ward Nurse on duty Consultant on duty (telereferral)
Patient discharge	Patient discharged; Advise follow up	Variable	1-2 hours	Cashier Laboratory Department Radiology Department Pharmacy Nurse on Duty

2. Management of Pregnant and Gynecologic patients at the Outpatient department

Office or Division:	Medical Department			
Classification:				
Type of Transaction:				
Who may avail:	Pregnant and Gynecologic patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OB history Sheet, Gloves		Central Supply office		
Stethoscope, BP apparatus, Pulse Oximeter, Thermometer, Ballpen		Properties and Supplies		
Telephone		Engineering		
OPD charts		Medical records		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient should call OB GYN department	Patient should call OB GYN department at 88630800 loc 207.	None	2 minutes	Hospital Operator Patient
Assessment by OB resident	<p>OB resident will assess the patient if she needs physical check-up</p> <p>i. If Yes, OB resident will ask the patient to go to Emergency room (if needing urgent management) or will be given a slot on the scheduled dates for physical OPD consults</p> <p>ii. If No, OB resident will give needed laboratory requests and prescription. Pictures will be sent to the patient thru OB</p>	None	30- 45minutes	OB resident

	<p>iii. department's official FB messenger. Patients will send laboratory results to the resident thru OB department's official FB messenger and OB resident will reassess if needing physical check up</p>			
Submissions of names of patients for scheduled physical consults	<p>OB resident will give the list of names of scheduled patients at the OPD triage. Only those with schedule will be allowed inside the OPD.</p> <p>The resident will also give the list to the medical records section 1 day prior to the schedule to allow faster retrieval of charts on the day of the consult</p>	None	5-10 minutes	OB resident Medical Records Section OPD triage officer
Consultation, History Taking and Physical Assessment	<p>Patient should come 1 hour before the scheduled date of consult and should fill out the health declaration form at the OPD triage.</p> <p>History of cough, fever, diarrhea, History of travel and contact with COVID suspect or confirmed patients will be asked to the patient</p> <p>Vital Signs are taken and recorded</p> <p>I. If COVID 19 Suspect, patient will be directed to go to the Tent 2 (designated area</p>	None	30 minutes-1hour	OB resident

	for COVID patient) II. If Non-COVID patient, patient will be further interviewed by OB resident			
Documentation and discharge	All patients' charts are logged and recorded. i. Charts of discharged patients will be submitted to the medical records. ii. Patients will be advised to call the department's hotline for any concerns and/or the need for another physical check-up .	Variable	10-20 minutes	OB resident Cashier Midwife on Duty

DEPARTMENT OF OPHTHALMOLOGY

Medical

1. Ophthalmology Eye Center does eye related laboratory diagnostic procedures

Office or Division:	Ophthalmology – Eye Center	
Classification:	Simple	
Type of Transaction:	G2C, G2G	
Who may avail:	Quezon City residents and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Referral / request form		Requesting physician
Procedure fee		Client or patient
Official results		Eye Center technician / staff

Health declaration form		Triage officers/Eye Center Technician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Walk In: Presents the request or referral form for Eye Diagnostic Procedure, signs health declaration form</p> <p>1.2 Tele-consult: Sends message to Official QCGH Ophthalmology FB page for Tele-appointment, signs digital health declaration form</p>	<p>1.1 Walk In: Receives the request or referral form for Eye Diagnostic Procedure, asks patient to sign health declaration form, Screens and verify for COVID related symptoms.</p> <p>1.2 Tele-consult: receives and request for digital queueing, asks patient to digitally sign health declaration form</p>	None	1 to 3 minutes	<p>1.1 Eye Center Technician or Staff</p> <p>1.2 Ophthalmology residents</p>
<p>2. Listens to / understands the details (i.e. steps, risks, precautions, cost) of each requested procedure and signs patient consent</p>	<p>2. Explains the details (i.e. steps, risks, precautions, cost) of each requested procedure and secures patient consent</p>	None	5 to 10 minutes	<p>2.1 Eye Center Technician / Staff</p> <p>2.2 Resident doctor if warranted</p>
<p>1.1 Pays corresponding procedure fee at hospital cashier</p> <p>1.2 Presents official receipt to Eye Center technician</p>	<p>3. Receives official receipt for logging and returns it to the patient</p>	<p>3.1 <i>Autorefraction</i> - PHP 100.00</p> <p>3.2 <i>Non-contact Tonometry</i> - PHP 100.00</p> <p>3.3 <i>Biometry</i> - PHP 500.00</p> <p>3.4 <i>Fluorescein Angiography</i> - PHP 2,000.00 (plus Reader's fee: PHP 300.00)</p> <p>3.5 <i>Optical Coherence Tomography</i></p>	<p>3.1 7 to 10 minutes</p> <p>3.2 1 minute</p>	Eye Center Technician or Staff

		<p>(OCT) - PHP 1,000.00 (plus Reader's fee: PHP 300.00)</p> <p>3.6 <i>Visual Field Exam</i> - PHP 1,200.00 (plus Reader's fee: PHP 300.00)</p> <p>3.7 <i>B-Scan Ultrasound</i> - PHP 1,000.00 (plus Reader's fee: PHP 500.00)</p> <p>3.8 <i>Fundus Photo</i> - PHP 600.00</p> <p>3.9 <i>Farnsworth Munsell Color Vision Testing</i> - PHP 500.00 (plus Reader's fee: 200.00)</p> <p>3.10 <i>Pachymetry</i> - PHP 100.00</p>		
4. Undergoes preparation, procedure proper, and post-procedure protocols	4. Executes preparation, procedure proper, and post-procedure protocols	None	<p>4.1 <i>Autorefracton</i> - 5 to 10 minutes</p> <p>4.2 <i>Non-contact Tonometry</i> - 5 to 10 minutes</p> <p>4.3 <i>Biometry</i> - 20 to 30 minutes</p> <p>4.4 <i>Fluorescein Angiography</i> - 3 to 4 hours</p> <p>4.5 <i>Optical Coherence Tomography (OCT)</i> - 2 to 3 hours</p> <p>4.6 <i>Visual Field Exam</i> - 1 to 2 hours</p> <p>4.7 <i>B-Scan Ultrasound</i> - 30 to 60 minutes</p> <p>4.8 <i>Fundus Photo</i> - 1 to 2 hours</p> <p>4.9 <i>Farnsworth Munsell Color Vision Testing</i></p>	Eye Center Technician or Staff

			- 1 to 2 hours 4.10 Pachymetry - 5 to 10 minutes	
<p>5.1 Walk In: Receives official results (for Eye exams not requiring official interpretations)</p> <p>Or</p> <p>Receives schedule for pickup of official interpretation or reading if results still unavailable</p> <p>5.2 Telemedicine: Receives the official result via official Ophthalmology FB page as scheduled</p>	<p>6.1 Walk In: Provides official results (for Eye exams not requiring official interpretations)</p> <p>6.2 Telemedicine: Sends the official result via Official Ophthalmology FB page as scheduled</p>	None	<p>5.1 Autorefracton - 5 minutes</p> <p>5.2 Non-contact Tonometry - 5 minutes</p> <p>5.3 Biometry - 5 minutes</p> <p>5.4 Pachymetry - 5 minutes</p> <p>5.5 Fluorescein Angiography - after 3 - 5 working days</p> <p>5.6 Optical Coherence Tomography (OCT) - after 3 - 5 working days</p> <p>5.7 Visual Field Exam - after 3 - 5 working days</p> <p>5.8 B-Scan Ultrasound - after 3 - 5 working days</p> <p>5.9 Fundus Photo - after 3 - 5 working days</p> <p>5.10 Farnsworth Munsell Color Vision Testing - after 3 - 5 working days</p>	Eye Center Technician or Staff
<p>6.1 Walk-In Fills up Patient Satisfaction Survey form</p> <p>6.2 Telemedicine: fills up the Soft copy of Patient Satisfaction Form</p>	<p>6.1 Walk-In Hands out Patient Satisfaction Survey form</p> <p>6.2 Telemedicine: sends out the Soft copy of Patient Satisfaction Form</p>	None	3 to 5 minutes	Eye Center Technician or Staff
7.1 Walk-In: Returns to retrieve official interpretation/ reading/ result	7.1 Walk-In: Gives official printed interpretation/ reading/ result	None	5 to 10 minutes	Eye Center Technician or Staff

7.2 Telemedicine: Receives the official interpretation/ reading/ result via Ophthalmology FB page	7.2 Telemedicine: Gives the soft copy of official interpretation/ reading/ result via Ophthalmology FB page			
TOTAL		Depends on the laboratory procedure done: PHP100 to 2,000	3-5 working days	

Office or Division:	Ophthalmology – Out Patient Department (Teleconsult)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Quezon City residents and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral form		Requesting physician		
OPD/ER fee for New patients		OPD/ER Cashier		
Prescription/lab request/referral/leaflets		Resident Physician/Consultant on deck		
Health declaration form		OPD Triage officers/ER Officers/ Resident Physician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends message for Tele-Consultation to Official QCGH Ophthalmology Facebook page, via phone call, Viber or other digital means	1. Receives message request from patient for tele-consultation	None	1- 5 minutes	Ophthalmology Resident
2. Patient narrates signs and symptoms asked by the doctor online or via phone call	2. Ophthalmology resident screens patient concerns and classifies the condition according to urgency as follows: a. Emergent b. Urgent c. Routine	None	10-30 minutes	2.1 Ophthalmology Residents 2.2 Ophthalmology Interns

<p>3.1 Emergent: Patient is asked to proceed to Emergency room immediately</p> <p>3.2 Urgent: Patient is instructed to go to OPD within 24 hours</p> <p>3.3 Routine: Asked to proceed with Tele-consultation</p>	<p>3.1 Emergent: Advise patient to proceed to Emergency room immediately</p> <p>3.2 Urgent: Instruct patient to go to OPD within 24 hours</p> <p>3.3 Routine: Activate Tele-consultation</p>	None	5-10 minutes	<p>3.1 Ophthalmology Residents</p> <p>3.2 Ophthalmology Consultant on deck</p>
<p>4.1 Emergent: patient is seen at the ER immediately and follows the instructions</p> <p>4.2 Urgent: Patient is seen at the OPD within 24 hours</p> <p>4.3 Routine: Fills up google form for new patient chart, signs health declaration Google forms.</p>	<p>4.1 Emergent: resident doctors follow ER workflow/Charter</p> <p>4.2 Urgent: resident doctors follow OPD workflow/Charter</p> <p>4.3 Routine: sends out to patient google form for new patient chart, and health declaration Google forms.</p>	<p>4.4 Emergent: ER fee- PHP100</p> <p>4.5 Urgent: New Patients PHP40</p> <p>4.6 Routine: None</p>	15-30 minutes	<p>4.1 Ophthalmology Residents</p> <p>4.2 Ophthalmology Consultant on deck</p>
<p>5.1 Routine: Patient agrees to Tele-consult limitations and follows instructions</p> <p>5.2 Patient describes signs and symptoms in detail, includes medications, allergies to medications, previous surgeries etc.</p>	<p>5.1 Routine: Begin tele-consult using patient's preferred platform (Facebook, Viber, Zoom, Phone Call, facetime etc.)</p> <p>5.2 Asks patient details necessary for proper diagnosis and treatment</p>	None	15-60 minutes	<p>5.1 Ophthalmology Residents</p> <p>5.2 Ophthalmology Consultant on deck</p>
<p>6.1 Routine: patient listens to resident doctor's explanation of diagnosis</p> <p>6.2 Patient receives the electronically signed prescription/s, leaflet guide/s, laboratory</p>	<p>6.1 Routine: Resident Doctor makes a diagnosis, explains it to the patient</p> <p>6.2 Resident Doctor issues a signed</p>	None	10-15 minutes	<p>6.1 Ophthalmology Residents</p> <p>6.2 Ophthalmology Consultant on deck</p>

request/s, or referral form/s	electronic prescription/s, leaflet guide/s, laboratory request/s, or referral form/s			
TOTAL		None	3-5 working days	

Fees: *Subject to change by the administration

Office or Division:	Ophthalmology – Out Patient Department / Emergency Room			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Quezon City residents and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral form		Requesting physician		
OPD/ER fee for New patients		OPD/ER Cashier		
Prescription/ lab request/ referral/ leaflets		Resident Physician/Consultant on deck		
Health declaration form		OPD Triage officers/ ER Officers/ Resident Physician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Patient (from Teleconsult/Online Appointment system or Walk in) goes to OPD registration / ER registration to:</p> <p>1.2 Present Health declaration form and submit to triage for screening of COVID related symptoms</p> <p>1.3 Apply for new patient chart</p> <p>1.4 Request retrieval of old chart</p>	<p>1.1 OPD: Triage inspects health declaration form and screens patient for COVID related symptoms</p> <p>Medical records staff creates new / obtains patient's old chart</p> <p>Chart is given to OPD Nursing attendant</p> <p>1.2 ER : ER Officer triages and screens patient for referral to Ophthalmology</p> <p>ER Registration creates Patient chart</p>	<p>OPD: PHP40</p> <p>ER: PHP100</p>	<p>15-60 minutes</p>	<p>1.1 OPD Triage staff Medical records staff</p> <p>1.2 OPD Nursing attendant</p> <p>1.3 ER Officer ER Nurse / Resident</p>

	Chart is given to ER Nurse / Resident			
<p>2.1History taking And Ophthalmologic Exam</p> <p>2.2Patient narrates history of illness and cooperates for Physical Examination</p>	<p>2.1Performs interview and documents history of Illness</p> <p>2.2Conducts Ophthalmologic examination</p> <p>2.3Do various procedures as needed for diagnostic purposes</p>	None	30 - 90 minutes	<p>2.1Medical Clerk</p> <p>2.2Post Graduate Intern</p> <p>2.3 Senior Resident</p> <p>2.4Consultant</p>
<p>3.1Assessment and Management</p> <p>3.2Patient await for disposition, management and instructions</p>	<p>3.1Assesses and evaluates patient's condition</p> <p>3.2Gives proper management (Admit or Send home with medications)</p> <p>3.3If patient is for discharge, prescription and instructions are handed over to patient</p>	None	30-45 minutes	<p>3.1OPD / ER Nurse</p> <p>3.2Junior Resident</p> <p>3.3Senior Resident</p> <p>3.4Consultant</p>
<p>4.1Needs Admission</p> <p>4.2Patient consents to be admitted or not for further care</p> <p>4.3Fills necessary paper works (if for admission)</p>	<p>4.1Resident discusses admission process</p> <p>4.2Resident refers case to Consultant on deck</p> <p>4.3Asks patient to fill up consent</p> <p>4.4Patient's admitting chart is accomplished</p> <p>4.5Patient / relative is accompanied to Admitting section for ledgering of chart</p> <p>4.6Patient is brought to room / ward and</p>	None	15 – 45 minutes	<p>4.1Junior Resident</p> <p>4.2Senior Resident</p> <p>4.3Consultant</p> <p>4.4OPD / ER Nurse</p>

	endorsed to ward nurse			
5.1Needs Surgery 5.2Fills necessary paper works and consent forms	If Patient needs In-Patient surgery, please refer to In-Patient surgery workflow in Major Surgery process map)	None	15 -45 minutes Surgery proper time (please refer to inpatient surgery workflow)	5.1Ward Nurse 5.2Junior Resident 5.3Senior Resident 5.4Consultant
6.1Discharge 6.2Patient claims improvement 6.3Patient waits for prescription and instruction forms	6.1Once the target result has been achieved and patient is stable, resident discharges the patient 6.2Resident and consultant checks management outcome prior to discharge	None	30 - 60 minutes	6.1Ward Nurse 6.2Junior Resident 6.3Senior Resident 6.4Consultant
TOTAL		For OPD: PHP 40* for new patients If ER: fee of PHP100*	3-5 working days	

Office or Division:	Ophthalmology – Major Surgery			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Quezon City residents and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral form		Requesting physician		
OPD/ER fee for New patients		OPD/ER Cashier		
Prescription/ lab request/ referral/ leaflets		Resident Physician/Consultant on deck		
Health declaration form		OPD Triage officers/ ER Officers/ Resident Physician		
Charge Slip		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Patient Advised Surgery 1.2 Patient is screened and is advised surgery	1.1 Ophtha Resident advise patient to have surgery after Ophthalmologic	None	30-45 minutes	1.1 Post Graduate Intern 1.2 Ophtha Resident/s

(from OPD or ER)	<p>Examination</p> <p>1.2 Procedure is explained to the patient</p> <p>1.3 Possible expenses to be incurred explained</p> <p>1.4 If not done yet, administer health declaration form and screen for COVID related symptoms.</p>			1.3 Consultant on deck
<p>2.1 Pre-operative preparation</p> <p>2.2 For surgery of Inpatient and Outpatients, Pre-operative preparations will be done depending on the surgery</p>	<p>2.1 Ophtha resident and Consultant/s discuss materials needed for surgery</p> <p>2.3 Ophtha Resident hands over to patient lists of specific materials needed for surgery</p>	None	45-60 minutes	<p>2.1 Ophtha Resident/s</p> <p>2.2 Consultant on deck</p>
<p>3.1 Risk Assessment</p> <p>3.2 Anesthesia Risk Assessment: For Emergency Inpatient Surgeries</p> <p>3.3 Medical Risk Assessment: Adult patients apply for for Out Patient surgery</p> <p>3.4 Pediatric Clearance: Pediatric patients apply for Pediatric Clearance for Out Patient surgery</p>	<p>3.1 If admitted:</p> <p>3.1.1 Rapid antigen test prior to admission at ER</p> <p>3.1.2 RTPCR swab done in house after 24 hours (with 14 day validity)</p> <p>3.2 For Out-patient surgeries:</p> <p>3.2.1 RTPCR swab test done with 5 day validity</p> <p>3.3 Adult Patients</p> <p>3.3.1 Ophtha</p>	None	30-45 minutes	<p>3.1 OPD Nurse Staff</p> <p>3.2 Medical Clerk / Post Graduate Intern</p> <p>3.3 Junior Ophtha Resident</p> <p>3.4 Senior Ophtha Resident</p> <p>3.5 Consultant on deck</p>

	<p>Resident refers patient to IM department for Outpatient Medical Risk Assessment</p> <p>3.3.2 Ophtha Residents refers patient to Anesthesia for inpatient emergency surgeries</p> <p>3.4 Pediatric Patients</p> <p>3.4.1 Ophtha Resident refers patient to Pedia Department for Pedia Clearance</p>			
<p>4.1 Surgery Proper</p> <p>4.2 For surgery of Inpatient and Outpatients</p> <p>4.2.1 Patient prepares for surgery accordingly</p>	<p>4.1 For surgery of Inpatient and Outpatients</p> <p>4.1.1 Repeat Chest X-ray 72 hours prior to surgery</p> <p>4.2 Surgery is done with different procedures and preparations depending on the surgical procedure</p>	None	30-45 minutes	<p>4.1 OR Nurse Staff</p> <p>4.2 Medical Clerk / Post Graduate Intern</p> <p>4.3 Junior Ophthalmology Resident</p> <p>4.4 Senior Ophthalmology Resident</p> <p>4.5 Consultant on deck</p>
<p>5.1 Post-operative care</p> <p>5.2 Patient undergoes examination after surgery</p>	<p>5.1 Ophthalmology resident examines the patient</p> <p>5.2 Certain adjustments are done if needed</p> <p>5.3 Resident and consultant ensures stable patient condition</p>	None	30 minutes	<p>5.1 Junior Ophthalmology Resident</p> <p>5.2 Senior Ophthalmology Resident</p> <p>5.3 Consultant on deck</p>
TOTAL		None	3-5 working days	

DEPARTMENT OF PATHOLOGY

1. BLOOD DONATION

Providing an adequate supply of safe blood thru voluntary blood donation by recruiting, screening, and collecting blood from blood donors.

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	OPD/IN-PATIENT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official hospital blood donor form		Department of Pathology (Blood Bank)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up the donor form and presents valid ID. Schedule: Every Tuesday and Friday 8 AM to 10 AM, except last Friday (moved to the last Thursday of the month, 9 AM to 12 NN).	Validates donor form	None	20 MINUTES	Blood Bank Staff

2. Undergoes screening	Obtains history and performs physical examination. Performs Hematocrit determination	None	60 minutes	Blood Bank Staff
3. Undergoes blood extraction	Performs phlebotomy	None	10-15 MINUTES	Blood Bank Staff
4. Undergoes post-donation care and counselling	Performs post-donation care and counselling	None	10 MINUTES	Blood Bank Staff
	TOTAL:		1 HOUR AND 40 MINUTES to 1 HOUR AND 55 MINUTES	

2. PROVISION OF BLOOD AND BLOOD PRODUCTS

Blood banking and Serology is a section of the clinical laboratory that collects, tests, and stores blood and blood products for transfusion.

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official hospital blood bank request form		Requesting Physician		
Cross-matching result form		Department of Pathology (Blood Bank)		
Transfusion slip		Department of Pathology (Blood Bank)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the blood request form at the blood bank reception window. *Emergency requests must be signed by the chief resident of the requesting department during weekdays from 8 AM to 5	Receives and validates the request	None	20 MINUTES	Blood Bank Staff

<p>PM, then by the senior house officer (SHO) from 5 AM to 8 AM during weekdays, weekends and holidays</p> <p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>
<p>2. Undergoes blood extraction</p>	<p>Collects blood sample from the patient for cross-matching</p>	<p>None</p>	<p>30 MINUTES</p>	<p>Blood Bank Staff</p>
<p>3. Patient waits for compatible and safe blood to be transfused</p>	<p>Performs cross-matching on previously serologically tested blood. Prepares charge slip for cross-matching fee and serologic testing fee.</p>	<p>None</p>	<p>2-6 MINUTES</p>	<p>Blood Bank Staff</p>
<p>4. Patient receives transfusion as needed</p>	<p>A. Informs NOD of the availability of compatible blood.</p> <p>B. Stores and releases the unit/s as needed.</p>	<p>None</p>	<p>10 MINUTES</p> <p>48 HOURS MAXIMUM STORAGE</p>	<p>Blood Bank Staff</p>
<p>TOTAL:</p>			<p>1 hour and 2 minutes-1 hour and 6 minutes</p>	

3. LABORATORY TESTING

Laboratory testing involves receiving or collecting specimens for testing (Pre-analytical phase), performing the appropriate tests (Analytical phase), and generating results (Post-analytical phase).

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	OPD/ER/In-patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official hospital laboratory request form			Requesting Physician	
Charge slip/OR			Cashier	
Laboratory test result			Department of Pathology	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the laboratory request at the information window	Receives and checks laboratory request forms. If with specimen, checks specimen's condition. Prepares charge slip.	Cost as approved by Ordinance number SP-2349 Series of 2014	10 MINUTES	Laboratory Staff
2. Waits for specimen to be collected	Collects and/or extracts sample. For tests that require fasting, instructions are given.	None	20-30 MINUTES	Laboratory Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. In-Patient: No need to present official receipt ER/OPD: Returns to the Laboratory Reception and presents official receipt	ER/OPD: Copies the official receipt number	None	2-3 MINUTES	Laboratory Staff

<p>4. Releasing of Results In-Patient/ER/OPD: Waits for releasing of results. Clinical Chemistry, Clinical Microscopy, Hematology: ER: Within 2-3hours OPD: Within 3-5 hours In-Patient: Releasing Time: 6 AM, 10 AM, 2 PM, 6 PM & 10 PM. Bacteriology: Culture and Sensitivity: 7-10 working days Sputum AFB (TB-DOTS): 7 working days Other Bacteriology tests: AFB, GS, KOH, TMG: ER: 5-7 hours IN/OPD: 3 days Anatomic Pathology: Surgical Pathology: 10-12 working days Cytology: 7-10 working days Immunohistochemistry: 12-15 working days</p>	<p>Requests for claimant ID for identification purposes. Once validated, the result is given to the patient/relative. The patient/relative signs the receiving logbook for documentation purposes.</p>	<p>None</p>	<p>5-10 MINUTES</p>	<p>Laboratory Staff</p>
<p>TOTAL:</p>			<p>37-43 minutes</p>	

QUEZON CITY PUBLIC LIBRARY

Main Library External Services

1. Accept Book/Reading Material Donation

Accept donation of books, library materials, etc. from various donors like civic spirited individuals, foundations, organizations, and friends of the library that help augment and increase library collections.

Office/Division	Technical Services Division			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Contact Number – Telephone Number/Cellphone Number			Donor	
2. Book/Reading Material Donation Policy Form			Technical Services Division/Receiving	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires how to donate books/reading materials thru phone/FB messenger/Ask-a-Librarian	1.1 Forwards information to Technical Services Division	None	1 minute	<i>Collection Development Section Head</i>
2. Drop donated books to main library/branches	2.1 Disinfection of books using UV light sterilization	None	30 minutes	<i>Collection Development Section Head</i>
3. Signs the Book/Reading Material Donation Policy Form	3.1 Receives and forwards copy of Book/Material Donation Policy Form to Technical Services Division	None	1 minute	<i>Collection Development Section Head</i>
	3.2 Evaluates/Sorting of donated books	None	5 minutes	<i>Collection Development Section Head</i>
	3.3 Forwards book/s to Cataloging	None	30 minutes per book	<i>Collection Development Section Head</i>

	Section for processing/			
	3.4 Transports to stockroom (Roxas Branch Library)	None		<i>Collection Development Section Head</i>
	3.5 Sorts processed books for section/branch distribution	None	30 minutes	<i>Collection Development Section Head Collection Development Section Head</i>
	3.6 Delivers/Distributes of books to assigned section/ branch	None		<i>Collection Development Section Head</i>
TOTAL:			1 hour 37 inutes	

2. Access to Book and Other Reference Materials (for Room Use)

Provide assistance for easier and efficient retrieval of information sources such as books, magazines, newspapers, academic journals, and other reference materials that clients can only access and use inside the library.

Office/Division	Readers Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any of the following ID a. Student ID b. Company ID c. Government issued ID d. QCitizen ID			a. Schools b. Client's company/organization c. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency d. Quezon City Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Observes IATF health protocols (Fill-out health declaration form, checking of body temperature, and disinfection)	1.1 Assists the client on how to fill-up the form, check the client's body temperature, and disinfection.	None	1 minute	<i>Security Officer</i>
2. Registers at the lobby	2.1 Assists the client on how	None	1 minute	<i>Reference Section Head</i>

/registration area	to fill-up the Registration Form			
3. Processing/Issuance of Library Pass at the Registration area	3.1 Encodes client's details, validate Qcitizen ID/valid ID (for non-QC residents) & prints, releases clients Library Pass.	None	1 minute	<i>Reference Section Head</i>
4. Deposits personal belongings to the Baggage Counter Area and secure laptop/book pass form, if necessary	4.1 Assists the client to the Baggage Counter area to deposit personal belongings, except valuable items such as gadgets, wallets, etc., then provide clear envelope for client's valuables.	None	1 minute	<i>Reference Section Head</i>
5. Issuance of baggage number	5.1 Issues baggage number to client concerned	None	30 seconds	<i>Reference Section Head</i>
6. Tap Library Pass on the barcode reader	6.1 Assists client to tap Library Pass on the barcode reader located at the entrance of each reading section.	None	30 seconds	<i>Reference Section Head</i>
7. Client may proceed to the bookshelves area or search the OPAC for the material/s needed	7.1 Guides the client on how to use the OPAC / find the material they want to borrow/use.	None	5 minutes	<i>Reference Section Head</i>
8. Fill-up the book card and return/submit it to	8.1 Receives the book card and processes the	None	30 seconds	<i>Reference Section Head</i>

the designated library staff.	borrowed material.			
9. After use of the book, return the book/s in the Book Drop Box.	9.1 Disinfects the returned book/s	None	30 seconds	<i>Reference Section Head</i>
TOTAL:			11 inutes	

3. Borrowing of books (Onsite and Online Transactions)

Provide assistance for easier and efficient retrieval of books that can be loaned out by library clients.

Office/Division	Readers Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Qcitizen ID 2. Minors should be assisted by parents/guardians			Quezon City Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall present QCitizen ID and secure Borrowing Form at the Info Desk	1.1 Assists the client on how to fill out the Borrowing Form	None	1 minute	<i>Reference Section Head</i>
2. The client shall submit duly accomplished Borrowing form to the designated section concerned	2.1 Checks the client's accomplished Borrowing Form and retrieves the requested book/s.	None	2 minutes	<i>Reference Section Head</i>
3. Client to receive requested book/s	3.1 Issues requested book/s to client	Overdue fine PHP1.00/ per day/ per book	30 seconds	<i>Reference Section Head</i>
4. Proceed to Info Desk for the processing of Book Pass	4.1 Encodes client's details	None	1 minute	<i>Reference Section Head</i>
5. Issuance of Book Pass. Client will present Book	5.1 Releases client's Book Pass	None	30 seconds	<i>Reference Section Head</i>

Pass to the guard-on-duty upon exiting the library premises				
TOTAL:			5 minutes	
Online transaction				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall accomplish a Borrowing Form through this link: https://bit.ly/QCPLBorrowingForm	1.1 Evaluates client's online application & checks the availability of the requested book/s	None	2 minutes	<i>Reference Section Head</i>
2. Client will receive request notification via email	2.1 Sends request confirmation to client's email address then	None	30 seconds	<i>Reference Section Head</i>
	2.2 Forwards request to concerned library branch	None	1 minute	<i>Reference Section Head</i>
3. Client will proceed the main or assigned library branch to present the email confirmation and pick-up requested book/s	3.1 Concerned library branch to issue the requested book/s to client	Overdue fine- PHP 1.00/day	1 minute	<i>Reference Section Head</i>
4. Processing of Book Pass	4.1 Encodes client's details	None	1 minute	<i>Reference Section Head</i>
5. Issuance of Book Pass. Client will submit Book Pass upon exiting the library's premises.	5.1 Releases client's Book Pass	None	30 seconds	<i>Reference Section Head</i>
TOTAL:			6 minutes	

4. Charging Station (Electric use)

Usage of electric charging outlets for cell phones, laptops and other gadgets. Clients must bring their own charger.

Office/Division	Readers Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following ID a. Student ID b. Company ID c. Government issued ID d. Qcitizen ID		a. Schools b. Client's company/organization c. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency d. Quezon City Hall		
2. Cellphone, laptop or other gadget		Client's personal belongings		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Info Desk for the Charging request and payment. Log information in the Record Book	1.1 Assists client to fill out the electric use/Charging Fee Form.	None	1 minute	<i>Reference Section Head</i>
2.1 Fill out the form and pay computed amount ** Client to proceed to the City Treasurer's Office and present/pay the Order of Payment and secure official receipt	2.1 Computes the amount to be paid and issues Order of Payment	Electric charge fee PHP20.00 per hour gadget	1 minute	<i>Reference Section Head</i>
3. Return to the library and submit a copy of official receipt	3.1 Receives and check copy of submitted official receipt	None	30 seconds	<i>Reference Section Head</i>
4. Proceed to the available charging station in any section in the Readers Services; Gadget/s shall be monitored by the client	4.1 Monitors charging time	None		<i>Reference Section Head</i>
5. Unplug the charger when the unit is fully charged	5.1 Notify the client of the charging time	None	30 seconds	<i>Reference Section Head</i>

		2 minutes	
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5. Educational Tour

Accommodate requests to conduct educational tour in the Main Library. Request must be done at least two (2) weeks prior to the date of the activity to ensure availability of schedules and approval.

Office/Division	Readers Services Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Schools, other libraries, institutions of cities and municipalities

A. Educational Tour

Conduct library tours and orientation in the main library for requesting schools, individuals or groups of people from different organizations.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian which includes the following: a. Objective(s) b. Date and time of visit c. Type of participants and estimated number of attendees d. Contact person/number		Head of school/institution of requesting party		
2. Requesting party shall present any of the following valid Ids (photocopy) a. Student ID b. Company ID c. Government issued ID d. Qcitizen ID		a. Schools b. Client's company/organization c. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency d. Quezon City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop off the request letter to QCPL Receiving Desk or send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives the copy of request letter and record it in the logbook;	None	2 minutes	<i>Reference Section Head</i>
	1.2 Receives and facilitates the approved request letter, ensuring availability of schedule	None	1 minute	<i>Readers Services Division Head</i>
2. Follow-up request through phone call or email for the status of request.	2.1 Coordinates approved request letter to the requesting	None	2 minutes	<i>Reference Section Head</i>

	party			
	2.2 Orients the client about the do's and don'ts/policy of the library during the tour and;	None	2 minutes	<i>Reference Section Head</i>
	2.3 Notes the final arrangement in preparations for the activity	None	2 minutes	<i>Reference Section Head</i>
	2.4 Conducts library orientation and library tour		2 hours	<i>Reference Section Head</i>
TOTAL:			2 hours 9 minutes	

6. Interview/Survey

Accommodate request to conduct interview and survey in the Main Library. Request must be done at least two (2) weeks prior the date of the activity to ensure availability of schedules and approval.

Office/Division	Readers Services Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Schools, other libraries, institutions of cities and municipalities		
Interview/Survey Conducting a research study that may include data gathering, interview, and video documentation for thesis, dissertation, and other academic requirements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request letter addressed to the City Librarian which includes the following: <ul style="list-style-type: none"> a. Objective(s) b. name and time of visit c. Name of school d. Name of reseracher/s e. Contact person/number f. Copy questionnaires (for data gathering and interview) 	Requesting party/researcher		
2. Any of the following ID <ul style="list-style-type: none"> a. Student ID b. Company ID c. Government issued ID d. Qcitizen ID 	<ul style="list-style-type: none"> a. Schools b. Client's company/organization c. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency d. Quezon City Hall 		

3. Personal gadgets (to be used during interviews and documentations)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop off letter of request at the QCPL Receiving Section or may send it through email at qcplibrary@quezoncity.gov.ph	1.1 Receives the copy of request letter and record it in the logbook;	None	1 minute	<i>Reference Section Head</i>
	1.2 Forwards the letter to the division head for evaluation and approval	None	1 minute	<i>Readers Services Division Head</i>
	1.3 Facilitates the request.	None	1 minute	<i>Reference Section Head</i>
2. Follow-up request through phone call or email for the status of request.	2.1 Coordinates approved request letter to the requesting party	None	5 minutes	<i>Reference Section Head</i>
	2.2 Orients the client about the do's and don'ts/policy of the library during the tour and;	None	2 minutes	<i>Reference Section Head</i>
	2.3 Notes the final arrangement in preparations for the activity	None	2 minutes	<i>Reference Section Head</i>
	2.4 Interview proper		1 hour	
TOTAL:			1 hour 12 inutes	

7. eGovernment Services

Providing assistance to client for online registration to various government portals and online services such as NBI, DFA, Pag-IBIG, Philhealth, PRC, etc.

Office/Division	Library Extension Division (eGovernment Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One valid government issued ID			Government issuing agencies (SSS, GSIS, Pag-IBIG, LTO)	
2. Email account			Yahoo or Gmail	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to eGovernment Section	1.1 Issues the application form	None	1 minute	<i>eGovernment Section Head</i>
2. Fill-out application form.	1.1 Assists the client in filling out the form	None	5 minutes	<i>eGovernment Section Head</i>
1. Submits duly accomplished application form	3.1 Receives and checks submitted application form	None	1 minute	<i>eGovernment Section Head</i>
4. Wait for the processing of your eGovernment registration of Reference Number	4.1 Registers client's information to the requested eGovernment service	None	9 minutes	<i>eGovernment Section Head</i>
5. Receives the Reference Number	5.1 Provides client's Reference Number	None	1 minute	<i>eGovernment Section Head</i>
	5.2 Advises client to print forms needed for the release of applied eGovernment documents at the nearest computer shops and/or to the QCPL MPC printing station	None	1 minute	<i>eGovernment Section Head</i>
	5.3 Advises the client of how and where to settle the payment for	None	1 minute	<i>eGovernment Section Head</i>

	his/her eGovernment registration.			
6. Signs on logbook	6.1 Check if client signed logbook.	None	1 minute	<i>eGovernment Section Head</i>
TOTAL:		PhP10.00	20 minutes	

8. Request for Online Bookmobile, Puppet Shows, and Library Tours

Promote reading and the importance of going to the library

Office/Division	Library Extension Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Letter of request addressed to the City Librarian via email a month before the requested schedule	1.1 Receives and record a letter of request	None	1 minute	<i>Recreational, Educational and Social Section Head</i>
	1.2 Forwards letter to the City Librarian for approval	None	5 minutes	<i>Recreational, Educational and Social Section Head</i>
	1.3 Forwards approved letter to Recreational, Educational, and Social Section	None	1 minute	<i>Recreational, Educational and Social Section Head</i>
2. Follow-up the request thru phone or email	2.1 Coordinates with the requesting party for the date, time & place of activities	None	5 minutes	<i>Recreational, Educational and Social Section Head</i>
	2.2 Confirms/finalizes details of the activity	None	1 minute	<i>Recreational, Educational and Social Section Head</i>

TOTAL:			13 minutes	

9. Use of Computers and Internet Services

Providing assistance to client who wants to use the computers for printing, research and encoding purposes such as MS Applications, Google, Yahoo, etc.

Office/Division	Library Extension Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Pass		Registration Area located at the Entrance of the Quezon City Public Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Library Pass	1.1 Checks Library Pass	None	1 minute	<i>eGovernment Section Head</i>
2. Tap Library Pass on the bar code scanner	2.1 Guides client towards the bar code scanner	None	1 minute	<i>eGovernment Section Head</i>
3. Wait to be accommodated	3.1 Checks availability of computers	None	1 minute	<i>eGovernment Section Head</i>
4. Browse/open/encode applications/sites to be used	4.1 Assists client if requested or when the need arises	None	45 minutes	<i>eGovernment Section Head</i>
5. Receives printed documents/files	5.1 Advises client to save document/files in a USB or through his/her email	None	1 minute	<i>eGovernment Section Head</i>
	5.2 Instructs client to print document at the nearest computer shop and/or to the QCPL-MPC printing station.			
6. Close all tabs/applications used.	6.1 Checks and disinfects computer used by the client	None	4 minutes	<i>eGovernment Section Head</i>
7. Tap Library Pass on the bar code	7.1 Guides/instructs client to tap	None	1 minute	<i>eGovernment Section Head</i>

scanner	Library Pass on the bar code scanner			
TOTAL:			54 minutes	

Main Library Internal Services

1. GSIS Loan Application via Electronic Online

GSIS LOAN APPLICATION(via electronic online) –The GSIS Automated Processing System Kiosks are secure systems that can perform GSIS processing of loan applications in a paperless manner. It is located in City Halls, selected malls and all GSIS and major government offices, bringing fast and convenient GSIS services closer to you.

Office/Division	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Permanent and Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Must have applied for Consolidated, Policy or Emergency Loan in the GSIS Kiosk; 2. Affidavit; and 3. Indorsement from the Office/Dept. of employee applying for loan (must be submitted even after the approval due to the Covid situation) 4. Pay slip 5. City Legal Certification 		Human Resource Management Section (Quezon City Public Library)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirmation of LOAN in the GSIS Kios; Request for affidavit and City Legal Certification	1.1 Preparation of transmittal letter and Certification for loan application; Submit all the other requirements to HRMD for appropriate action.	None	2 minutes	<i>Human Resource Management Head</i>
TOTAL:			3 minutes	

2. Maternity Leave and Paternity Leave

MATERNITY LEAVE –for mothers is 105 days. Proof of pregnancy is a pertinent document which includes ultrasound and doctor’s certificate on the expected date of delivery. The employee shall enjoy maternity leave with full pay.

PATERNITY LEAVE - is 7 days. Proof of child’s delivery e.g., Birth Certificate, Medical Certificate and Marriage contract is required.

Office/Division	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Permanent and Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Indorsement letter/Transmittal 2. Application for Leave 3. General Clearance 4. Office Clearance 5. Certificate of No Pending Administrative Case (City Legal) 6. Medical Certificate 7. Birth Certificate 8. Marriage Contract 		Human Resource Management Section (Quezon City Public Library)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application for leave and all the required documents.	1.1 Assess, validates, computes leave balances	None	1 minute	<i>Human Resource Management Head</i>
	1.2 Request letter for the application of Maternity and Paternity Leave approved and signed by the OIC Head	None	1 minute	<i>OIC Head</i>
	1.3 Submit to HRMD for filing and record purposes	None		<i>Human Resource Management Head</i>
TOTAL:			2 minutes	

3. Payroll Preparation (First Salary/Salary Differential)

1st SALARY PAYROLL – is being prepared intended for the renewed contracts of employees under Contracts of Service and those who are newly-hired.

SALARY DIFFERENTIAL –represents the difference between an employees’ basic pay and an increase in salary due to promotion.

Office/Division	Human Resource Management Section	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	Permanent and Contractual Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. For 1st Salary <ol style="list-style-type: none"> a. For Renewal of Contracts <ul style="list-style-type: none"> - PDS - Contract of Service - DTR - AR - Oath of Office - Actual Duties - Certification of Assumption to Duty - Service Rendered - Certification that the function is vital/important to the office b. For Newly Hired Employees <ul style="list-style-type: none"> - PDS - Contract of Service - DTR - AR - Oath of Office - Actual Duties - Certification of Assumption to Duty - Service Rendered - Certification that the function is vital/important to the office c. For Newly Promoted Employees <ul style="list-style-type: none"> - PDS - DTR - AR - Appointment - Oath of Office - Certificate of Assumption to Duty - Certification of Availability of Funds (From the City Accounting Department) 2. For Salary Differential <ol style="list-style-type: none"> 1. For Newly Promoted Employees <ul style="list-style-type: none"> - Appointment - Position Description Form - Oath of Office - Certification of Assumption to Duty - Certification of Availability of Funds (From the City Accounting Department) 	Human Resource Management Section (Quezon City Public Library)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the pertinent documents as mention in the checklist for the 1 st Salary and for Salary differential.	1.1 Receives and checks submitted document as to completeness.	None	5 minutes	<i>Administrative Assistant II</i>
	1.2 Submitsto HRMD request letter for payroll preparation and certification for review and evaluation.	None		<i>Liaison Officer</i>
TOTAL:				

4. Payroll Preparation for Incentives (Regular & Special)

INCENTIVES OR BONUSES– is a forward-looking payment being paid in cash associated with specific guidelines focused on the performance of an employee. It is a great way to ensure that employees stay motivated to do their job to the best of their ability.

A Permanent Employee receives the following: Cash Gift, Pamaskong Handog (13th Month Pay), Good Governance (Year-end Bonus), Mid-Year Bonus and Productivity Enhancement Incentive, Clothing Allowance and Rice Allocation. A Contractual Employee receives the Pamaskong Handog and the Good Governance.

A SPECIAL PAYROLLis being prepared during Renewal of Contracts for employees under Contracts of Service, for newly-hired and newly-promoted employees. Overtime Pay is considered a Special Payroll on a monthly basis.

Office/Division	Human Resource Management Section	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	Permanent and Contractual Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1	Transmittal Letter to HRMD (indicating the payroll period – 1 st Salary/Renewal of Contracts)	Human Resource Management Section (Quezon City Public Library)
2	Certification of entitlement (2 copies)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the Memorandum notifying the QCPL regarding the guidelines for incentives	1.1 Memo will serve as basis for the preparation of payroll for incentives; required documents are as follows: - List of employees entitled to avail the incentive - Transmittal letter to HRMD (2 copies)	None	5 minutes	Human Resource Management Head
	1.2 Upon completion of the pertinent attachments, submits payroll to HRMD for review and evaluation	None		Human Resource Management Head
TOTAL:			4 minutes	

5. Payroll Preparation for Longevity and Loyalty Benefits

LONGEVITY BENEFIT – amounting to Five Thousand Pesos (Php 5,000.00) shall be paid to an employee for every five (5) years of continuous, efficient and meritorious services rendered. Longevity pay is an additional wage or compensation given on the basis of length of service.

LOYALTY CASH AWARD—is granted to an official or employee who has completed at least ten (10) years and every five (5) years thereafter, of continuous and satisfactory service in the government. An employee may receive Ten Thousand Pesos (Php 10,000.00) in his or her ten (10) years of service and Five Thousand Pesos (Php5,000.00) every five (5) years after that if eligible.

Office/Division	Human Resource Management Section	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	Permanent and Contractual Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Transmittal letter for Longevity SR & LWOP (2Copies)	Human Resource Management Section (Quezon City Public Library)	
2. Request letter for loyalty SR& LWOP		

(2copies)				
3. Latest service record including COS				
4. Latest certification of leave without pay				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request latest service record to Human Resource Management Department (HRMD) and other necessary documents if needed.	1.1 Check the Personnel Schedule and determine who among the Plantilla Personnel are qualified to avail the Longevity and Loyalty Benefits.	None	30 minutes	<i>Human Resource Management Head</i> /
	1.2 Preparation of letter request for Special Payroll for submission to HRMD.	None	1 minute	<i>Human Resource Management Head</i>
	1.3 Submit to HRMD request letter for longevity and loyalty SR and LWOP for review and evaluation.	None	10 minutes	<i>Human Resource Management Head</i>
TOTAL:			1 hour 1minute	

6. Payroll Preparation for Rata

RATA – is a collective term for two distinct but complementary allowances: Representation Allowance and Transportation Allowance, provided to select government officials to cover related expenses incidental to and in connection with the actual performance of their respective functions. Commutable allowance for employees with SG 24 to SG 30.

Office/Division	Human Resource Management Section	
Classification:	Simple	
Type of Transaction:	G2G	
Who may avail:	Permanent and Contractual Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Transmittal letter from QCPL to HRMD	Human Resource Management Section (Quezon City	

2. Attendance Report 3. Certification of entitlement to RATA 4. CGSD Certification (with no assigned vehicle) 5. Office order for acting OIC (for first payroll)		Public Library)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attendance Report	1.1 Receives, checks Attendance Report in Daily Time Record (DTR)	None	1 minute	Human Resource Management Head
	1.2 Requests letter for payroll preparation, Attendance report and Certification of entitlement to RATA.	None	5 minutes	Human Resource Management Head
	1.3 Submits/ forwards to HRMD for review and evaluation.	None	10 minutes	Human Resource Management Head
TOTAL:			6 minutes	

7. Payroll Preparation (Regular Payroll)

The preparation of a REGULAR PAYROLL is the process of paying a company's employees. The regular wages or salary is the compensation being paid to an employee (Permanent or Contractual) on a given date or period, exclusive of overtime, differential and allowances. Getting paid on the 12th and 27th refers to paying twice a month. Hours worked are being tracked down and payments are distributed via direct deposit to employee bank accounts.

A Gross Pay is what an employee earns before taxes, benefits and other payroll deductions are withheld from his wages. On the other hand, the amount remaining after all withholdings are accounted for is the Net or Take-home Pay.

Payroll transactions must be efficient, accurate and in a timely manner.

Office/Division	Human Resource Management Section
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	Permanent and Contractual Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Transmittal letter of payroll preparation 2. Attendance Report with DTR 3. Approved Leave (Permanent) 4. Accomplishment Report (Contractual)		Human Resource Management Section (Quezon City Public Library)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents for the preparation of payroll/s such as Accomplishment Report for Contractual, DTR (Both Permanent and Contractual Employee), Alternative Work Arrangement (AWA) if necessary	1.1 Receive, evaluate and record the pertinent documents submitted by the Staff/Division	None	5 minutes	<i>Human Resource Management Head</i>
	1.2 Requests Preparation of Payroll – includes the ff: - Computation of Leave (Sick/Vacation) - Check attendance of staff (Late/Absences /Half Day) - Attach Leave Forms (if any), Daily Time Record and Accomplishment Report - Transmittal Letter to HRMD	None	4 hours	<i>Human Resource Management Head</i>
	1.3 Submits payroll to HRMD for review and evaluation	None	10 minutes	<i>Human Resource Management Head</i>
TOTAL:			4 hours 15 minutes	

8. Preparation and Submission of Annual Project Procurement Management Plan

Review and consolidates the project proposals of different Sections and Division of the library to determine the compliance with budgetary requirements and guidelines of the City.

Office/Division	Administrative Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Divisions of the Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Plans and Program		Division and District Libraries		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Annual Plans and Programs	1.1 Conducts meeting for preparation of the proposed projects and budget proposal.	None	2 hours	<i>All Section/Division Heads of the Office OIC, City Librarian OIC, Asst. City Librarian</i>
	1.2 Consolidates and Reviews all the approved project and budget proposals of all the Sections/Divisions	None	5 days	<i>Administrative Services Head</i>
	1.3 Provides evaluation report and/or draft action documents to the OIC, Assistant City Librarian or to the OIC, Quezon City Public Library for consideration and recommendations.	None	1 day	<i>All Division Heads of the Office OIC, City Librarian or OIC, Asst. City Librarian</i>
	1.4 Prepares Project Procurement Management Plan for signature and approval.	None	2 days	<i>Administrative Services Head</i>

	1.5 Signs the approved Project Procurement Management Plan.	None	10 minutes	<i>Head of the Administrative Services Section</i> <i>OIC, City Librarian or OIC, Asst. City Librarian</i>
	1.6 Submits the approved Project Procurement Management Plan to the Bids and Awards Committee- Procurement office.	None	10 minutes	<i>Administrative Services Head</i>
TOTAL:			8 Days 2 hours 20 minutes	

Note: * Subject to time availability of the signatory due to prior meeting/s schedules or due to immediate notice by the City Mayor.

9. Preparation and Submission of Request for Office Supplies

Review and consolidates the list of office supplies needed for the day-to-day operation of the library.

Office/Division	Administrative Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Divisions of the Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issued Slip (RIS)		City General Services Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submits list of Office and Janitorial Supplies needed by the library</p>	<p>1.1 Provides a copy of listing of Office and Janitorial Supplies to the Section Head of the Records, Supplies and Maintenance Section, from the City General Services Department (CGSD), for basis of request.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Administrative Services Head</i></p>
	<p>1.2 Evaluates the supplies needed and prepare listing for RIS.</p>	<p>None</p>	<p>1 day</p>	<p><i>Human Resources Management Officer II (HRMO) Record's, Supplies and Maintenance Section</i></p>
	<p>1.3 Prepares and Encode Requisition and Issued Slip (RIS).</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Administrative Services Head</i></p>
	<p>1.4 Submits RIS to OIC, Quezon City Public Library or OIC, Asst. City Librarian for signature and approval.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>OIC, Quezon City Public Library OIC, Asst. City Librarian</i></p>

	1.5 Submits the signed RIS to the Record's, Supplies, and Maintenance Section for submission to City General Services Department.	None	-	<i>Records, Supplies and Maintenance Section Head</i>
TOTAL:			1 day and 23 minutes	

Note: * Subject to time availability of the signatory due to prior meeting/s schedules or due to immediate notice by the City Mayor.

10. Preventive and Corrective Maintenance for Safe and Effective Facility Management

To attune to various maintenance works requested and monitored by Main and Branch Libraries.

Preventive Maintenance deals with regular monitoring, scheduling and performing inspections of the facility and corrective maintenance deals with repairs for the purpose of increasing the safety of employees; avoiding large and costly repairs and keeping the disruption of facility operation at its minimum.

Office/Division	Records, Supplies and Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	QCPL Sections/Divisions (Main and Branch Libraries)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Main Library – Facility check by the Head and endorsed to the concerned Staff of the Maintenance Team with regards to any problem within the premises of QCPL; Branch Library – Letter request from the Branch Officer-in-Charge or Supervisor indicating the scopes of work to be addressed or given attention 		<p>Records, Supplies and Maintenance Section</p> <p style="text-align: center;">Branch Libraries</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Branch Libraries: 1. Sends letter-request to the Main Library thru the District Library Division	1.1 Receives the letter; records; and forward to the Maintenance Section	None	1 minute	<i>Records, Supplies and Maintenance Section head</i>
	1.2 Acknowled-ges and evaluates the letter request; endorses to the Maintenance Team; and arranges the schedule for the same	None	2 minutes	<i>Administrative Officer IV (Human Resources Management Officer II)</i>
	1.3 Maintenance team prepares and facilitate to complete the work.	None	1 day	<i>Records, Supplies and Maintenance Section Head</i>
	1.4 Files the letter request upon completion of task	None	1 minute	<i>Records, Supplies and Maintenance Section Head</i>
TOTAL:			1 day and 4 minutes (maximum)	

11. Processing of Leave Application for Terminal Leave

TERMINAL LEAVE – is the proof of employee’s resignation or retirement or separation from the service.

Office/Division	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Permanent and Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Endorsement letter and transmittal 2. Leave application 3. GSIS Clearance 4. Office Clearance 5. General Clearance 6. Certificate of No pending Administrative Case (from Legal) 7. Service Record 8. Leave without Pay (LWOP) 9. Statement of Assets and Liabilities 10. Xerox copy of leave card 11. Marriage Contract if married 		Human Resource Management Section (Quezon City Public Library)		
CLIENT STEPS	ACTION TO BE TAKEN BY THE AGENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the lists of requirements for Terminal Leave and complete the same	1.1 Receives the documents and evaluate all the necessary documents submitted	None	20 minutes	<i>Human Resource Management Head</i>
	1.2 For submission to HRMD upon receipt of application for leave and pertinent documents; for checking and evaluation of HRMD	None	1 minute	<i>Human Resource Management Head</i>
TOTAL:			21 minutes	

12. Processing of Leave Application for Vacation Leave/Sick Leave

VACATION LEAVE – shall be filed five (5) days in advance, whenever possible, of the effective date of such leave. Vacation leave within the Philippines or abroad shall be indicated in the form for purposes of securing Travel Authority and completion of clearance from money and work accountabilities.

SICK LEAVE – shall be filed immediately upon employee’s return from such leave. If it is filed in advance or exceeding five (5) days, the application shall be supported with a Medical Certificate or Medical Abstract.

Office/Division	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Permanent and Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Vacation Leave: (weeks only) a. Letter-request by the employee concerned b. Application for Leave		Human Resource Management Section (Quezon City Public Library)		
2. In case of travel, the ff. documents shall be submitted by the employee: (more than a month) a. Letter-request by the employee concerned b. Application for Leave c. General Clearance d. Travel Authority e. City Legal Certificate				
3. For Sick Leave a. Application for Leave b. Medical Certificate/Medical Abstract				
4. Letter of Endorsement signed by Head of Department to HRMD (Both Sick/Vacation Leave)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Application Form.	1.1 Receives documents	None	30 seconds	<i>Human Resource Management Head</i>
	1.2 Assesses, validates, computes leave balance	None	5 minutes	<i>Human Resource Management Head</i>
	1.3 Processes applications for leave	None	30 seconds	<i>Human Resource Management Head</i>
	1.4 Signs the application for leave and submit to	None	1 minute	<i>OIC Head, Assist. OIC Head and HRMS Head</i>

	HRMD for filing and record purposes			
TOTAL:			7 minutes	

13. Provision of Office and Janitorial Supplies

To accommodate the requests for office and janitorial supplies by QCPL Sections/Divisions in the Main and Branch Libraries.

Office/Division	Records, Supplies and Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	QCPL Sections/Divisions (Main and Branch Libraries)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request Form indicating the following information: Requestor's Name; Section/Branch; Purpose; Date Requested; Quantity; Item Description Requestor and/or Supervisor's Signature; and Distribution Form or Acknowledgement Receipt signed by the Immediate Supervisor and/or Authorized Representative and the Head of the Supplies Section upon release of the supplies 		<ol style="list-style-type: none"> Records, Supplies and Maintenance Section Office Records, Supplies and Maintenance Section Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Request Form for office and janitorial supplies	1.1 Receives the Request Form and verifies or checks the availability of stocks of supplies	None	2 minutes	<i>Records, Supplies and Maintenance Section Head</i>
	1.2 Prepares the requested supplies (quantity is based on the available stocks)	None	5 minutes	<i>Records, Supplies and Maintenance Section Head</i>

2. Fill-up the Distribution Form in acknowledgement of the received office supplies	2.1 Releases the requested office and janitorial supplies (for picked-up items); (Delivery of supplies to the Branch Libraries depends on the availability of service vehicle)	None	5 minutes	<i>Records, Supplies and Maintenance Section Head</i>
	2.1 Updates the record / stock card of office supplies	None	30 minutes	<i>Records, Supplies and Maintenance Section Head</i>
	2.2 Files the Request and Distribution Forms in each respective folder	None	5 minutes	<i>Records, Supplies and Maintenance Section Head</i>
TOTAL:			47 inutes	

14. Request for Certificate of Employment/ With Compensation

Certificate of Employment is used to verify the employment history of a former or current employee. If the employee is no longer employed by the employer, the employer usually issues the Certificate of Employment upon request by the employee. The employee needs an employee certificate with compensation for bank loan purposes and others.

Office/Division	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Permanent and Contractual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request via e-mail transmission or	1.1 Prints the requested Certificate of	None	1 minute	<i>Human Resource Management Head</i>

personally submit to the Receiving Area.	Employment (With or Without Compensation) upon validation			
	1.2 Certificate ready for signature of the Head of Office	None	1 minute	<i>OIC Head</i>
TOTAL:			2 minutes	

15. Use of the Quezon City Public Library Conference Room and Roof Deck

To accommodate several requests to use the QCPL Conference Room and Roof Deck during meetings, seminars, sessions, trainings/workshops and other similar events and activities (ideal for 1 day only) of QCPL and other Quezon City Government Offices and Departments.

During conflict in schedule, the Office of the Mayor, Vice Mayor and the City Council shall be given priority.

Office/Division	Records, Supplies and Maintenance Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	QCPL Sections/Divisions QC Government Offices/Departments Non-Government Organization Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Formal Letter Request – addressed to the Officer-in-Charge of QCPL duly signed by the Requesting Party (Head of Office); and 2. Fully filled-up Reservation Form (Inclusive of the Conformed Statement with regards to the Conference Room Policy) 		<ol style="list-style-type: none"> a. Requesting Party's Office b. Quezon City Public Library Information/ Receiving Desk 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Drop off the Letter-request at the document sterilizer located at the Receiving Area or send the Letter-request via e-mail transmission at qcplibrary@quezoncity.gov.ph</p>	<p>1.1 Receives the sanitized document (sanitization takes about 3 minutes) Monitors the e-mailed letter</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Records, Supplies and Maintenance Section Head</i></p>
	<p>1.2 Records the letter-request and attached routing slip;</p>	<p>None</p>	<p>1 minute</p>	<p><i>Records, Supplies and Maintenance Section Head</i></p>
	<p>1.3 Evaluates and recommends for the approval of the request; refers the letter to the Information Desk for facilitation</p>	<p>None</p>	<p>1 minute</p>	<p><i>Records, Supplies and Maintenance Section Head</i></p>
<p>2. Follow-up on the status of the request via phone call or thru e-mail</p>	<p>2.1 Coordinates the status of the request;</p>	<p>None</p>	<p>1 minute</p>	<p><i>Records, Supplies and Maintenance Section Head</i></p>

	<p>2.2 Informs/Orient the Requesting Party or its Representative to review the Conference Room Policy and properly fill-up the Reservation Form for approved request;</p> <p>2.3 Graciously inform the requesting party the reason for declined/disapproved request;</p>	None	5 minutes	<p><i>Records, Supplies and Maintenance Section Head</i></p> <p><i>Administrative Officer IV (Human Resources Management Officer II)</i></p>
	<p>2.4 Notes the final arrangement/ agreement for the event preparation</p>	None	5 minutes	<p><i>Records, Supplies and Maintenance Section Head</i></p>
TOTAL:			18 minutes	

District Branch Libraries External Services

1. Access to Books and Other Reference Materials

Provide assistance for easier and efficient and efficient retrieval of information sources as books, magazines, newspapers, academic journals, and other reference materials that clients can only access and use inside the library.

Office/Division	District Branch Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D a. Library card b. Student ID c. Company ID d. Government issued ID		a. Quezon City Public Library b. Schools c. Client's company/organization d. SSS, GSIS, PAG-IBIG, Post office, and other government issuing agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write at the logbook your full name, address, school/office, time-in and data about the materials to be research.	1.1 Monitors the registration	None	1 minute	<i>Library-in-charge</i>
2. Have your bag screened upon entering the library for security purposes. All deadly weapons and dangerous materials must be deposited.	2.1 Checks the client's bag and secure deposited weapons and dangerous materials, if there is any	None	1 minute	<i>Library-in-charge</i>
3. Deposit your things to the baggage counter except cellphone, cash, credit cards, important documents, or any valuables including jewelries inside the bag. The library will not be liable for any such losses.	3.1 Issues baggage number to the client	None	1 minute	<i>Library-in-charge</i>

4. Declare if personal laptop will be used inside the library. Must fillout the laptop pass/slip. Indicate laptop description and its paraphernalia.	4.1 Issues, checks and collects laptop pass filled out by the client	None	2 minutes	<i>Library-in-charge</i>
5. Declare personal books to be brought inside the library. Must fillout a book pass indicating the title and author of the book and the quantity	5.1 Issues, checks and collects book pass filled-out by the client	None	2 minutes	<i>Library-in-charge</i>
6. Proceed directly to the Online Public Access Catalog (OPAC) computer or ask assistance to the reference librarian on duty to check the location of information sources needed.	6.1 Assists client to OPAC research	None	3 minutes	<i>Library-in-charge</i>
7. Fill-out the paper slip found at the side of OPAC computers the suggested information source upon searched in the OPAC and present it to the reference librarian.	7.1 Assists the client in information sources retrieval; 7.2 Requires the client to present a valid ID; 7.3 Requiresthe client to sign the book card; 7.4 Clips the client's ID at the book card and file it. 7.5 Hands the requested information sources to the client.	None	10 minutes	<i>Library-in-charge</i>
TOTAL:		None	20 inutes	

2. Conduct of Branch Libraries Activities

Conduct of library activities like film showing, storytelling, library nook, gift giving such as big book and smart books distributions to different communities within Quezon City.

Office/Division	District Branch Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Communities with existing libraries			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter addressed to the City Librarian indicating the name of organization/school/institutions, objectives and the community to be served, and types and numbers of participants for the library activities.			Authorized person of the Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop-off the letter Receiving Area of the Main Library to be forwarded to DLD.	1.1 Receives/ records the letter;	None	1 minute	<i>Library-in-charge</i>
	1.2 Forwards the letter to DLD;	None	1 minute	<i>Library-in-charge</i>
	1.3 The City Librarian acts on the request letter;	None	5 minutes	<i>OIC City Library</i>
	1.4 Forwards the approved request letter to the District Libraries Division;	None	1 minute	<i>OIC City Library</i>
2. Follow-up the request and discuss further information needed.	2.1 DLD informs/ coordinates the concerned librarian/ library staff regarding the status of request to the concerned branch library;	None	5 minutes	<i>District Library Division Head</i>
	2.2 Sets final arrangement and calendar for the conduct of activity	None	2 minutes	<i>Library-in-charge</i>

	TOTAL:	None	14 inutes	
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3. eGovernment Services

Providing assistance to client for online registration to various government portals and online services such as NBI, DFA, Pag-IBIG, Philhealth, PRC, etc.

Office/Division	Library Extension Division (eGovernment Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. One valid government issued ID		Government issuing agencies (SSS, GSIS, Pag-IBIG, LTO)		
4. Email account		Yahoo or Gmail		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to eGovernment Section	1.2 Issues the application form	None	1 minute	<i>Library-in-charge</i>
4. Fill-out application form.	1.2 Assists the client in filling out the form	None	5 minutes	<i>Library-in-charge</i>
2. Submits duly accomplished application form	6.2 Receives and checks submitted application form	None	1 minute	<i>Library-in-charge</i>
7. Waits for the processing of your eGovernment registration of Reference Number	7.1 Registers client's information to the requested eGovernment service	None	9 minutes	<i>Library-in-charge</i>
8. Receives the Reference Number	8.1 Provides client's Reference Number	None	1 minute	<i>Library-in-charge</i>
	8.2 Advises client to print forms needed for the release of applied eGovernment documents at the nearest computer shops and/or to the QCPL MPC printing station	None	1 minute	<i>Library-in-charge</i>
	8.3 Advises the client of how and where to	None	1 minute	<i>Library-in-charge</i>

	settle the payment for his/her eGovernment registration.			
9. Sign logbook	9.1 Checks if client signed logbook.	None	1 minute	<i>Library-in-charge</i>
TOTAL:		PhP10.00	22 minutes	

4. Home reading of Fiction Books

Allowing the client to borrow fiction books for room use or home reading (max. of seven (7) days, including weekends and holidays).

Office/Division	District Branch Libraries			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City residents			
Borrowing Fiction Books.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any of the following ID a. Library card b. Student ID c. Company ID d. Government issued ID			a. Quezon City Public Library b. Schools c. Client's company/organization d. SSS, GSIS, Pag-IBIG, Post Office, and other government issuing agency	
2. Gate pass (form)			QCPL Information Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Choose a fiction book you wish to borrow located at the fiction corner	1.1 Assists the client in borrowing fiction books;	None	5 minutes	<i>Library-in-charge</i>
2. Present to the librarian/staff the fiction book chosen to borrow	2.1 Requires the client to present and leave a valid ID	None	1 minute	<i>Library-in-charge</i>
	2.2 Requires the client to sign at the registration form for fiction books borrower and at the book card	None	10 minutes	<i>Library-in-charge</i>
	2.3 Files the ID attaches the bookcard; and	None	1 minute	<i>Library-in-charge</i>
	2.4 Issues gate pass	None	3 minutes	<i>Library-in-charge</i>
TOTAL:		None	20 minutes	

Returning of Fiction Books				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fiction books to be returned		Client/borrower		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the fiction book to the librarian/Information Desk staff on or before the due date to avoid overdue fines	1.1 Checks the fiction books borrower's record; and 1.2 Receives the fiction book	None	3 minutes	<i>Library-in-charge</i>
2. Wait for the release of your ID	2.1 Releases the client's ID; and 2.2 Returns the fiction book to the shelf	None	2 minutes	<i>Library-in-charge</i>
TOTAL:		None	8 minutes	

5. Use of Computers and Internet Services

Providing assistance to client who wants to use the computers for printing, research and encoding purposes such as MS Applications, Google, Yahoo, etc.

Office/Division	Library Extension Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Library Pass		Registration Area located at the Entrance of the Quezon City Public Library		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present Library Pass	2.1 Checks Library Pass	None	1 minute	<i>Library-in-charge</i>
4. Tap Library Pass on the bar code scanner	2.2 Guides client towards the bar code scanner	None	1 minute	<i>Library-in-charge</i>
8. Wait to be accommodated	8.1 Checks availability of computers	None	1 minute	<i>Library-in-charge</i>
9. Browse/open/encode applications/sites to be used	9.1 Assists client if requested or when the need arises	None	45 minutes	<i>Library-in-charge</i>
10. Receives printed documents/files	10.1 Advise s client to save document/files in a USB or through his/her	None	1 minute	<i>Library-in-charge</i>

	email			
	10.2 Instruct client to print document at the nearest computer shop and/or to the QCPL-MPC printing station.			
11. Close all tabs/applications used.	11.1 Checks and disinfect computer used by the client	None	4 minutes	<i>Library-in-charge</i>
12. Tap Library Pass on the bar code scanner	12.1 Guides /instructs client to tap Library Pass on the bar code scanner	None	1 minute	<i>Library-in-charge</i>
TOTAL:			54 minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients must fill out a feedback form and deposit it to the drop box located at the Information Desk; or</p> <p>Client may drop off his/her written feedback to the library's Receiving Section or send it through email at qcplibrary@quezoncity.gov.ph</p> <p>Feedback letter must be addressed to the City Librarian.</p> <p>Provide contact information for verification.</p>
How feedbacks are processed	<p>Feedback(s) sent through email or drop box will be reviewed on a daily basis for assessment and evaluation reports purposes;</p> <p>Library personnel will try to reach out the client from his/her provided contact information or email for acknowledgement receipt.</p> <p>Client may follow up through phone call at (02) 8922-40-60 or email at qcplibrary@quezoncity.gov.ph</p>
How to file a complaint	<p>Client may drop off his/her written complaint to the library's Receiving Section or send it through email at qcplibrary@quezoncity.gov.ph</p> <p>Complaint letter must be addressed to the City</p>

	<p>Librarian</p> <p>Please include your full name, contact number, person/service to complaint, and provide proof(s) of complaint for verification.</p>
How complaints are processed	<p>Receiving clerk will reach the client through email or phone call to properly address the complaint;</p> <p>Complaint(s) will be reviewed by the library management for appropriate action.</p> <p>Proper coordination and constant communication with the complainant are highly needed until final closure and appropriate action was rendered.</p> <p>Process of complaint will take 1-3 days or more, depends on the gravity of the complaint. Client may follow up through phone call at (02) 8922-40-60 or email at gcplibrary@quezoncity.gov.ph</p>
Contact Information of ARTA, PCC, CCB	
Anti-Red Tape Authority	<p>Legal and Public Assistance Office</p> <p>Office address: Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City, Philippines</p> <p>Phone numbers: 8478-5091 8478-5093 8478-5099</p> <p>Email: complaints@arta.gov.ph</p>
Office of the President	<p>Presidential Complaint Center</p> <p>Phone numbers: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621 Telefax: +63(2)-87368621</p> <p>Office address: Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila</p> <p>Email Address:</p>

QUEZON CITY UNIVERSITY

UNIVERSITY REGISTRAR'S DIVISION

1. QCU COLLEGE ADMISSION TEST APPLICATION

This procedure applies to all applicants of the Quezon City University College Admission Test.

Office or Division:	Registrar and Admission Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming Freshmen and Transfer Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS **Digital and Hard Copy**	WHERE TO SECURE
Fully Accomplished QCU Admission Application Form	QCU Website: qcu.edu.ph
For SHS Students <ul style="list-style-type: none"> • Original SF9 (Grade 11 & 12 1st – 3rd Quarter) - <i>For SHS Graduating this July</i> • Original SF9 (Grade 11 & 12) - <i>For SHS Graduates</i> For High School Graduate (Old Curriculum) <ul style="list-style-type: none"> • Form 138- High School Report Card For ALS Passer for College <ul style="list-style-type: none"> • Alternative Learning System Certificate For Transferee Transcript of Records (For Evaluation Purposes) duly signed by the Registrar	High School or Previous University
Original Certificate of Good Moral Character	High School or Previous University
Original PSA Birth Certificate with PSA Official Receipt	Philippine Statistics Authority
Original Marriage Certificate (for married female applicant)	Philippine Statistics Authority
Original – Recent Brgy. Certificate of Residency	Barangay Hall of your Place of Residence
One (1) colored 2x2 picture (White Background with Name Tag)	Any Photo Studio
Additional Requirements : IF APPLICANT WILL QUALIFY FOR ADMISSION (QCUCAT PASSERS)	

For SHS Students <ul style="list-style-type: none"> Photocopy of SHS Diploma (to present original) 				
For High School <ul style="list-style-type: none"> Photocopy of HS Diploma (to present original) 				
For Transferee Students <ul style="list-style-type: none"> Original Honorable Dismissal Original Certificate of Transfer Credentials (CTC) 		High School or Previous University		
Original Subject Course Description (for accreditation of subjects)				
Latest Certification of Employment (if currently employed)		Employer		
Medical Clearance		University Physician		
Long Brown Envelope in a Plastic Envelope with students Last Name, First Name, Middle Name				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and upload digital copies of requirements in the QCU College Admission Test link before the deadline using Gmail Account with this format: lastname.firstname.middlename@gmail.com	1.1 Evaluate submitted document	None	10 minutes *Applicants are evaluated based on their date and time of registration	Admission Staff
	1.2 Forward list of students with complete application requirements to Guidance and Counselling Unit for schedule of examination	None	15 working days	Admission Staff

	1.3 Guidance and Counselling Unit will send test permit thru email to the applicant	None	10 working days	Guidance and Counselling Unit Staff
2. Received the confirmation email and attend on the scheduled date of QCU Admission Test	Facilitate the QCU Admission Test	None	1 hour	Guidance and Counselling Unit Staff
	2.1 Evaluate and forward list of QCUCAT passers to College Dean for Interview	None	10 working days	Guidance and Counselling Unit Staff
	2.2 College Dean to notify student thru email the schedule of interview	None	5 working days	College Dean
3. Received the confirmation email and attend on the scheduled date of interview	Interview the applicant	None	15 minutes	College Dean / Program Chair
	3.1 College Dean forward list of qualified students for Admission to the Admission Office	None	10 working days	College Dean / Program Chair

	3.2 Post names and schedule of submission of documentary requirements of qualified applicants for Admission	None	5 working days	Admissions Staff
4. Visit the QCU Official Page: qcu.edu.ph for the examination result and schedule of submission of documentary requirements for Admission		None		
		TOTAL	55 working days 1 hour and 25 minutes	

*Might vary depending on the bulk of applicants to be evaluated.

*Only those with complete requirements will be qualified for QCUCAT.

2. APPLICATION FOR RE-ADMISSION (Returnee)

This service is given to the students who discontinue their studies at QCU for 1 or more semester and have not enrolled in other universities or colleges during the said period. Application is subject to evaluation and approval of the College Dean / Program Chair.

Office or Division:	Registrar and Admission Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> • OLD students of QCU who were OFFICIALLY DROPPED (OD) in the previous semester. • OLD students who were NOT enrolled in the previous semester.
CHECKLIST OF REQUIREMENTS **Digital and Hard Copy**	
WHERE TO SECURE	
Fully Accomplished Re-Admission Form	QCU Website: qcu.edu.ph
Clearance from Accounting, OSAS, and Guidance	Respective Offices
Program of Study	Registrar's Office
Original PSA Birth Certificate with PSA Official Receipt (if your QCU student number starts with 17 and below)	Philippine Statistics Authority
Original – Recent Brgy. Certificate of Residency	Barangay Hall of your Place of Residence
One (1) colored 2x2 picture (White Background with Name Tag)	Any Photo Studio

Medical Clearance – issued by the University Physician			UniversityClinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and upload digital copies of requirements in the Returnee Link before the deadline of application using Gmail Account with this Format: <i>lastname.firstname.middlename@gmail.com</i> (May use previously registered Gmail account with the same format if it is still active)	1.1 Verify and evaluate student application	None	10 minutes *Applicants are evaluated based on their date and time of registration	Admission Staff
	1.2 Forward application to College Dean for evaluation and approval	None	1 working day	Admission Staff
	1.3 College Dean evaluate and approve or disapprove the application	None	1 working day	College Dean / Program Chair
	1.4 College Dean to forward application to the admission Office	None	1 working day	College Dean/ Program Chair
	Notify student of the status of application and schedule of submission of requirements	None	10 minutes	Admission Staff

2. Receive notification and submit Hardcopy of requirements		None	10 minutes	Admission Staff
	TOTAL		3 days and 30 minutes	

3. ENROLLMENT FOR FRESHMEN STUDENTS

This service is given for incoming freshmen college students who passed the QCU (College Admission Test and Interview) and submitted complete admission requirements.

Office or Division:	Registrar and Admission Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Freshmen Students who are qualified for Admission and submitted the complete admission requirements			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cleared from Admission Office			Admission Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for updates on registered email address	1.1 Admission Office to forward List of students for enrollment to the Registration Officer	None	5 working days	Admission Staff
	1.2 Registration Officer to Enlist and Officially Enroll student	None	2 working days	Registrar Officer
	1.3 Send Registration Form to Officially Enrolled Students	None	5 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form		None		
	TOTAL		12 working days	

4. ENROLLMENT FOR TRANSFER STUDENTS (ONLINE)

This service is given for incoming transfer college students who passed the QCU (College Admission Test and Interview) and submitted complete admission requirements.

Office or Division:	Registrar and Admission Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transfer students who are qualified for Admission and submitted the complete admission requirements			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cleared from Admission Office			Admission Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Crediting Form for accreditation of subjects	1.1 Forward crediting form, TOR and Subjects Course Description to the College Dean for Accreditation of Subjects	None	1 working day	Admission Staff
	1.2 Evaluate and sign crediting form	None	1 working day	College Dean / Program Chair
	1.3 College dean to forward approved crediting form to the Admission Office	None	1 working day	College Dean / Program Chair
	1.4 Admission office to post credited subjects on the system	None	1 working day	Admission Staff
	1.5 Forward list of students for enlistment to concern colleges	None	1 working day	Admission Staff
	1.6 College Enlistment Officer to evaluate and enlist subjects to be enrolled	None	1 working day	College Enlistment Officer
	1.7 Registration Officer officially enrolled	None	1 working day	Registrar Officer

	student			
	1.8 Send Registration Form to Officially Enrolled Students	None	3 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form		None	10 minutes	
	TOTAL		10 days and 10 minutes	

5. ENROLLMENT FOR RETURNEE STUDENTS

This service is given for approved returning students and submitted complete readmission requirements.

Office or Division:	Registrar and Admission Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Returning students who submitted complete readmission requirements			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Cleared from Admission Office			Admission Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request updated program of study	1.1 Send updated program of study to Student and College Enlistment Officer for Enlistment	None	1 working day	Admission Staff
	1.2 College Enlistment officer to enlist subjects to be enrolled	None	5 working day	College Enlistment Officer

	1.3 Registration Officer officially enrolled student	None	1 working day	Registration Officer
	1.4 Send Registration Form to Officially Enrolled Students	None	3 working days	ICTO
2. Receive Registration Form via registered Gmail account and resend the signed Registration Form			10 minutes	
	TOTAL		10 working days and 10 minutes	

6. REQUEST FOR CONTINUING OLD STUDENTS

This service is given to continuing students of the various colleges who were enrolled in the previous semester.

Office or Division:	Registrar and Admission Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OLD students who were enrolled in the previous semester.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Registration at the pre-enrollment link			QCU Website: qcu.edu.ph	
Clearance from Accounting, OSAS, and Guidance			Respective Offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the pre-enrollment link posted at qcu.edu.ph before the deadline.	1.1 Evaluate registered student if Regular or Irregular	None	1 working day *Students are evaluated based on their date and time of registration	Registrar Staff
	1.2 Enrolled Regular Student	None	1 working day	Registration Officer

	1.3 Enlist Irregular Student of subjects to be enrolled	None	1 working day	College Enlistment Officer
	1.4 Enroll enlisted irregular student	None	1 working day	Registration Officer
Receive official registration form via registered Gmail account	2.1 Send registration form	None	2 working days	ICTO
	TOTAL		6 working days	

7. REQUEST FOR TRANSCRIPT OF RECORD (TOR)

The transcript of records of the student is released upon the student's request and payment of the TOR.

Office or Division:	Registrar and Admission Division			
Classification:	Highly Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Undergraduate and Graduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Request Form 1 Valid Identification Card with Signature SPA and ID card with picture of requestor and representative Proof of payment for TOR			Registrar and Admission Division QCU Website: qcu.edu.ph Government Agency Notary Public Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form and sent it to the assign email address of the specific courses: <ul style="list-style-type: none"> • BS Industrial Engineering and BS Electronics Engineering - urd.bseng@qcu.edu.ph • BS Entrepreneurship - urd.bsentrep@qcu.edu.ph • BS Information Technology - urd.bsit@qcu.edu.ph • BS Accountancy - urd.bsa@qcu.edu.ph • General Education Units (phased-out) - 	Acknowledge receipt of the request and verify clearance	None	5 minutes *processing time may vary depending on the bulk of emails *Emails beyond office hours will be attended on the next office hour	Registrar's Staff

urd.gened@gcu.edu.ph <ul style="list-style-type: none"> • Technical Vocational (phased-out) - techvoc.urd@gcu.edu.ph Senior High School (phased-out) - urd.shs@gcu.edu.ph				
	1.2 Send order of payment to the student via email	None	5minutes	Registrar's Staff
2. Receive and print Order of Payment and pay TOR Fee <ul style="list-style-type: none"> • OPTION 1 Deposit Php 300.00 at any LandBank branch Account Name: Quezon City University Account Number: 1722-1016-22 • OPTION 2 Pay at the City Treasurer's Office - Talipapa Branch (within the compound of Talipapa Brgy. Hall, Quezon City) Monday - Friday / 9am - 3pm 	2.1 Send email confirmation for the received proof of payment	PhP 300.00	5minutes	Registrar's Staff
	2.2 Consolidate proof of payment and endorsed to student accounts	None	4 working days (Friday – Wednesday)	Registrar's Staff
	2.3 Student Accounts to consolidate and bring all payment transactions to City Treasurer's Office for verification and issuance of Official Receipt	None	1 working day (Every Thursday)	Student Account Staff / City Treasurer's Office Collector
	Student Accounts Staff endorsed issued Official Receipt to Registrar's Office	None	1 working day	Student Account Staff
	2.4 Process the document and notify the student through email the appointment schedule to claim the requested document	None	30 Minutes if document is in the database 5 working Days if document requires manual searching	Registrar's Staff
Come on the scheduled appointment to claim the	Verify identification of the requestor and release	None	10 minutes	Registrar's Staff

requested credential.	requested documents			
	TOTAL:	Php 300.00	7 working days – regular period 14 working days - peak period (Not Applicable to fresh graduates)	

8. ISSUANCE OF STUDENTS RECORDS

This service is given to students requesting for their Academic Records.

Office or Division:	Registrar and Admission Division			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Graduates and Undergraduate Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Request Form 1 Valid Identification Card with Signature SPA and ID card with picture of requestor and representative Proof of payment for TOR			Registrar and Admission Division QCU Website: qcu.edu.ph Government Agency Notary Public Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the request form and sent it to the assign email address of the specific courses: <ul style="list-style-type: none"> • BS Industrial Engineering and BS Electronics Engineering - urd.bseng@qcu.edu.ph • BS Entrepreneurship - urd.bsentrep@qcu.edu.ph • BS Information Technology - urd.bsit@qcu.edu.ph • BS Accountancy - urd.bsa@qcu.edu.ph • General Education Units (phased-out) - urd.gened@qcu.edu.ph • Technical Vocational (phased-out) - techvoc.urd@qcu.edu.ph Senior High School (phased-out) - urd.shs@qcu.edu.ph	1.1 Process the document and notify the student through email the appointment schedule to claim the requested document	None	REGULAR PERIOD: 2 working days PEAK PERIOD: 5 working days *processing time may vary depending on the bulk of emails *Emails beyond office hours will be attended on the next office hour	Registrar's Staff
Come on the scheduled appointment	Verify	None	10 minutes	Registrar's Staff

to claim the requested credential.	identification of the requestor and release requested documents			
	TOTAL:		2 working days and 10 minutes – regular period 5 working days and 10 minutes peak period	

*Peak Period: December – February, July – October

9. DROPPING OF SUBJECTS (Online)

This service is given to officially enrolled students in a given semester who wishes to officially drop some of their enrolled subjects.

Last day of dropping of subjects one week before the midterm examination.

Office or Division:	Registrar and Admission Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Officially enrolled students in a given semester			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Must be officially enrolled Dropping Form			Registrar and Admission Division QCU Website: qcu.edu.ph	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the dropping form and sent it to the assign email address of the specific courses: <ul style="list-style-type: none"> • BS Industrial Engineering and BS Electronics Engineering - urd.bseng@qcu.edu.ph • BS Entrepreneurship course - urd.bsentrep@qcu.edu.ph • BS Information Technology course - urd.bsit@qcu.edu.ph BS Accountancy course - urd.bsa@qcu.edu.ph	1.1 Receive and check the dropping form 1.2 Processed the request 1.3 Email the student of the processed dropping form Furnish list of Officially Dropped students to the respective colleges	None	20 minutes *processing time may vary depending on the bulk of emails *Emails beyond office hours will be attended on the next office hour	Registrar's Staff
Receive thru email the processed dropping form		None		
	TOTAL:		20 Minutes – regular period 3 working days peak period	

*Processing time may vary depending on the bulk of emails

*Emails beyond office hours will be attended on the next office hour

*Peak Period: last day of the deadline

10. APPLICATION FOR GRADUATION (ONLINE)

This service is given to graduating students who have completed or who will complete the required units of a degree in their last semester. Application period starts One (1) month after the 2nd semester 's 1st day of classes up and ends after 10 working days.

Office or Division:		Registrar and Admission Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		GraduatingStudents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Graduation Form Clearance			QCU Website: qcu.edu.ph Registrar and Admission Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download application for graduation form and Fill out the link for application for graduation posted at QCU Website: qcu.edu.ph	1.1 Evaluate the student's record	None	3 working days	Registrar's Staff
	1.2 Notify the student thru email of his application status		10 minutes	Registrar's Staff
	1.3 Consolidates the list of candidates for graduation per program and endorses it to the respective program heads / Deans for evaluation of grades in preparation for the Academic deliberation		30 working days	Registrar's Staff /College Dean / Program Chair
	1.4 Post the tentative list of graduating students		30 working days	Registrar's Staff
Visits qcu.edu.ph for the tentative list of graduating				

student			
	TOTAL:		60 working days and 10 minutes

ACCOUNTING DIVISION

1. PAYMENT FOR TUITION AND MISCELLANEOUS FEES

Accepting payment of Tuition and Miscellaneous Fees

Office or Division:		Accounting Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Name		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Email at studentaccounts@qc u.edu.ph to request for Order of Payment	1.1 Verify Students billing	Necessary fees (differs with each other course and subjects enrolled. See index of fees)	5 minutes	Accounting Staff
	1.2 Generate order of payment			
	1.3 Email order of payment			
2. Deposit payment at any Landbank Branch Quezon City University CA No. 1722-1016-22		Necessary fees (differs with each other course and subjects enrolled. See index of fees)		
	2.1 Email scanned Proof of payment and order of payment to studentaccounts@gcu.edu.ph with the subject Bankpayment_Tuition_Name	2.1 send email confirmation for the received proof of payment	5 minutes	Accounting Staff
		2.2 Proof of payment endorsed to City Treasurer's Office (CTO) for issuance of O.R.	Within 2 days	Accounting Staff/ City Treasurer's Office Collector
	2.3 Issued O.R. from CTO posted at Students Account System		5 minutes	Accounting Staff

	2.4 Email Official Receipt to student		5 Minutes	Accounting Staff
		TOTAL	2 days and 20 minutes	

2. PAYMENT FOR ADMISSION TEST

Accepting payment of Admission Exams

Office or Division:		Accounting Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Admissions Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Admissions Office		
Proof of Payment		Admissions Office		
Checklist of Payees		Admissions Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsescanned Proof of payment, order of payment and checklist of Examineesto studentaccounts@gc.u.edu.ph with the subject BankpaymentAdmissions Test	1.1 send email confirmation for the received Proof of payment, order of payment and checklist of Examinees	Php300.00 per examinee	5 minutes	Accounting Staff
	1.2 Proof of payment endorsed to City Treasurer's Office (CTO) for issuance of O.R.		2 days	Accounting Staff/ City Treasurer's Office Collector
	1.3 Issued O.R. from CTO posted at Students Account System		5 minutes	Accounting Staff
	1.4 Endorse issued O.R. from CTO to Admissions Office		5 Minutes	Accounting Staff
	TOTAL		2 days and 15 minutes	

3. PAYMENT FOR TRANSCRIPT OF RECORDS

Accepting payment of Transcript of Records

Office or Division:		Revenue Management Division (RMD), OVPF		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		University Registrar Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of payment		University Registrar Division		
Proof of Payment		University Registrar Division		
Checklist of Payees		University Registrar Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse scanned Proof of payment, order of payment and checklist of Examinees tostudentaccounts@qcu.edu.phwith the subject Bankpayment_TOR	1.1 Send email confirmation for the received Proof of payment, order of payment and checklist of Examinees	Php 300.00 per TOR **Additional P125.00 per page in excess of a 2-page TOR	5 minutes	Accounting Staff
	1.2 Proof of payment to be endorsed to City Treasurer's Office (CTO)for issuance of O.R.		2 days	Accounting Staff/ City Treasurer's Office Collector
	1.3 Issued O.R. from CTO to be posted at Students Account System		5 minutes	Accounting Staff
	1.4 Endorsed Issued O.R. from CTO to Admissions Office		5 Minutes	Accounting Staff
	TOTAL		2 days and 15 minutes	

4. APPLICATION FOR TUITION FEE REFUND OF SCHOLARS/ STUDENTS WITH OVERPAYMENT

This serves as guidelines for students with overpayment who has paid his/her matriculation fee and request to refund his/her tuition fees.

Office or Division:		Accounting Division, City Accounting Department, QCG City Treasurer's Office, QCG		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Student		
Original Official Receipt		Student		
Certificate of Scholarship		SGAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements for refund	1.1 Receives requirements	None	5 minutes	Accounting Staff
	1.2 Evaluates documents submitted for request of refund		1 day	Accounting Staff
	1.3 Prepares Assessment Form		1 day	Accounting Staff
	1.4 Prepares the Disbursement Voucher (DV)		1 day	Accounting Staff
	1.5 Verifies / Checks and signs (DV)		5 minutes	Head Accounting Division
	1.6 Submit DV to City Accounting Department		5 days	City Accounting Department Staff
	1.7 Advise the student if the Check already released.		5 minutes	Accounting Staff

2. To claim the Check at Cash Division / City Treasurer's Office			5 minutes	Cash Division/ CTO
	TOTAL		8 days and 20 minutes	

**a. TABLE OF FEES: MISCELLANEOUS FEES AND CHARGES
SEMESTRAL FEES/SUMMER PAID DURING ENROLLMENT**

DEGREE COURSES

	AMOUNT
TUITION FEE Amount per unit	P 303.34
MISCELLANEOUS FEES (per SEMESTER)	
Registration Fee	P 200.00
Cultural Fee	100.00
Guidance Fee	100.00
Student Council Fee	40.00
Library Fee	100.00
Developmental Fee	400.00
Dental Fee	50.00
Others	50.00
Athletics and Sports Development	50.00
TOTAL	P1,090.00
Other Miscellaneous Fees:	
ID Fee – For New Students	P 200.00
Subject –Related Fees:	
Computer Laboratories:	
- With one (1) to two (2) Lab	P 250.00
- With three (3) or more Lab	500.00
NSTP	100.00
Transcript or Records	300.00
**Additional P125.00 per page in excess of a 2-page TOR	
Admission Test	300.00

TECH VOC (SMAW)

	AMOUNT
TUITION FEE	P2,500.00
**SMAW materials to be shouldered by students and are not included in the tuition and miscellaneous fees.	

SCHOLARSHIP, PLACEMENT, AND ALUMNI RELATIONS DIVISION

RA 10931 ALSO KNOWN AS “UNIVERSAL ACCESS TO QUALITY TERTIARY EDUCATION ACT”

Universal Access to Quality Tertiary Education Act is “an act promoting universal access to quality tertiary education by providing free tuition and other school fees in State Universities and Colleges, Local Universities and Colleges, and State-Run Technical- Vocational Institutions, establishing the Tertiary Education Subsidy and Student Loan Program, strengthening the Unified Student Financial Assistance System for Tertiary Education, and appropriating fund.

The difference between the TES and the QCYDO can be the following: In terms of amount:

For SUCs and LUCs, every academic year, the qualified grantee may receive as much as 40,000.00 pesos + 30,000.00 for PWD and 10,000.00 maximum amount for a licensure examination.

In terms of qualifications:

Only residents of Quezon City are qualified in the scholarship programs of the QCYDO

1. TERTIARY EDUCATION SUBSIDY (TES) APPLICATION

TES prioritization Scheme:

1. Continuing Tertiary Education Subsidy (TES) and Expanded Students' Grants-in-Aid Program for Poverty Alleviation (ESGP-PA) Grantees.
2. Enrolled in a Private HEI in the municipality that has no Local or State University or College. He/She may be residing in the area where the Private HEI is located.
3. Students who are part of the households included in the DSWD Listahanan 2.0.
4. Students who are not part of the Listahanan of DSWD but qualified when ranked according to the per capita household income.

Please take note that the number of slots will be based on the budget and basis for priority #4 are the submitted documentary requirements.

Office or Division:	Scholarship and Placement Alumni Relations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail?	<p>The applicant must be:</p> <ol style="list-style-type: none"> 1. Filipino citizen and officially enrolled at the HEI; 2. Has not been expelled from any HEI; 3. Qualified under the existing admission and retention requirements of the HEIs and does not exceed the maximum residency rule; 4. Undergraduate courses with Certificates of Program Compliance (COPCs) in CHED-recognized LUCs; 5. Qualified under, or any other future, qualification policies that the UniFAST Board may mandate.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?		
Accomplished google form				
1. Google form link for Tertiary Education Subsidy (TES) Pre-Application		The link for the google form to be filled-out will be posted on Scholarship Facebook Page (<i>Quezon City University – Scholarship, Placement and Alumni Relations Division</i> or @QCU-SPAR Division)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants must check the posting of the opening for Tertiary Education Subsidy (TES) Pre- Application.	1.1. Posting of the Official Opening of the Tertiary Education Subsidy (TES) Pre- Application at the QCU-SPAR Division's Official Facebook Page.	None	10-15 mins.	•QCU SPAR Division's Administrative staff
Applicants must complete the Google Form and submit thru the Google Form Link provided on the Official Facebook Page Post of QCU -SPAR Division.	2.1. Receives the entry and verifies the application. 2.2. Screen the completeness of the submitted google form. 2.3. Compile and finalize the list of applicants for Tertiary Education Subsidy. 2.4. Import the application thru UniFASTPortal for screening and evaluation.	None	3-5 working days	QCU-SPAR Division's Administrative Staff. QCU-SPAR Division's Chief

Applicants must check the Official Facebook Page of QCUSPAR Division for further announcement/s.	3.1. Follow up the status of the submitted Tertiary Education Subsidy (TES) Application. 3.2. Posting of announcement/s for Tertiary Education Subsidy (TES).	None	10-15mins	QCU-SPAR Division's Administrative Staff. QCU-SPAR Division's Chief
	TOTAL		Up to 3 days and 30 mins	

OFFICE OF THE STUDENT AFFAIRS AND SERVICES DIVISION

1. RECEIVING THE COMMUNICATIONS FROM DIFFERENT OFFICES

This serves as a guide in receiving and recording of documents from QCU offices and other stakeholders.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications concerning SASD services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office liaison staff transmitting documents to SAU	Receive and log-in/recording of communications, assign a control no. Issue the received copy.	None	2 minutes	SAU staff
2. Get the receiving copy with the initial of the attending	For review and		3 minutes	Head of SAU

staff	<p>notation of the Head of SAU</p> <p>The original copy will be released once the communications completely processed</p> <p>Logbook recording</p> <p>Contact the Client on the status of the communication (for pick-up/email)</p>			
	TOTAL:	None	5 minutes	

2. ATTENDING STUDENTS WITH LOST AND FOUND CONCERN (FACE TO FACE)

This serves as a guide in attending report on students missing item and found object within the campus..

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	All; Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Registration Form stamped officially enrolled		Office of the Registrar/Applicant		
Current issued ID		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact/Report to SASD for lost / found item	Issue lost and found form for fill out	None	2 minutes	SASD staff
2. Fill out lost and found form	<p>Check the form if filled out properly</p> <p>Post the item through designated SASD FB page.</p>	None	5 minutes	SASD staff

	TOTAL:	None	7 minutes	
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3. ONLINE ISSUANCE OF NEW UNIVERSITY IDENTIFICATION CARD (ID)

University Identification Card (ID) of student is given to successfully enrolled students for the current semester

Office or Division:		Student Affairs Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Officially enrolled freshmen or transferees students of QCU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of officially enrolled freshmen and transferees students		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Link on ID application from the SAU FB page.	1. Verified excel data of students/applicants if officially enrolled.	None	3 to 5 minutes	SAU staff
	2. Preparation of ID.		3 to 5 minutes	SAU staff
	3. Send to students through email.		3 to 5 minutes	SAU staff
2. Wait after 3 days and check the email from Student Affairs Unit.				
3. Download and Print ID.				
4. Attached 1x1 photo, affix signature and laminate.				
	TOTAL:	None	9 to 15 minutes	

Same process on the following transactions:

1. Re-Issuance of Lost ID
2. Online Issuance of ID for 3rd& 4th year (Lost and expired type RFID)
3. For updating Information

4. REQUEST ID CERTIFICATION FOR DSWD/CHED FOR EDUCATIONAL ASSISTANCE REQUIREMENT

This serves as a guide in the process of the ID certification for DSWD & CHED requirement in educational assistance.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government Services Transacting Public			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Registration Form stamped officially enrolled		Office of the Registrar/Applicant		
Current issued ID		SASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Certification for ID validation	1.1 Verification of documents	None	1 minute	SAU staff
	1.2 Check records on the database	None	2 minutes	SAU staff
	1.3 Prepare Certification and to sign by the Head of SASD	None	3 minutes	SAU staff and Head of SASD
2. Receive/Claim				
	TOTAL:	None	6 minutes	

<p>students with religion, ethnicity or cultural background issue) <i>Note:</i> Attachments submitted via walk-in shall be photocopy with original while via online shall be in picture.</p>	<p>5. Gives back the letter, attachments and application with decision to the assigned administrative staff For online submission: 1. OSASD staff checks online applicant's information and verify attachments before sending to OSASD Head. 2. OSASD Head evaluates the merit of the documents for approval and disapproval OSASD Head sends email to assigned administrative staff informing the decision.</p>			<p>Administrative staff</p> <p>OSASD Head</p>
<p>Receives the Exemption Slip for approved student exemption request.</p>	<p>For walk-in submission: 1. Assigned OSASD administrative staff releases the Exemption Slip for approved student exemption request.</p> <p>For online submission: OSASD staff sends a notification email to applicant asking him/her to print the Exemption Slip.</p>	<p>None</p>	<p>2 minutes</p>	<p>Administrative staff</p>
<p>3. Forwards the list of approved students to the Security and Janitorial Services Section-Physical Facilities Division</p>	<p>1. Verifies the names of the students if included in the list of</p>	<p>None</p>	<p>3 minutes</p>	<p>Security Guard</p>

	exemption upon entry.			
	TOTAL:	None	20 minutes	

6. APPLICATION FOR REGISTRATION OF NEWLY FOUNDED STUDENTS' ORGANIZATION

This serves as a guide for students who founded new organization (Pls. see Section 8 of QCU Student Manual – Student Organization Guidelines)

Office or Division:	Student Affairs and Services Division			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of Quezon City University forming a group of at least fifteen (15)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent signed by the Student Organization President with attachments:		Applicant		
<ul style="list-style-type: none"> • PDS of Recommended Adviser (preferably permanent appointment status at QCU) • List of officers • Organizational Structure • List of members • Student Organization Application Form • Mission & Vision • By-Laws • Proposed Plans and Activities 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter of Intent signed by the student organization's President and Adviser including the documentary requirements specified in the checklist of requirements either walk-in or via email.	1. 1 SSC Office receives and records the letters and documentary requirements in the logbook.	None	2 minutes	SSC Office staff

2.Fills out printed or online application form	2.1 Checks and reviews the responses of the student organizations in the application form. 2.2 Reviews the documentary attachments submitted. 2.3 Feedback	None	3 working days	SSC Office staff SSC in-charge officer
3.Forwarded to SASD through Hands carry /Emails the endorsement to SASD for evaluation	1. Evaluates/ comment on the documents 2. Approval of OSAS Head 3. Makes a final list of approved student organization for registration	None	3 working days	SASD Head
4.Informs the President of the student organization regarding the registration decision.	1.SASD staff notifies the student organization president through email or phone call on the feedback. Approved student organization receives a "Statement of Approval"	None	5 minutes	OSASD staff
	TOTAL:	None	6 to 7 working days	

7. RE-ACCREDITATION /RENEWAL OF STUDENTS' ORGANIZATION RECOGNITION/REGISTRATION

This serves as a guide for student's organization Re-accreditation/Renewal of Registration (Pls. see Section 8 of QCU Student Manual – Student Organization Guidelines)

Office or Division:	Student Affairs and Services Division			
Classification:	Highly technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Enrolled students of Quezon City University forming a group of at least forty (40) students and members/officers of Registered Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Submit Letter of Intent signed by the Student Organizations' President with attachments:		Applicant		
<ul style="list-style-type: none"> • PDS of Recommended Adviser (preferably permanent appointment status at QCU) • List of officers • Organizational Structure • List of Members • Student Organization Re-accreditation Form • Mission & Vision • By-Laws • Accomplishment Report • Proposed Plans and activities 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter of Intentsigned by the student organization's President and Adviser including the documentary requirements specified in the checklist of requirements either walk-in or via email.	1.1 SSC Office receives and records the letters and documentary requirements in the logbook.	None	2 minutes	SSC Office staff
2. Fills out the printed or online application form	2.1 Checks and reviews the responses of the student organizations in the application form. 2.2 Reviews the documentary attachments submitted. 2.3 Feedback	None	3 working days	SSC Office staff SSC in-charge officer
3. Forwarded to SASD	3.1 Evaluates/	None	3 working days	SASD Head

through Hands carry /Emails the endorsement to SASD for evaluation	comment on the documents 3.2 Approval of OSAS Head 3.3 Makes a final list of approved student organization for registration			
4. Informs the President of the student organization regarding the registration decision.	4.1 SASD staff notifies the student organization president through email or phone call on the feedback. Approved student organization receives a "Statement of Approval"	None	5 minutes	OSASD staff
	TOTAL:	None	6 to 7 working days	

8. REQUEST TO CONDUCT IN CAMPUS ACTIVITY

This serves as a guide in requesting in-campus activity.

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Student/Client		
University ID		Student/Client		
Current registration form stamped officially enrolled		Student/Client		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Student to request in-campus activity to SASD one week before the date of activity requested a. Walk in b. Online/email	Review request Check the calendar of activities of SASD Check PF for venue availability Present to the Head of SASD for approval	None	2 minutes 2 minutes 2 minutes 2 minutes	SASD staff
2. Follow up to SASD within the day or the next day a. By phone b. Online	If approved Issue the request letter thru email or pick up the approved request. If not approved 1. Inform the concerned student thru contact no or email	None	2 minutes	SASD staff
TOTAL:		None	10 minutes	

9. LAPTOP AND POCKET WIFI FOR RETURN

This serves as a guide in returning borrowed laptop and pocket Wi-Fi (Student included on the graduating class, students who are not continuing their studies)

Office or Division:	Student Affairs and Services Division			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laptop & Pocket WI-FI Clearance Form		SASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill out Laptop & Pocket WI-FI Clearance Form	1.1 Check filled-out Laptop & Pocket WI-FI Clearance Form	None	2 minutes	SASD staff
2. Proceed to MIS	Checking of unit if OK for return.		2 minutes	MIS staff
3. Proceed to Property Office to surrender the unit.	Receive the unit in good working condition		3 minutes	Property Office staff
4. Proceed to OSAS	For database clearance and signature of the Head of SASD		2 minutes	SASD staff and Head of SASD
5. Secure student copy of clearance	Issue copy of clearance to student		1 minute	SASD staff
TOTAL:		None	10 minutes	

10. LAPTOP FOR REPAIR / MAINTENANCE

This serves as a guide in laptop for repair / maintenance

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	All; Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laptop Repair Form		SASD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Laptop Repair Form	1.1 Check filled-out Laptop Repair Form	None	5 minutes	SASD staff
2. Proceed to MIS to surrender laptop for repair	MIS will receive/claim laptop and examine the unit. MIS office will contact/email the client/ students on the status of laptop	None	1 to 3 days Depending on the damage / condition of the laptop	MIS technician

<p>3. Wait for the email from the SASD office and confirm the appointment for schedule of laptop for pick up.</p>	<p>If ok for release</p> <p>MIS will inform the SASD to schedule the appointment of student to claim the repaired laptop.</p> <p>SASD will schedule the student to pick up the laptop</p> <p>Confirmation of appointment</p>	<p>None</p>	<p>5 minutes</p>	<p>SASD staff</p>
	<p>TOTAL:</p>	<p>None</p>	<p>3 to 4 working days</p>	

11. ISSUANCE OF LAPTOP AND POCKET WIFI

This serves as a guide for laptop and pocket WIFI issuance for currently enrolled students of QCU.

Office or Division:	Student Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Students of QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>For Pocket Wifi</u></p> <ol style="list-style-type: none"> 1. Current QCU Registration Form 2. Pocket Wifi Borrowers Form <p><u>For Laptop</u></p> <ol style="list-style-type: none"> 1. Processing Slip 2. Application Form 3. Notarized Usufruct Agreement 4. Copy of Depreciated Value of Laptop 5. Copy of Registration Form 6. Barangay Certificate of Residency 7. Student University ID 8. 2x2 picture of student and parent 9 Valid ID of parent 		<p>Student</p> <p>Download Forms – SASD FB Page</p> <p>Download Forms – SASD FB Page</p> <p>Download Forms – SASD FB Page</p> <p>Download Forms – SASD FB Page</p> <p>Download Forms – SASD FB Page</p> <p>student</p> <p>student</p> <p>student</p> <p>student</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open QCU Website, click in				

<p>the link in accordance to your request. Fill-out the google form with complete information.</p> <p>2. Wait for the OSAS to contact the student within 3 days.</p> <p>3. Download Forms and Fill out all necessary information. Complete all other requirements needed.</p> <p>4. Fill-out completely the forms and Submit all documents/requirements needed in borrowing laptop to SASD personnel in-charge on designated date/time/schedule.</p> <p>Please be reminded that incomplete requirement will not be entertained.</p>	<p>OSAS will get in touch/contact the student to give schedule of releasing of laptop within 3 days.</p> <p>Downloadable forms available at Student Affairs FB page</p>	<p>none</p> <p>none</p>	<p>3 minutes</p>	<p>SASD Staff in-charge</p>
<p>Step 1 Verification/validation</p>		<p>None</p>	<p>2 minutes</p>	<p>SASD staff in-charge</p>
<p>Step 2 Encoding</p>	<p>Verification/validation of documents Validation on database record</p>	<p>None</p>	<p>2 minutes</p>	<p>Property Office staff in-charge</p>
<p>Step 3 Checking</p>	<p>Encoding of Serial No. of unit to be released on the system database</p>	<p>None</p>	<p>2 minutes</p>	<p>MIS technician</p>
<p>Step 4 Picture taking</p>	<p>Checking/demonstrate unit if in good working condition</p>	<p>None</p>	<p>1 minute</p>	<p>OSAS Staff in-charge</p>
<p>Sign on logbook</p>	<p>Picture taking of student with the</p>	<p>None</p>	<p>1 minute</p>	<p>OSAS Staff in-charge</p>

	unit received by the student Sign on the logbook for documentation			
	TOTAL:	None	7 minutes	

MEDICAL AND DENTAL SERVICES

1. EVALUATION OF HEALTH DECLARATION FORM

This serves as screening of health condition of employees, student and visitors entering the University.

Office or Division:		Medical and Dental Services		
Classification:		Simple		
Type of Transaction:		G2C- Government services transacting public		
Who May Avail:		Everyone		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Valid ID		School/ Government		
Declaration Form		Security Guard/ QCU Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure declaration form from security guard at the main entrance.	Receive and check the accomplished declaration form	none	3-5mins.	Nurses Medical and Dental Services
2. Accomplished Declaration form by filling in all the details required.				
3. Submit accomplished declaration form to the nurses.				
4. Evaluation.	Screen and assess the client.	none	2 mins.	
	TOTAL		Up to 8 mins	

2. PROVIDE MEDICAL MANAGEMENT, DENTAL SERVICES, HEALTH EDUCATION, AND COUNSELING

This serves as an assessment of employees and students that needs medical attention and management.

Office or Division:		Medical and Dental Services		
Classification:		Simple		
Type of Transaction:		G2C- Government services transacting public		
Who May Avail:		QCU Employees and students		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Declaration Form		Security Guard/ QCU Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. QCU employees, and student seeks consultation in any form: a. Walk In b. Online c. Phone	Conducts interview	none	3-5mins.	Medical and Dental Services
2. Assessment	Assess the client and provide medical management. Refer to Medical Doctor if necessary.			
	TOTAL		Up to 5 mins	

3. ISSUANCE OF MEDICAL CLEARANCE TO STUDENTS

This serves as a certification that the students are physically fit to study.

Office or Division:		Medical and Dental Services		
Classification:		Simple		
Type of Transaction:		G2C- Government services transacting public		
Who May Avail:		QCU Employees and students		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Medical Results (CBC, URINALYSIS, XRAY) Medical Certificate		Diagnostic Clinic/Hospitals		
Medical History and Clearance Form		QCU CLINIC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student may seek referral form from Medical Clinic thru; a. Walk In b. Email	Give referral form		3-5mins.	Nurses Medical and Dental Services


2. Accomplish Medical requirements from any hospital, clinic or diagnostic center		Rate varies per clinic/hospital	2-5 days	Diagnostic Clinic/Hospital where medical laboratory procedure accomplished.
3. Make an appointment in QCU Clinic via email.	Schedule the student's visit	none	5 mins	Nurse Medical and Dental Services
3. Submit original copy of Medical results to the Clinic	Interview, collect and sign the accomplished Medical History Form		10 mins	
4. Fill out Medical History and Clearance form.	Issue medical clearance form			
	TOTAL		Up to 5 days and 20 mins	

LIBRARY SERVICES

1. REGISTRATION & ASSISTANCE FOR LIBRARY ACCESS FOR QCU/NON-QCU

This serves as a guide in assisting Non-QCU clients in registration and access to Library services.


OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Teaching & Non-Teaching Personnel, Students & Non-QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
Referral letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library Patrons seeks query in any form of transaction	Conducts an interview	None	10 mins	Library Staff
2. The Library patron asks		None	5 mins	Library Staff

questions or clarification if needed	Verify the information of the patrons			
	TOTAL		15 mins	
New Normal Setup				
1. Fill up Google Form https://bit.ly/online-reference-service or send a message through messenger through Facebook Page	Librarian verify and review student information and request	None	2 mins	Library Staff
Online Reference Service QR Code 	Librarian send a link for 24 hours access to all library resources	None	2 mins.	Library Staff
	TOTAL		4 mins	

1.1 ATTENDANCE TO QUERIES OF LIBRARY PATRONS

This serves as a guide in issuance of Library card to first year student and transferees.


OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Teaching & Non-Teaching Personnel, Students & Non-QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
Referral letter				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				

1. Approaches the library-in-charge of the appropriate section and presents query	Conducts an interview	None	15 minutes	Library Staff
	Directs students to the resources available.	None	20 minutes	Library Staff
TOTAL			35 minutes	
New Normal Setup (Online)				
1. Email or fill up Google Form https://bit.ly/onlinereferenceservice or send a message through messenger through Facebook Page Online Reference Service QR 	Librarian verify and review student inquiries	None	2 minutes	Library Staff
	Response to students through email or messenger	None	2 minutes	Library Staff
TOTAL			4 minutes	

2. ISSUANCE LIBRARY CARD

This serves as a guide in issuance of Library card to first year student and transferees

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	First year student and transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (Original & Photocopy)		Library		
Colored 1x1 picture (2 pcs.)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1. Library Patron seeks query in any form of transaction: a. online (email or	Check and verify the students inquiry	None	10 mins.	Library Staff

social media accounts)				
2. Fill out the Student Information Form and Library card then submit.	Received and process the documents/ form	None	10 mins.	Library Staff
	Explain the process/importance of a library card.	None	2 mins.	Library Staff
3. Claim the library card.	Released the library card	None	1 min.	Library Staff
	TOTAL		4 minutes	
New Normal Setup (Online)				
1. Fill out the Online Borrowers Card Application Form https://bit.ly/qcuborrowerscard	Librarian verify and review student information	None	2 mins.	Library Staff
	Send the library card through email	None	5 mins.	Library Staff

2.1 RE-ISSUANCE OF LOST/DAMAGE LIBRARY CARD

This serves as a guide in re-issuance of Lost/Damaged Library cards to enrolled and returnee students.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Enrolled & Returnee student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Library		
Colored 1x1 picture (1 pc.)				
Affidavit of Loss				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library Patrons seek query in any of this methods: a. Telephone b. online (email and social media account) Walk-in	Check student records in database system	None	5 mins.	Library Staff
Library Patrons present affidavit of Loss and other	Receive the documents and	None	5 mins.	Library Staff

requirements	processed			
Fill out the borrower's card and submit	Explain the process/importance of a library card.	None	5 mins.	Library Staff
Claim the library card.	Released the library card	None	1 min.	Library Staff
	TOTAL		16 minutes	

2.2 VALIDATION OF LIBRARY CARD

This serves as a guide in Library card validation.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Enrolled students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (Original & Photocopy)		Library		
Library Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1. Present Library card and registration form (original & photocopy)	Check, verify stamp, and signed the documents	None	5 mins.	Library Staff
	Encodes information at the database.	None	3 mins.	Library Staff
2.Claim validated library card and original registration form.	Released the library card and original registration form.	None	1 min.	Library Staff
	TOTAL		9 mins	

3. BORROWING & RETURNING OF BOOKS (IN-HOUSE)

This serves as a guide in borrowing and returning of books.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Teaching & Non-Teaching Personnel, Students & Non-QCU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face				
1. Library patrons search book/s at the shelves (open shelves)	Assist when need	None	15 mins.	Library Staff
2. Fill out the book card before using the needed book/s.	Assist when need	None	2 mins.	Library Staff
3. Attached your library card in the book card and submit at the circulation desk.	Received books, library card and books for verification	None	5 mins.	Library Staff
4. Return the book/s to the Library Staff.	The Library Staff encodes information at the daily statistics form & set aside for shelving.	None	5 mins.	Library Staff
5. Return the book/s to the Library Staff.	Released Library Card	None	1 min.	Library Staff
	TOTAL		28 mins	

3.1 BORROWING OF BOOKS (OVERNIGHT)

This serves as a guide in borrowing books overnight by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to face				
1. Present your library card at the counter.	Verify if the library card is validated or not.	None	2 mins.	Library Staff
	Checking accountability	None	5 mins.	Library Staff
2. Proceed to the shelves (open shelves) to get book/s.	Assist when need	None	30 mins.	Library Staff
3.Fill out the book card and present in the counter for check out	The Library Staff check and encode for documentations	None	5 mins.	Library Staff
4.Claim the book/s	Released the Book/s	None	2 mins.	Library Staff
New Normal Setup (Online)				
1.Library Patron send inquiry to https://bit.ly/onlinereferenceservice	Librarian review the student concern and look for the requested material	None	10 min.	Library Staff
	Electronic materials will be email to patron while for printed materials, students will be advised to fill up the https://bit.ly/qculibraryappointmentrequest	None	2 min	Library Staff
2.Claiming of requested printed materials	Students will be emailed regarding the schedule of the claiming of the requested materials	None	2 min.	Library Staff

	Students will proceed to the main gate or lobby of the metalcasting building at San Bartolome Campus, the librarian will verify the students' claim form.	None	10min	Library Staff
	TOTAL		14 mins.	

3.2 RETURNING OF BOOKS (OVERNIGHT)

This serves as a guide in returning books borrowed overnight by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card / Valid ID		Library		
Book/s borrowed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1.Present the books at the circulation desk for return.	The Library staff receives and checks the condition of the book/s for return.	None	5 mins.	Library Staff
	Clear it from the borrower's account.	None	2 mins.	Library Staff
2.Claim Library card	Released Library card	None	1 mins.	Library Staff
	TOTAL		8 mins.	
New Normal Setup				
1.Present the library card to the guard	the librarian will verify the students' library card and record the material as returned	None	5 mins	Library Staff
	TOTAL		4 mins.	

3.3 RENEWING OF BOOKS (OVERNIGHT)

This serves as a guide in renewing of books borrowed overnight by the students and teaching and non-teaching personnel..

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1. Present the books at the circulation desk for renewal.	The Library staff receives and checks the book/s.	None	10 mins.	Library Staff
	Retrieve Book Card of book/s for renewal and clear it from the borrower's account.	None	5 mins.	Library Staff
2. Fill out the book card and hand it in the counter.	Stamp return on the old and new due date and countersign the Book Card under the borrower's account for check out.	None	10 mins.	Library Staff
3. Receive book/s renewed	Issue renewed book/s	None	1 min	Library Staff
	TOTAL		26 mins	
New Normal Setup (Online)				
1. Fill out the google from https://bit.ly/onlinerefere nceservice or send a message to Library FB Page	Validate and review students information and request	None	5 mins	Library Staff
	TOTAL		3 mins	

3.4 PAYMENT OF FINES BEYOND DUE DATE (OVERNIGHT)

This serves as a guide in paying fines of books borrowed beyond due date by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library Patron seeks query in any of these transactions : a. Walk-in b. Telephone c. online (email and social media)	Conducts an interview	None	20 mins.	Library Staff
2. Present the book/s borrowed at the circulation desk.	The Library staff checks the due date of the book/s.	None	5 mins.	Library Staff
	Immediately compute the accumulated fine of the book to be returned	P5.00 per day	5 mins.	Library Staff
3. Signed and paid the accumulated fines.	The library staff received the fine and cleared it from the borrower's account.	None	5 mins.	Library Staff
	TOTAL		35 mins.	

3.5 REPLACEMENT OF LOSS BOOK/S

This serves as a guide in replacement of lost books borrowed by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION:	Library Section			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL:	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card / Valid ID		Library		
Book/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library Patron seeks query in any of these transactions: a. walk –in b. Telephone c. online (email and	Conducts an interview	None	10 mins.	Library Staff

social media account)				
2.The library patrons should be replaced the book with the same author, title, current copyright date and the same physical description (hardbound, original book)	Discuss, provide information and recommendations to the patrons' concern	None	2-3 business time	Library Staff
3.If the book is out of stock/print it should be replaced with a similar subject and physical description and value of the book and current copyright date.		None	2-3 business time	Library Staff
4.Submit the book replacement for the lost book/s to the librarian for documentation.		The library staff receive & records the lost book/s for documentation	None	10 mins.
	TOTAL		Up to 26 mins.	

4. REQUEST TO ACCESS PERIODICAL CLIPPINGS

This serves as a guide in paying / replacement of fines of loss books borrowed by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1. Library Users seek query in any form of transaction: a. walk –in b. Telephone c. online (email and social media)	Conducts an interview	None	20 mins.	Library Staff
	Verify the information of the patrons	None	5 mins.	Library Staff
2.Fill out the Request Form and submit.	Receive and processed Request Form	None		Library Staff
3.Verify the request	Access to periodical clippings	None		Library Staff

	TOTAL		25 mins.	
New Normal Setup				
Patrons request access to online periodical and clippings through https://bit.ly/onlinereferenceservice	Verify and review the request	None	5 mins.	Library Staff
	Librarian provide a 24 hour access to curated online journal and clippings	None	2 mins.	Library Staff
	TOTAL		7 mins.	

4.1 REQUEST FOR PHOTOCOPY OF BOOKS & PERIODICAL CLIPPINGS

This serves as a guide in paying/replacement of fines of lost books borrowed by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to Face Setup				
1.Fill-out the information needed in the book card.		None	5 mins.	Library Staff
2.Hand in the duly accomplished book card & library card, at the circulation desk.	Receive Book card, Library Card & the requested material for verification.	None	5 mins.	Library Staff
	Approve requests for photocopying	None	2 mins.	Library Staff
3.Receive requested material	Hand over to the client the requested material.	None	2 mins.	Library Staff

	Clip together the library and book card.	None	2 mins.	Library Staff
	TOTAL		16mins.	
New Normal Setup				
1.Fill out the google form https://bit.ly/onlinereferenceservice	Librarian will verify and review the request	None	2 mins	Library Staff
	Email the scan copy of the book and periodical clippings	None	10 mins.	Library Staff
	TOTAL		12 mins.	

5. SIGNING OF STUDENT'S CLEARANCE

This serves as a guide in paying / replacement of fines of lost books borrowed by the students and teaching and non-teaching personnel.

OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Library		
Clearance Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Hand in a duly accomplished clearance form and a library card.	Verify the accountability in the system.	None	5 mins.	Library Staff
	Affix signature when approved.	None	1 mins.	Library Staff
2.If not approved, present the needed requirements to be clear.	Received and affix the signature	None	5 mins.	Library Staff

	TOTAL		11 mins	
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5.1 SIGNING OF FACULTY & ADMIN CLEARANCE (RENEWAL OF CONTRACT, TRAVEL, LEAVE, RESIGNATION)

This serves as a guide in paying / replacement of fines of lost books borrowed by the students and teaching and non-teaching personnel.


OFFICE OR DIVISION :	Library Section			
CLASSIFICATION :	Simple			
TYPE OF TRANSACTION	G2C – government services transacting public			
WHO MAY AVAIL :	Students, Teaching & Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present a duly accomplished clearance form.	Check and verify their account/ records in the system.	None	5 mins.	Library Staff
	Affix the signature when approved.	None	1 mins.	Library Staff
2.If not approved, present the needed requirements to be clear.	Received and affix the signature	None	5 mins.	Library Staff
	TOTAL		11 mins.	

GUIDANCE, TESTING, AND PLACEMENT OFFICE

1. GOOD MORAL CHARACTER CERTIFICATE ONLINE REQUEST

The University Guidance Office offers Certification of Good Moral Character for currently enrolled students and students who have graduated from the university.

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION	
Classification:	Simple	
Type of Transaction:	G2C – government services transacting public	
Who may avail:	Quezon City University Students and Graduate Students:	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
School Clearance	Registrar's Office	
Student's Identification Card		
Good Moral Character Request Form	Guidance Office	
Online Application Form (c/o Guidance Office)	<p>GCU Official FB Page https://www.facebook.com/qcuguidanceunit</p> <p>GCU Official Email Address guidance.unit@qcu.edu.ph</p> <p>QCU Official Website https://qcu.edu.ph/</p> <p>or via this link / QR Code:</p> <p>For Degree Courses:</p> <div style="text-align: center;">  </div> <p>https://forms.gle/j7v493B8wzKjFVCv6</p> <p>For Senior High School Graduates: https://forms.gle/mKScxka5T4crVVoX9</p>	

				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present one (1) copy of School Clearance and Identification Card to the Guidance and Counseling Unit staff.	Verify the student's information and status	None	15 minutes	Guidance Staff
2. Fill-out all the information on the Good Moral Character Request Form .	Collect and check the filled-out Good Moral Character Request Form The GCU Staff will process the request	None	15 minutes	Guidance Staff
3. Claiming of the good moral character certificate. Student will sign on the Good Moral Log Sheet . For the representative, present valid identification card and the student's identification card with an authorization letter .	The Good Moral Character Certificate will be released on the day it is requested	None	15 minutes	Guidance Staff
	TOTAL		45 mins	
FOR ONLINE GOOD MORAL REQUEST				
1. Fill-out all the information needed on the Good Moral Character Online Request Form .	Receive Good Moral Certificate Request Form. Coordinate with the Registrar's Office if the student is cleared. If confirmed cleared, process the good moral request. GCU staff will notify the client through their given email address about the claiming date	None	1-3 days	Guidance Personnel

2. The student can request to claim the Good Moral Character certificate via email or thru scheduled appointment.	Release the Certificate.	None	1 Minute	Guidance Personnel
	TOTAL		Up to 3 days	

2. ONLINE ADMISSION TEST

The Guidance and Counseling Unit, in coordination with Admissions Office, facilitates the online Admission Test for incoming first year students.

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Quezon City Residents: -Senior High Students -ALS Passers (qualified for tertiary level) -Transferee -Working Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form			Admissions Office	
Admission Test Slip			Guidance Office	
FOR ONLINE ADMISSION TEST				
Online Application Form			Admission Office	
Google Classroom Link			Guidance Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply with all the requirements prescribed by the Admissions Office	Applicants who are able to comply with all the requirements prescribed will be given an admission test slip	None	1-3 days	Guidance Staff / Psychometrician
2. Applicants will take the admission test on their scheduled date and time.	Guidance staff / psychometrician will facilitate the administration of the Online Admission Test	None	1 Hour, 20 minutes	Guidance Staff / Psychometrician
3. Wait for the result of the admission test	List of QCUAT passers will be posted on Admission Office bulletin board, GCU Office bulletin board, official social media	None	1 day	Guidance Staff / Psychometrician Admission

	accounts, and website			Personnel
	TOTAL		Up to 4days, 1 hour & 20 mins.	
FOR ONLINE ADMISSION TEST				
1. Applicants need to comply with all the requirements prescribed by the Admission Office	Invitation link will be sent through email address of the applicants	None	1 day	Guidance Staff / Psychometrician
2. Applicants will take the 70-item examination on the scheduled date and time.	Administer the Online Examination. Monitor the responses through Google Classroom. Result of Exam will be generated	None	1 Hour, 20 minutes	Guidance Staff / Psychometrician
3. Visit the University's Official Facebook Page / website for the result of the online examination.	Post the Official List of Passers on the University's Official Facebook Page / website	None	1 day	Guidance Staff / Psychometrician
	TOTAL		2 days, 1hour and 20 mins.	

3. STUDENTS UNDER ACADEMIC PROBATION

Students with grade deficiency will be referred under academic probation. This is a period of time in which they must improve their academic standing by meeting or making evident progress toward their school academic performance.

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION	
Classification:	Simple	
Type of Transaction:	G2C – government services transacting public	
Who may avail:	All students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid identification card of parent / guardian		
Guidance slip		Guidance Office
Counselor Conference Form		Guidance Office
Academic Advising Form		Respective Colleges / Admissions Office
FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION		
Scanned letter from parent / guardian (Acknowledging their awareness of the student's academic status, reason for dropping / failing the subject, accepting possible consequences of being under academic probation, etc.)		
Scanned valid identification card of parent / guardian		

Scanned Guidance slip		Guidance office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students under academic probation will need to proceed to the guidance office and filled-out the Counselor Conference Form .	Guidance staff will collect the Counselor Conference Form and will verify the student's academic status.	None	10 minutes	Guidance Staff / guidance counselor
2. Student will have a conference with the guidance staff / guidance counselor. For students who are under academic probation for consecutive semesters or incurred more than 3 failed subjects and Unauthorized Dropped(UD), will have a conference with the guidance staff/ counselor with their parent / guardian. Parent /guardian need to present a valid identification card for verification purposes.	Conduct conference with the student and parent / guardian After the conference, guidance staff / counselor will issue a guidance slip requesting their respective colleges / admission office for academic advising	None	15 - 30 minutes	Guidance Staff / Guidance Counselor
3. Student will proceed to their respective colleges and present the guidance slip , requesting for academic advising. After the academic advising, student will return to the guidance office to present the signed guidance slip / proof of academic advising.	Guidance staff / guidance counselor will collect the signed guidance slip / check the proof of academic advising Remove the " hold status " of the student then will issue a guidance slip for Admission Office	None	10 – 15 minutes	Guidance Staff / Guidance Counselor
4.Proceed to the Admission Office for enrollment				
	TOTAL		Up to 55 mins.	
FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION				
1.Student under academic probation will email the scanned letter and valid identification card from parent / guardian to GCU official email address:	Guidance staff will verify the requirements submitted by the student. After verification, will send a scanned / picture of guidance slip to be	None	1 day	Guidance Staff

guidance.unit@qcu.edu.ph	presented / submitted by the student to the Admission Office			
	TOTAL		1 day	

4. COUNSELING

The Guidance and Counseling Unit aims to promote mental health awareness and well-being by providing counseling services

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Quezon City University Employees -Faculty -Administrative Officials and Staffs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Form		Guidance Office		
FOR ONLINE COUNSELING APPOINTMENT				
Referral Link		GCU Official FB Page https://www.facebook.com/qcuguidanceunit GCU Official Email Address guidance.unit@qcu.edu.ph or via the link / QR Code https://forms.gle/YKKrxRTZ9npUm37U8 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Referral Form from the Guidance Office.	Guidance staff will collect the Referral Form and verify the information written	None	10 - 15 minutes	Guidance staff
2.Wait for the schedule of the counseling session	Guidance counselor will contact students for the schedule of session.	None	1 day	Guidance Counselor

FOR ONLINE COUNSELING APPOINTMENT				
1.Student may set an appointment via the online counseling link, GCU official FB Page or GCU email address	Guidance counselor will contact the student via email for confirmation and schedule of session.	None	1 day	Guidance Counselor
	TOTAL		2 days & 15 mins.	

5. Exit Interview for Transferring and Graduating Students

The Guidance and Counseling Unit aims to promote mental health awareness and well-being by providing counseling services

Office or Division:	GUIDANCE, TESTING AND PLACEMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – government services transacting public			
Who may avail:	Transferring Students Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from parent / guardian Indicating the ff: a. Name and Student Number b. Program / Year / Section c. Last S.Y. and semester attended d. Reason for exit / transferring Address to the University President				
Photocopy of valid identification card of parent / guardian				
Exit Interview Form for Transferring Students		Guidance Office		
Exit Interview Form for Graduating Students		Guidance Office		
Graduation Clearance		Registrar's Office		
FOR ONLINE PROCESSING OF STUDENTS UNDER ACADEMIC PROBATION				
Scanned letter from parent / guardian Indicating the ff: a. Name and Student Number b. Program / Year / Section c. Last S.Y. and semester attended d. Reason for exit / transferring Address to the University President				
Scanned valid identification card of parent / guardian				
Exit Interview Form for Transferring Students		Guidance Office		
Exit Interview Form for Graduating Students		Guidance Office		
Graduation Clearance		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Transferring Students				

<p>1.Student will present a letter with their parent / guardian's signature,</p> <p>The letter is noted by the Program Head /Dean to confirm that the people mentioned are aware of the student's intention to shift course or transfer to another school/university.</p> <p>Attach a photocopy of parent / guardian's valid identification card</p>	<p>Guidance staff will verify the submitted letter</p>	None	10 minutes	Guidance Staff
<p>2.Student will undergo exit interview and will fill-out the Exit Interview Form</p>	<p>Guidance staff / guidance counselor will conduct an exit interview</p> <p>Collect the filled-out Exit Interview Form</p>	None	10 minutes	Guidance Staff / guidance counselor
<p>3.Student will log in Guidance Office Log Form.</p> <p>Proceed to the Registrar's Office for the processing of the request for exit.</p>				
	TOTAL		20 mins.	
FOR ONLINE PROCESSING				
<p>1.The student will send a scanned letter via an email:</p> <p>guidance.unit@gcu.edu.ph</p>	<p>Guidance staff will receive and verify the submitted letter</p>	None	1 day	Guidance staff
<p>Student must secure the e-signature from their parent / guardian, Letter noted by their Program Head / Dean.</p> <p>Attached also is a scanned copy of parent / guardian's identification card</p>	<p>The guidance personnel will send to the student via email the Exit Interview Form.</p>			
<p>2.The student will email back the accomplished Exit Interview Form to the official GCU email address</p>	<p>The guidance staff will send a schedule for an online exit interview via preferred online platform.</p>	None	1 day	Guidance staff

3.Student attend the scheduled online interview After the interview, student will process the request for exit in the Registrar's Office.	Guidance counselor will conduct the online exit interview	None	10 -15 minutes	Guidance counselor
	TOTAL		2 days & 15 mons.	
B. Graduating Students				
1. Graduating students who will secure clearance from the guidance office will need to answer an Exit Interview Form .	Guidance staff will give an Exit Interview Form	None	10 -15 minutes	Guidance staff
2.Submit the accomplished Exit Interview Form,	The guidance staff will sign the Graduation Clearance Form of the students.	None	10 -15 minutes	Guidance staff
	TOTAL		Up to 30 mins.	
FOR ONLINE PROCESSING				
1.All graduating students who will request for Guidance and Counseling Unit clearance via guidance.unit@qcu.edu.ph	Guidance staff will receive the request and will send an Exit Interview Form to the student	None	1 day	Guidance staff
2.Submit / email back the accomplished Exit Interview Form	Signed clearance form will be sent to the student	None	1 day	Guidance staff
	TOTAL		2 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	Fill-up online form for feedbacks and suggestions provided at the Official QCU Guidance Facebook Page.
How feedbacks are processed	The Guidance Facebook Page is closely monitored for all online transactions. All feedbacks and suggestions will be considered for the development of the office.
How to file a complaint	Fill-up online form for complaints provided at the Official QCU Guidance Facebook Page.
How complaints are processed	All complaints will be forwarded to the Head of the Guidance Office for Evaluation and Investigation. Sanctions will be applied if proven necessary.

QUEZON CITY TASK FORCE FOR TRANSPORT AND TRAFFIC MANAGEMENT

Administrative Section Internal Services

1. SERVICE NAME: RECRUITMENT, HIRING AND TRAINING OF TFTTM PERSONNEL

The administrative process of hiring personnel

Office or Division:	Administrative Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All; at least High School Graduate for Traffic & College graduate for Officers & Supervisory Levels	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent/Application – 1 Copy (Original)		Applicant
2. Personal Data Sheet – 1 Copy (Original)		Applicant
3. Diploma - 1 Copy (Certified Photocopy)		School
4. Transcript of Records – 1 Copy (Certified Photocopy)		School
5. Eligibility – 1 Copy (Certified Photocopy)		Civil Service Commission (CSC)
6. Birth Certificate – 1 Copy		Philippine Statistics Authority (PSA)
7. Marriage Certificate (Authenticated) – 1 Copy		Philippine Statistics Authority (PSA)

APPLICANTS STEPS	AGENCY ACTION	FEES TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE
<p>1. Applicants submit application letter with PDS; Dept. Heads/other Officials forward referrals</p>	<p>1.1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer</p>	<p>None</p>	<p>10 minutes</p>	<p>Receiving Clerk</p>
	<p>1.2. Checks qualifications of the applicants and refer to the Head for instruction</p>	<p>None</p>	<p>10 minutes</p>	<p>Chief, Admin</p>
	<p>1.3. Assesses applicants based on the documents submitted and refers to Chief Administrative</p>	<p>None</p>	<p>10 minutes</p>	<p>Chief, Admin</p>
	<p>Officer for evaluation</p>			
	<p>1.4. Evaluates the documents submitted; gives instructions to administrative Clerks</p>	<p>None</p>	<p>20 minutes</p>	<p>Chief, Admin</p>

	1.5. Encodes the name and other personal data of applicant in the master list of all applicants	None	15 minutes	Admin Clerk
	1.6. Sets the date for the interview of all applicants and availability of the TF-TTM Selection Committee; (June for those who will be hired for July and/or December for those who will be hired for January; this will depend on the availability of slots for COS).	None	30 minutes	Chief, Admin
	1.7. Inform all applicants on the date and time of interview through e message or text message	None	30 minutes	Admin Clerk
2. Appear before the TF-TTM Selection Committee for Interview	2.1. Interviews all applicants	None	8 hours	TF-TTM Selection Committee

	2.2. Tabulates the result of the ratings of TF TTM Selection Committee	None	1 hour	Admin Clerk
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	Members			
	2.3. Submits the result to the Chief Administrative Officer	None	20 minutes	Admin Clerk
	2.4. Presents result of the Interview to the TF-TTM Head for instructions.	None	15 minutes	Chief, Admin Officer
	2.5. Instruct Chief Administrative Officer to set final interview of applicants who passed the initial interview.	None	15 minutes	Head TF-TTM
	2.6. Inform all applicants on the date and time of interview through e message or text message	None	30 minutes	Admin Clerk

3. Appear before the TF-TTM Head for final Interview	3.1. Interviews all applicants and advises them to wait for further instruction	None	4 hours	Head TF-TTM
	3.2. Gives instruction to the Chief Administrative Officer and identifies applicants to be hired	None	30 minutes	Head TF-TTM
	3.3. Informs successful applicants to submit all documentary requirements within 5 days	None	20 minutes	Chief Admin. Officer
4. Submits to TF-TTM all the documentary requirements	4.1. Receives and checks on the completeness of the and advises them to report on _____ for the signing of contract and for the general orientation	None	2 hours	Admin Clerk
	4.2. Prepares Contract of Service for the newly hired applicants	None	1 hour	Admin Clerk

5. Reports to TF-TTM on the specified date for contract signing and orientation	5.1. Have the newly hired personnel sign contract as Contract of Service employees of TF-TTM for the period _____;	None	2 hours	Admin Clerk
6. Attends Orientation	6.1. Conducts general orientation re: Administrative Matters Cross reference: Code of Ethics	None	2 hours	Chief, Admin Officer
7. Attends official training for TF-TTM newly hired personnel	7.1. Conducts and facilitates training for all newly hired Contract of Service Cross reference: Program of Instruction	None	152 hours	TF-TTM Trainors

	7.2. Reviews results of examination given after the training and recommends to the Head the deputation of deserving Newly Hired Personnel	None	2 hours	TF-TTM Trainers
	7.3. Endorses to Admin Division for Issuance of Office Order to Newly Hired Personnel	None	30 hours	TF-TTM Trainers
	7.4. Reviews recommendation of the Education Section and instructs Admin Clerk to prepare Office Order for the New COS	None	1 hour	Chief, Admin Officer
	7.5. Prepares Office Orders	None	30 minutes	Admin Clerk

	7.6. Recommends approval of the Office Orders by affixing initial for approval of the Head	None	10 minutes	Head TF-TTM
	7.7. Reviews, signs and approves Office Order	None	20 minutes	Head TF-TTM
	7.8. Releases Office Orders to the newly hired COS	None	30 minutes	Releasing Clerk
	7.9. Endorses the newly hired COS to the different Divisions for further mentoring on their actual assignments	None	1 hour	Chief, Admin Officer
TOTAL:		None	211 hours 45 minutes	

Enforcement Section External Services

2. SERVICE NAME: IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS AND ORDINANCES

The implementation of the Quezon City Traffic Code Ordinance and other relative laws, ordinances and regulations

Office or Division:	Enforcement Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Drivers / Motorist, Pedestrians and Concerned Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter – Complainant 2. Email – tfttm@quezoncity.gov.ph 3. Phoned-in – Trunkline 8-988-4242 TTM-8-703-8906 4. Text-in Complaints – (Comcen: 09178446565) / (Enforcement:8-710-2256) 5. Walk-in TFTTM form		Complainant		
		QC Web Portal		
		QC Web Portal		
		QC Web Portal		
		TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Clients prepare Complaints / Requests	1.1. Receives and Records complaints / requests, attaches routing slip and forwards to the office of the Dept. Head, TTMD	None	5 minutes	Clerk (Receiving and Releasing Section, Administrative Division)
	1.2. Reviews / asses the nature of complaints / request and refer to the TOD for appropriate action / complete staff work	None	10 minutes	Head, TTMD
	1.3. Review / evaluate / assess the nature of complaint / request and forward to Traffic Enforcement Section (TES) for the conduct of verification / inspections.	None	10 minutes	Chief, TOD
	1.4. Prepares Letter Order, forward to Chief, TOD and Asst. Dept. Head for initial and transmit to Head, TTMD for approval.	None	10 minutes	Chief, Traffic Enforcement Section
	1.5. Reviews and signs the Letter Order	None	10 minutes	Head, TTMD

	<p>1.6. Implement the Letter Order by conducting verification / inspection and operation; prepare After Inspection Report or After Operation Report, prepare reply / endorsement to the concerned department / agency / party or individual / sender for the review of Chief, TOD</p>	None	<p>72 hours (3 working days)</p>	<p>Chief, Traffic Enforcement Section</p>
	<p>1.7. Check / review the report (After Inspection Report / After Operation Report) submitted by the personnel of Enforcement Section, reply / endorsement to concern department / agency / party, affix the initial thereto and forward to the Asst. Dept. Head</p>	None	<p>10 minutes</p>	<p>Chief, Traffic Operations Division</p>

	1.8. Check / review the report (After Inspection / After Operation), supporting document/s and reply / endorsement, and affix signature thereto and transmit to the Head, TTMD for signature	None	10 minutes	Asst. Dept. Head III, TTMD
	1.9. Check document and sign if found complete; release to Receiving and Releasing Section for appropriate action	None	10 minutes	Head, TTMD
2. Receive the letter reply and/or copy of endorsement to office concern	2.1. Releases the document (endorsement / reply letter) to the concerned department / agency, copy furnish the complainant	None	5 minutes	Clerk (Receiving and Releasing Section, Administrative Division)
TOTAL:		None	73 hours 30 minutes	

Engineering Section External Services

3.1. SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITHOUT PAYMENT)

Requirement for application of new and renewal of business permits

Office or Division:	Engineering Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Owners of Business Establishment Without Delivery Vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form		TF-TTM Receiving Area		
2. Business Number and Date Issued		Business Permit and Licensing Department (BPLD)		
3. Old Traffic Clearance – Photocopy (for renewal)		Task Force for Transport and Traffic Management (TFTTM)		
4. Sketch of Business Location – 1 copy original		Owner of the Business		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Go to www.qceservices.gov.ph 2. Fill up the application form and upload following requirements.</p>	<p>1.1. Evaluates and review the documents and gives forward to ancillary requirements.</p>	<p>None</p>	<p>5 minutes</p>	<p>Business Permit and Licensing Department (BPLD)</p>
	<p>1.2. Check thru www.qceservices.gov.ph if their application is for compliance to traffic clearance.</p>	<p>None</p>	<p>5 minutes</p>	<p>Task Force for Transport and Traffic Management (TFTTM)</p>
	<p>1.3. Send Remarks to tax payer if their application is applicable for Traffic Clearance.</p>	<p>None</p>	<p>5 minutes</p>	<p>Task Force for Transport and Traffic Management (TFTTM)</p>

<p>3. Email to qctftmtc@gmail.com and submit the following requirements based on their remarks.</p>	<p>1.4. Forwarded to Engineering Section Personnel.</p>	<p>None</p>	<p>10 minutes</p>	<p>Engineering Section Personnel</p>
	<p>1.5. Prepares Letter Order for ocular inspection/coordination. (for new applicant)</p>	<p>None</p>	<p>10 minutes</p>	<p>Engineering Section Personnel</p>
	<p>1.6 Prepares Traffic Clearance. (for renewal)</p>	<p>None</p>	<p>10 minutes</p>	<p>Engineering Section Personnel</p>
	<p>1.7 Evaluates and check the document, affixes initial to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature</p>			<p>Engineering Section- OIC & Receiving/ Releasing Clerk</p>

	<p>1.6. Affixes his signature to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.</p>	None	10 minutes	OIC, TF-TTM & Receiving/ Releasing Clerk
	<p>1.7. Implements Letter Order; then prepares After Inspection Report with recommendation for approval or denial of the request Traffic Clearance. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.</p>	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel & Receiving/ Releasing Clerk
	<p>1.8. Approves and signs Traffic Clearance (new applicant). Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section</p>	None	10 minutes	OIC, TF-TTM

2. Receives TF TTM traffic clearance / letter of denial	Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests	None	5 minutes	Releasing Clerk
TOTAL:		None	25 hours and 10 minutes	

3.2 SERVICE NAME: ISSUANCE OF TRAFFIC CLEARANCE FOR BUSINESS PERMIT (WITH PAYMENT)

Office or Division:	Engineering Section		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C) / Government to Business (G2B)		
Who may avail:	Owners of Business Establishment with Delivery Vehicle, Trucking/Hauling & Transport Business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished Application Form	TF-TTM Receiving Area		
2. Business Number and Date Issued	Business Permit and Licensing Department (BPLD)		
3. Old Traffic Clearance – Photocopy (for renewal)	Task Force for Transport and Traffic Management (TFTTM)		
4. Sketch of Business Location – 1 copy original	Owner of the Business		
- Duly Accomplished Application Form	TF-TTM Receiving Area		
5. Business Number and Date Issued	Business Permit and Licensing Department (BPLD)		

6. Old Traffic Clearance – Photocopy (for renewal)		Task Force for Transport and Traffic Management (TFTTM)		
7. Sketch of Business Location – 1 copy original		Owner of the Business		
8. Duly Accomplished Application Form		TF-TTM Receiving Area		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Go to www.qceservices.quezoncity.gov.ph Fill up the application form and upload following requirements. 	1.1. Evaluates and review the documents and gives forward to ancillary requirements.	None	5 minutes	<ol style="list-style-type: none"> Go to www.qceservices.quezoncity.gov.ph Fill up the application form and upload following requirements.
	1.2. Check thru www.qceservices.quezoncity.gov.ph if their application is for compliance to traffic clearance.	None	5 minutes	

	1.3. Send Remarks to tax payer if their application is applicable for Traffic Clearance.	None	5 minutes	
3. Email to qctftmtc@gmail.com and submit the following requirements based on their remarks.	1.4. Forwarded to Engineering Section Personnel.	None	10 minutes	3. Email to qctftmtc@gmail.com and submit the following requirements based on their remarks.
	1.5. Prepares Letter Order for ocular inspection/coordination. (for new applicant)	None	10 minutes	
	1.6 Prepares Traffic Clearance. (for renewal)	None	10 minutes	

	<p>1.7 Evaluates and check the document, affixes initial to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF TTM for signature</p>			
	<p>1.6. Affixes his signature to the Letter Order. (new) And Traffic Clearance (renewal) Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.</p>	None	10 minutes	

	<p>1.7. Implements Letter Order; then prepares After Inspection Report with recommendation for approval or denial of the request Traffic Clearance. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF TTM for signature.</p>	None	<p>24 hours (3 working days)</p>	
<p>4. Pays given amount to the CTO (Miscellaneous Section)</p>	<p>1.8 Gives instruction to the Engineering Personnel to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make the Traffic Clearance.</p>	None	30 minutes	<p>Section OIC, Engineering Section Personnel & CTO</p>

	1.9 Approves and signs Traffic Clearance Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	10 minutes	
5. Receives TF TTM traffic clearance / letter of denial	2.0 Releases Traffic Clearance to requesting party or Letter of Denial for disapproved requests	None	5 minutes	2. Receives TF TTM traffic clearance / letter of denial
TOTAL:		None	25 hours and 40 minutes	

3.3. SERVICE NAME: ISSUANCE OF PERMIT (TRUCKBAN EXEMPTION, TO PASS KALAYAAN AVENUE, TO MOVE HEAVY EQUIPMENT

Office or Division:	Engineering Section	
Classification:	Simple	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Owners of Company Having Project with The Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request – 1 copy		Company Owner
2. Duly Accomplished Application Form		TF-TTM Receiving Area
3. Notice of Award – 1 copy (photo copy)		Government Agency having Project with

4. Notice to Commence – 1 copy (photo copy)		Government Agency having Project with			
5. Payment to the CTO – 1 copy (photo copy)		CTO			
6. Comprehensive Insurance – 1 copy (photo copy)		Insurance Company			
7. List of Franchise for Trucking/Hauling, w/ Delivery Vehicle Business & Transport Business – 1 set (photo copy)		Land Transportation, Franchise and Regulatory Board (LTFRB)			
8. Official Receipt (OR) & Certificate of Registration (CR) of each vehicle for Trucking/Hauling, w/ Delivery Vehicle Business & Transport Business – 1 set (photo copy)		Land Transportation Office (LTO)			
9. Vehicle Route – 1 copy		Company			
10. Picture of truck – 1 copy (per truck)		Company			
CLIENTS STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with filled out form and requirements (all Xerox)		1.1. Receives, check and records submitted documents and attach routing slip to the documents. To be forwarded to the office of OIC, TF-TTM	None	10 minutes	Receiving and Releasing Clerk

	1.2. Gives instruction to Engineering Section-OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section.	None	15 minutes	OIC, TF-TTM & Receiving/ Releasing Clerk
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken.	None	10 minutes	Engineering Section- OIC
2. Pays given amount to the CTO (Miscellaneous Section)	2.1. Gives instruction to the Engineering Personnel to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make the permit.	None	30 minutes	Section OIC, Engineering Section Personnel

	2.2. After the business owner pays the given amount the Engineering Personnel Prepare Permits.	None	20 minutes	Engineering Personnel
	2.3. Approves and signs the permits. Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	20 minutes	OIC, TF-TTM & Receiving/ Releasing Clerk
3. Receives TF-TTM Traffic clearance	3.1 Releases Permit.	None	5 minutes	Releasing Clerk
TOTAL:		None	1 hour and 50 minutes	

3.4. SERVICE NAME: ISSUANCE OF TEMPORARY TERMINAL PERMIT

Office or Division:	Engineering Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Transport Associations	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Application Form	TF-TTM
	2. Letter Request Addressed to OIC, TFTTM	Transport Association
	3. Barangay Certificate (Original Copy)	Barangay where the Business is Addressed
	4. Security Exchange Commission (SEC) Registration / Cooperative Development Authority (CDA)	Transport Association
	5. Updated Certificate of Public Convenience (CPC)	Transport Association
	6. Latest Vehicle Official Receipt (OR) / Certificate Registration (CR) with Decision	Transport Association
	7. Least of Contract or Authorization (For Application Using Private or Government Lots/Areas as Terminal, Depot or Staging Areas)	Transport Association
	8. List of Units Indicating Plate Numbers	Transport Association
	9. Sketch of Terminal	Transport Association
	10. List of Franchise from LTFRB	Transport Association

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients prepare requests	1.1. Receives and records for new or renewal of Temporary Terminal Permit	None	10 minutes	Receiving and Releasing Clerk
	1.2. Gives instruction to Engineering Section OIC. Received and recorded by the Receiving/ Releasing Clerk forwards the documents to the Engineering Section.	None	15 minutes	OIC, TF-TTM & Receiving/ Releasing Clerk
	1.3. Evaluates and review the documents and gives instruction to the Engineering Personnel relative to the action taken.	None	10 minutes	Engineering Section- OIC
	1.4. Prepares Letter Order for ocular inspection/coordination.	None	10 minutes	Engineering Section Personnel (Terminal Clerk)
	1.5. Evaluates and check the document, affixes initial to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.	None	10 minutes	Engineering Section- OIC & Receiving/ Releasing Clerk

	1.6. Affixes his signature to the Letter Order. Received and recorded by the Receiving/ Releasing Clerk and forwards the Letter Order to the Engineering Section.	None	10 minutes	OIC, TF-TTM & Receiving/ Releasing Clerk
	1.7. Implements Letter Order, then prepares After Inspection Report with recommendation for approval or denial of the request Temporary Terminal Permit. Engineering Section OIC, affixes initial to the documents. Received and recorded by the Receiving/ Releasing Clerk and to be forwarded to the office of OIC, TF-TTM for signature.	None	24 hours (3 working days)	Section OIC, Engineering Section Personnel, Terminal Clerk & Receiving/ Releasing Clerk
2. Pays the given amount to the City Treasurers Office (Miscellaneous Section)	2.1. Gives instruction to the Engineering Personnel (Terminal Clerk) to issue Order of Payment, the business owner pays the given amount to the City Treasurer's Office (as soon as it was payed). The Engineering Personnel, will make Temporary Terminal Permit.	None	30 minutes	Section OIC, Engineering Section Personnel (Terminal Clerk) & CTO

	2.2. Reviews evaluates and check the Temporary Terminal Permit, attach its initial to the document. The Receiving/ Releasing Clerk forwards the Temporary Terminal Permit to the office of OIC, TF-TTM for signature.	None	10 minutes	Section OIC & Receiving/ Releasing Clerk
	2.3. Approves and signs Temporary Terminal Permit. Received and recorded by the Receiving/ Releasing Clerk, forwards file of documents to the Engineering Section	None	10 minutes	OIC, TF-TTM & Receiving/ Releasing Clerk
3. Receive the Temporary Terminal Permit	3.1 Releases the document / Temporary Terminal Permit	None	5 minutes	Clerk (Receiving and Releasing Section, Administrative Division)
TOTAL:		None	(Approved request) 26 hours (Disapproved request) 26 hours	

Ordinance Violation Receipt Redemption Section External Services

4.1. SERVICE NAME: OVR TICKET REDEMPTION FOR CONFISCATED DRIVER'S LICENSE/ VEHICLE PLATES/ IMPOUNDED VEHICLES

Office or Division:	Ordinance Violation Receipt Redemption Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Apprehended Drivers And/ or Motorist	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Original OVR Ticket; 2. Affidavit of Loss (if original was lost) 3. Photocopy LTO Certificate of Registration and Official Receipt (OR/CR) (if Vehicle Plate/Motor Vehicle confiscated/impounded); 4. Deed of Sale (if not first/original owner of the motor vehicle); 5. Traffic Clearance (if involved in road crash) 6. MMDA Clearance (if original OVR ticket was lost – for PUV); 7. Authorization Letter (for representative); and 8. Photocopy of valid ID (for representative and apprehended driver). 	TFTTM Office	
	Driver/Motorist	
	Driver/Motorist	
	MMDA	
	Driver/Motorist	

		Representative and apprehended driver/motorist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a issued OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.; Deed of Sale; MMDA Clearance; Traffic Clearance	1.1. Receives OVR ticket, Affidavit of Loss, Photocopy of LTO O.R. & C.R.; Deed of Sale; MMDA Clearance; Traffic Clearance	None	5 minutes	OVR Receiving Clerk located at Windows 1 or 2
IF representative: - submits authorization	1.2. Authorization letter and valid IDs (for duly			
letter, photocopy of valid IDs of the owner and the representative's, - OR & CR of motor vehicle.	authorized representatives).			
	1.3. Locate the confiscated item/s; then attaches it to documents submitted.	None	10 minutes	Property Custodian Clerk
	1.4. Verify from the database records for any unsettled previous apprehension/s from database.	None	15 minutes	EDP Section (Assessment Area)

2. Receives Order of Payment	2.1. Prepares and issues Order of Payment	None	5 minutes	EDP Section and Windows 7
3. Pay the fines and penalties and receives Official Receipt	3.1. Receives payment and issues Official Receipt	Fines and Penalties cited in the OVR	5 minutes	Cashier at Windows 7, 8, 9, 10 or 11
4. Presents Official Receipts and receives confiscated items.	4.1. Validates Official Receipt and release the confiscated item/s, and have the client sign on the duplicate copy of the order of payment as proof of receipt to the confiscated item/s.	None	5 minutes	OVR Releasing Clerk at Windows 3, 4, 5 or 6
TOTAL:		Fines and Penalties cited in the OVR	45 minutes	

4.2. SERVICE NAME: ISSUANCE OF CERTIFICATE OF NON APPREHENSION

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Apprehended Drivers And/or Motorist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Request Letter – 1 copy (original) 2. Photo Copy of valid government ID – 1 copy (photocopy)		Drivers and/or Motorist		
		Drivers and/or Motorist		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the notarize request letter / photocopy of valid ID and or Endorsement from LTO/LGU	1.1. Receives notarize request letter and photocopy of valid ID.	None	5 minutes	OVR Receiving Clerk at Window 1 or 2
	1.2. Check records for unsettled apprehension / violation of the driver/motorist from the database.	None	5 minutes	EDP Section (Assessment Area)

	Note: If positive for unsettled apprehension / violation refer to Redemption of Confiscated Items (4.11). If no unsettled apprehension, issue the document requested.			
	1.3. Prints requested document of the driver / motorist.	None	5 minutes	EDP Section (Assessment Area)
	1.4. Sign the printed document (Certificate of Non apprehension).	None	5 minutes	Head, TTMD
2. Receive the Certificate of Non Apprehension	2.1. Release the Certificate of Non Apprehension, and have the client sign in the duplicate copy of the certificate as proof of receipt to the document/s.	None	5 minutes	OVR Releasing Clerk at Windows 3 to 6
TOTAL:		None	25 minutes	

Ordinance Violation Receipt Redemption Section External Services

4.3. SERVICE NAME: REMITTANCE OF CONFISCATED ITEMS

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, Barangay, UP Police, NDC And QC Police District)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Confiscated Items (Driver's License, Plates, etc.) – plate and/or license		OVR Section, TF-TTM		
2. Duplicate and triplicate copy of OVR ticket – 1 copy		OVR Section, TF-TTM		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		OVR Section, TF-TTM		
4. Spot Report – 1 copy		OVR Section, TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit confiscated items, Traffic Apprehension Report (TAR)</p>	<p>1.1. Receive Confiscated Items, Traffic Apprehension Report (TAR) and Spot Report</p>	<p>None</p>	<p>10 minutes</p>	<p>Receiving Clerk at Remittance Window (back of DPOS Bldg. Ground Floor)</p>
	<p>1.2. Encodes all vital info of the apprehended driver/violator from the duplicate copy of OVR ticket/confiscated item;</p>	<p>None</p>	<p>10 minutes (per OVR ticket)</p>	<p>EDP Section (Encoding Area)</p>
	<p>1.3. Sort the duplicate copy and triplicate copy of the OVR ticket and arranged the confiscated items in chronological order like (DL, OR, OVR ticket, TOP, Student Permit); – Counter checks the item to the “Encoding/Sorting Report”</p>	<p>None</p>	<p>10 minutes</p>	<p>Sorting Section</p>

	1.4. Keeps the Confiscated Items alphabetically in order and/or according to designated basket such as: (DL, OR/OVR) and Vehicle Plates) – arrange according to Unit. – Counter checks the item to the “Encoding/Sorting Report”	None	15 minutes	Property Custodial Area
TOTAL:		None	45 minutes	

4.4. SERVICE NAME: ISSUANCE AND RENEWAL OF DEPUTATION ORDER

Office or Division:	Ordinance Violation Receipt Redemption Section	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	Deputized Traffic Enforcers (TTMD, Barangay, UP Police, NDC And QC Police)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal Data Sheet (PDS)		Deputized Traffic Enforcer
2. Result of Examination		Education Section
3. Troop Deployment (for NDC, BRGY., QC Police, UP Police)		NDC Office, Barangay, QC Police Office

4. Endorsement letter from Office/Unit/Agency concerned		NDC Office, Barangay, QC Police Office		
5. Appointment (for Barangay unit)		Barangay		
6. 2 pcs. Folder long		Deputized Traffic Enforcer		
7. 2 pcs. 1x1 ID picture		Deputized Traffic Enforcer		
8. 2 pcs. 2x2 ID picture		Deputized Traffic Enforcer		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Personal Data Sheet (PDS), Result of Examination, Troop Deployment, Endorsement letter from office/ unit/ agency concerned, Appointment, 2 pcs. Folder long, 2 pcs. 1x1 and 2x2 ID picture; Note: If renewal, submit the old Deputation Order ID	1.1. Receive requirements for Deputation Order.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Check and evaluate the submitted requirements if complete / Issues Deputation Order Number (New).	None	10 minutes	Property Custodian Clerk
	1.3. Prepare the Deputation Order ID;	None	15 minutes	EDP Section
	1.4. Affix initials on the Deputation Order ID	None	5 minutes	OVR Section
	1.5. Signs the issued Deputation Order ID;	None	5 minutes	Head, TTMD

2. Receive the duly signed Deputation Order ID	2.1. Release the duly signed Deputation Order ID and have the Traffic Enforcer sign on the logbook to signify receipt of the Deputation Order ID.	None	5 minutes	Property Custodian Clerk
TOTAL:		None	45 minutes	

4.5. SERVICE NAME: ISSUANCE OF OVR BOOKLET FOR NEW DEPUTIZED TRAFFIC ENFORCER

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, Barangay, UP Police, NDC And QC Police)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Deputation Order ID - 2 copies (Original and Photocopy)		OVR Section, TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Deputation Order ID (Original and 2 pcs, photocopy)	1.1. Receive Deputation Order ID (Original and 2 pcs. Photocopy);	None	5 minutes	Window at the Back of DPOS Bldg., Ground Floor
	1.2. Issues OVR Booklet and Traffic Apprehension Report).	None	10 minutes	Property Custodian Clerk
2. Receive OVR Booklet and Traffic Apprehension Report (TAR).	2.1. Release OVR Booklet and Traffic Apprehension Report (TAR) and have the Traffic Enforcer sign on the logbook to signify receipt of the OVR Booklet and Traffic Apprehension Report (TAR).	None	5 minutes	Window at the Back of DPOS Bldg., Ground Floor
TOTAL:		None	20 minutes	

4.6. SERVICE NAME: RENEWAL OF OVR BOOKLET

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, Barangay, UP Police, NDC and QC Police)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consumed OVR Booklet – 1 Consumed Booklet		OVR Section, TF-TTM		
2. Original Traffic Apprehension Report (TAR) – 1 copy (original)		Deputized Traffic Enforcer		
3. Deputation Order ID – 1 copy (original and photocopy)		Deputized Traffic Enforcer		
4. Clearance from Office/Unit/Agency concerned – 1 copy (original)		OVR Section, TF-TTM, Barangay, UP Police, NDC, and QC Police District		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit the consumed OVR Booklet, original and 1 pc. Photocopies of Traffic Apprehension Report (TAR), photocopy of Deputation Order ID and clearance from office/unit/agency concerned.</p>	<p>1.1. Receive/ review and signs the original Traffic Apprehension Report (TAR), consumed OVR Booklet, photocopy of Deputation Order ID and clearance from office/unit/agency concerned;</p>	None	10 minutes	Receiving Clerk at Window at the Back of DPOS Bldg., Ground Floor
	<p>1.2. Check/verify/sign the Traffic Apprehension Report (TAR) for any corrections and/or discrepancies;</p>	None	10 minutes	EDP Section and Property Custodian Clerk
	<p>1.3. Sign the Traffic Apprehension Report (TAR);</p>	None	5 minutes	In-charge, Property Custodian
<p>2. Receives the duly signed Traffic Apprehension Report (TAR) and other supporting requirements/ documents</p>	<p>2.1. Return the duly signed Traffic Apprehension Report (TAR) and other supporting requirements to the Traffic Enforcer;</p>	None	5 minutes	Property Custodian Clerk
	<p>2.2. Issues Authorization to renew OVR Booklet;</p>			

3. Submit the duly signed Traffic Apprehension Report (TAR) and other supporting requirements to Traffic Adjudication Board (TAB).	3.1. Receive the duly signed Traffic Apprehension Report (TAR) and other supporting requirements; Check if the Traffic Enforcer has no pending case at TAB;	None	10 minutes	Traffic Adjudication Board (TAB)
			5 minutes	
	3.2. Sign Authorization issued to renew OVR Booklet;	None	5 minutes	Head, TTMD
4. Receive the issued Authorization to renew OVR Booklet and submit it to the OVR Redemption Center.	4.1. Release approved Authorization to renew OVR Booklet	None	5 minutes	Receiving Clerk
4. Submit Authorization	4.2. Receive the Authorization to renew OVR Booklet and other requirement. Issue the OVR Booklet and Traffic Apprehension Report (TAR)	None	5 minutes	Property Custodian Clerk

5. Receive the issued OVR Booklet and	5.1. Release OVR Booklet and Traffic Apprehension Report (TAR) and have the Traffic Enforcer sign the logbook as proof of receipt to the said item and document.	None	5 minutes	Window at the Back of DPOS Bldg., Ground Floor
TOTAL:		None	65 minutes	

4.7. SERVICE NAME: LIFTING OF SUSPENSION ORDER OF DEPUTIZED TRAFFIC ENFORCER

Office or Division:	Ordinance Violation Receipt Redemption Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deputized Traffic Enforcers (TTMD, Barangay, UP Police, NDC And QC Police)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Served Suspension Order – 1 copy (photocopy)		OVR Section, TF-TTM		
2. OVR Booklet – 1 Booklet		OVR Section, TF-TTM		
3. Traffic Apprehension Report (TAR) – 1 copy (photocopy)		OVR Section, TF-TTM		
4. Deputation Order ID – 1 copy (photocopy)		OVR Section, TF-TTM		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the Suspension Order	1.1. Receive Suspension Order.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	1.2. Check / verify the Suspension Order.	None	5 minutes	In-charge, Property Custodian
	1.3. Prepare Memorandum for the Lifting of Suspension Order.	None	5 minutes	EDP STAFF
	1.4. Affix Initial to the Memorandum Lifting the Suspension Order.	None	5 minutes	In-charge, Property Custodian
	1.5. For Signature. (Recommending Approval)	None	5 minutes	OIC, OVR
	1.6. For Signature. (Approval)	None	5 minutes	Head, TTMD
2. Receive the Memorandum Lifting the Suspension Order, OVR Booklet, Traffic Apprehension Report (TAR), Deputation Order ID.	2.1. Releases signed Memorandum of Lifting of Suspension Order to concern Traffic Enforcer.	None	5 minutes	Property Custodian Clerk (Window at the Back of DPOS Bldg., Ground Floor)
	2.2. Return the OVR Booklet if not consumed, Traffic Apprehension Report (TAR) if consumed OVR Booklet, Deputation Order ID			

TOTAL:	None	35 minutes	
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Traffic Adjudication Board External Services

5. SERVICE NAME: FILING OF PROTEST/CONTEST AGAINST THE ISSUED VIOLATION ON THE OVR TICKET AND/OR MULTIPLE VIOLATIONS/ APPREHENSIONS

Office or Division:	Traffic Adjudication Board (TAB)	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Apprehended Motorist Contesting the Issued Violation/s Cited in OVR Ticket/s	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Valid identification card of the driver with picture – 1 valid ID	Driver and/or motorist	
2. Copy of Ordinance Violation Receipt (OVR) – 1 copy (original)	Driver and/or motorist	
3. Copy of Assessment Form, indicating the amount of fines and/or penalties to be paid – 1 copy (photocopy)	OVR Redemption Center	
4. Copy of LTO – OR/CR (if necessary) – 1 copy (photocopy)	Driver and/or motorist	
5. Copy of LTFRB Franchise (if necessary) – 1 copy (photocopy)	Driver and/or motorist	
6. Affidavit of Loss (if necessary) – 1 copy (original)	Driver and/or motorist	

7. Police Report/Blotter (if necessary) – 1 copy (photocopy)		PNP (QCPD)		
CLIENTS STEPS	AGENCY ACTION	FEE TO BE PAID	DURATION OF ACTIVITY	PERSON RESPONSIBLE
1. Presents documents for evaluation	1.1. Receives and Records applications or referrals, attaches routing slip and forwards to the office of Chief Administrative Officer	None	10 minutes	TAB Clerk
2. Accomplishes Complaint Sheet Form	2.1. Schedules the date and time of hearing The date of hearing is schedule within 5 working days after the filing of protest	None	10 minutes	TAB Clerk
3. Submits the accomplished Complaint Sheet Form and receives the Complaint Action Sheet Form indicating the scheduled date and time of hearing	3.1. Prepares summon/s to the concerned Apprehending Officer/s	None	20 minutes	TAB Clerk
	3.2. Serves summon/s to apprehending officer/s	None	1 hour	TAB Clerk
HEARING				

4. Driver and Apprehending Officer/s attend the scheduled hearing	4.1. Conducts Hearing with both parties	None	45 minutes	Hearing Officer/TAB Clerk
	if case is resolved: 4.2. Prepares Resolution Form for signatures of at least 3 Board Members	None	30 minutes	Hearing Officer/TAB Clerk
	if there is a sanction to be meted to the apprehending Officer, 4.3. Prepares Memorandum concerning the result of the investigation conducted by the Hearing Officer or Board Members reference to SP 1444, S-2004 (Quezon City Traffic Management Code)	None	30 minutes	TAB Clerk
	4.4. Prepares Memorandum for review/initial of Head, TF-TTM	None	10 minutes	TAB Clerk

	4.5. Serve Approved Memorandum to apprehending Officer/s	None	1 hour	TAB Clerk
	if case not settled: 4.6. Schedule hearing with the Board for final disposition within 2 working days and prepares summon/s to the concerned Apprehending Officer/s.	None	10 minutes	TAB Clerk
	4.7. Serves summon/s to Apprehending Officer/s	None	1 hour	TAB Clerk
5. Lifting of Suspension Order to Apprehending Officer/s meted the prescribed order of suspension, submits the copy of Memorandum for Suspension of OVR Booklet and/or request letter for Lifting of Suspension Order	5.1. Receives and evaluates the submitted copy of Memorandum for Suspension of Booklet.	None	10 minutes	TAB Clerk

	5.2. Prepares Memorandum of Lifting of Suspension for review/initial of Head, TF-TTM	None	10 minutes	Head, TF-TTM
6. Apprehending Officer/s secures the approved Memorandum of Lifting of Suspension	6.1. Releases approved Memorandum of Lifting of Suspension	None	10 minutes	TAB Clerk
BOARD HEARING				
7. Driver and Apprehending Officer/s attend the scheduled Board Hearing	7.1. Conducts hearing with both parties	None	45 minutes	Board Members/TAB Clerk
	7.2. Prepares Resolution Form for signatures of at least 2 Board Members	None	30 minutes	Hearing Officer/TAB Clerk

<p>8. Secures the Approved Resolution</p>	<p>8.1. Releases approved appropriate Resolution Form (Proceed to Step 8)</p> <p>If driver failed to settle the amount of fines and/or penalties, refer to Step 8.</p>	<p>None</p>	<p>10 minutes</p>	<p>TAB Clerk</p>
	<p>8.2. Prepares request letter to Land Transportation Office (LTO) with reference Re: RA 4136 (Land Transportation and Traffic Code) Chapter III, Article I, Section 29, and SP-1444 (Quezon City Traffic Management Code) Article XXII, Section 128, Paragraph 9</p>	<p>None</p>	<p>30 minutes</p>	<p>Hearing Officer/TAB Clerk</p>
	<p>8.3. Request letter to Land Transportation Office (LTO) for review/initial of Head, TF-TTM</p>	<p>None</p>	<p>10 minutes</p>	<p>Head, TF-TTM</p>
	<p>8.4. Serve Request Letter to Land Transportation Office (LTO)</p>	<p>None</p>	<p>1 hour</p>	<p>TAB Clerk</p>

9. Proceeds to OVR Redemption Center for process (OVR ticket redemption for confiscated driver's license/vehicle plates/impounded vehicles)				
TOTAL:		None	9 hours 33 minutes	

Tricycle Regulations Division External Services

6.1. SERVICE NAME: ISSUANCE OF TEMPORARY TRICYCLE LOADING / UNLOADING AREA

Office or Division:	Tricycle Regulations Division		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	Tricycle Operators and Drivers Association (TODA)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application for Tricycle Terminal – 1 copy		Tricycle Regulatory Division (TRD)	
2. Vicinity Map / Terminal Location Plan – 1 copy (original)		Barangay	
3. Barangay Endorsement Letter – 1 copy (original)		Barangay	
4. SEC Registration – 1 copy (photocopy)		Security and Exchange Commission (SEC)	
5. Lists of Officers and members with franchise – 1 copy (photocopy)		Tricycle Operators and Drivers Association (TODA)	

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application for Temporary Terminal Permit Form with required documents	1.1. Receives / reviews / records documents submitted for Temporary Terminal Permit	None	10 minutes	Inspection and Monitoring Section
	1.2. Prepares Letter Order	None	10 minutes	TRD Clerk
	1.3. Approves / Signs Letter Order	None	1 hour	Chief, TRD
	1.4. Implements Letter Order and Conducts ocular inspection of TC terminal/s.	None	8 hours	TRD Field Inspector
	1.5. Field Inspector prepares inspection report and recommends for approval or denial of TC Terminal	None	2 hours	TRD Field Inspector

	1.6. Prepares Temporary Tricycle Terminal Permit or Letter of Denial	None	30 minutes	Inspection and Monitoring Section
	1.7. Checks, reviews document and affixes initial for approval of the Head	None	10 minutes	Chief, TRD
	1.8. Approves Permit or signs Letter of Denial	None	30 mins	Head, TTMD
2. Receives the Temporary Tricycle Terminal Permit	2.1. Issues Tricycle Terminal Permit	None	10 minutes	Releasing Clerk / Inspection an Monitoring Section
TOTAL:		None	12 hours 40 minutes	

6.2. SERVICE NAME: REGISTRATION OF TRICYCLES WITH FRANCHISE

Office or Division:	Tricycle Regulation Division	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Tricycle Operator / Franchise Holder	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Copy of Motorized Tricycle Operators Permit (MTO) – 1 copy (photocopy)	TRD			
2. LTO OR / CR – 1 copy (photocopy)	LTO, Owner of Tricycle			
3. Barangay Certificate – 1 copy	Barangay			
4. TODA Certificate – 1 copy (photocopy)	TODA President			
5. Other requirements as needed	TRD			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring TC Unit at TRD together with OR/CR and MTO for Physical Inspection	1.1. Checks documents presented, inspects, tests and takes picture of TC Unit.	None	15 minutes	Inspection and Monitoring Section
2. Presents all the requirements needed for TC Franchise Registration	2. 1. Receives / reviews / records documents for TC Franchise Registration	None	5 minutes	Receiving Clerk
	2.2. Verifies latest Annual Payments	None	5 minutes	Computer Encoder / Files & Records Clerk / Verifier
3. Proceeds to Assessment Window, receives Order of Payments	3.1. Evaluates / Assesses and issues Order of Payment	None	5 minutes	Processing and Research Section

<p>4. Pays tricycle fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.</p>	<p>4.1. Accepts payment and issues Official Receipt</p>	<p>Annual TC Registration of ₱400.00 (FOR HIRE) and ₱600.00 (UTILITY) plus surcharges if applicable of 25% of Franchise Fee & Supervision Fee plus 2% Interest monthly but not to exceed 36 mos. Cross Reference: (Ord. No. SP 2337, S 2014)</p>	<p>20 minutes</p>	<p>Cashier, CTO</p>
<p>5. Submits Official Receipt at TRD</p>	<p>5.1. Receives Official Receipts and stamps Schedule of Release</p>	<p>None</p>	<p>5 minutes</p>	<p>Processing and Research Section</p>
	<p>5.2. Encodes / Updates records of all applicants within a day</p>	<p>None</p>	<p>8 hours</p>	<p>Encoder / Record Section</p>

	5.3. Prints all necessary documents of applicants within a day	None	8 hours	Encoder / Typing Clerks
	5.4. Checks / reviews / validates the documents and affixes initial forward to the Office of the Asst. Head for initial	None	1 hour	Chief, TRD
	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TFTTM for signature	None	1 hour	Asst. Dept. Head, TTMD
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section	None	1 hour	Head, TFTTM
6. Receives TRD Transaction Request Form and Schedule of LTO Transmittal	6.1. Issues Transaction Request and Schedule of Transmittal to LTO Agency	None	5 minutes	Releasing Clerk

	6.2. Prepares Transmittal to LTO	None	1 hour	Processing and Research Section
	6.3. Signs / approves Transmittal Letter	None	30 minutes	Head, TTMD
7. Registers tricycle unit for current year at LTO Agency	7.1. Transmits to LTO; secures and file Transmittal Letter Received by LTO	None	3 hours	TRD Liaison Officer
8. Presents the latest / current Registration of tricycle unit/s.	8.1. Issues Annual Sticker, MTOP, QC Official Receipt	None	5 minutes	Preleasing Clerk Processing and Research Section
TOTAL:		Annual TC Registration	24 hours 35 minutes	

6.3. SERVICE NAME: REGISTRATION OF PEDICABS WITH FRANCHISE

Office or Division:	Tricycle Regulation Division (TRD)	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Pedicab Operator / Franchise Holder	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Copy of Pedicab Operators Permit (POP) – 1 copy (photocopy)		TRD		
2. Barangay Certificate – 1 copy		Barangay		
3. PODA Certificate – 1 copy		PODA President		
4. Other requirements as needed		TRD		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring PC Unit at TRD together with CR and POP for Physical Inspection	1.1. Checks documents presented, inspects, tests and takes picture of PC Unit.	None	15 minutes	Inspection and Monitoring Section
2. Presents all the requirements needed for PC Franchise Registration	2. 1. Receives / reviews / records documents submitted for PC Franchise Registration	None	5 minutes	Receiving Clerk
	2.2. Verifies latest Annual Payments	None	5 minutes	Computer Encoder / Files & Records Clerk / Verifier
3. Proceeds to Assessment Window, receives Order of Payments	3.1. Evaluates / Assesses and issues Order of Payment	None	5 minutes	Processing and Research Section
4. Pays pedicabs fees at the Miscellaneous Section of the City Treasurer's Office and receives Official Receipt.	4.1. Accepts payment and issues Official Receipt	Annual Pedicabs Registration of ₱600.00 (Utility)	20 minutes	Cashier, CTO

5. Submits Official Receipt at TRD	5.1. Receives Official Receipts and stamps Schedule of Release	None	5 minutes	Processing and Research Section
	5.2. Encodes / Updates records of all applicants within a day	None	8 hours	Encoder / Record Section
	5.3. Prints all necessary documents of applicants within a day	None	8 hours	Encoder / Typing Clerks
	5.4. Checks / reviews / validates the documents and affixes initial forward to the Office of the Asst. Head for initial	None	1 hour	Chief, TRD
	5.5. Reviews the documents for completeness and compliance to existing ordinance/s and laws, transmit to the Head, TFTTM for signature	None	1 hour	Asst. Dept. Head, TTMD
	5.6. Approves / Signs documents for registration of Tricycle unit; release the documents to the Releasing Section	None	1 hour	Head, TFTTM

6. Secures Pedicabs Operators Permit (POP) and TRD Registration of Pedicab unit/s.	6.1 Issues Annual Sticker, POP, QC Official Receipt	None	5 minutes	Preleasing Clerk Processing and Research Section
TOTAL:		Annual PC Registration (₱600.00)	20 hours	

Communication Center External Services

7. **SERVICE NAME: ASSISTING COMPLAINTS ON THE IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS, ORDINANCES; EMERGENCY SITUATIONS, INCIDENTS AND OTHER NATURAL AND MANMADE CALAMITIES**

Office or Division:	Communication Center	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Traffic Rangers / Enforcers, City Government Office / Department, National Government Agencies, Concerned Citizens, QC Barangays and Constituents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Radio Transmission, Phoned-in request, Text In request, Assistance needed, Complaints addressed to concern personnel / officials / office / department		TFTTM Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients / Constituents call for complaint & End Users / transmit requests / assistance needed	1.1. Receives and records the requests / assistance needed / and forward it to the person concern thru radio / phone / text	None	3 minutes	Radiotelephone Operators
	1.2. Person concerned assess the nature of the requests / assistance needed and provide immediate action	None	3 minutes	Radiotelephone Operators
	1.3. End Users informed of the action taken	None	2 minutes	Radiotelephone Operators
TOTAL:		None	8 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>Letter addressed to the OIC, TF-TTM - Text or call 0997-400-7236 (Engineering Section) / Trunkline 8988-4242 - email QCTFTTM@gmail.com / mayor@quezoncity.gov.ph. / pcc@malacanang.gov.ph.</p>
How feedbacks are processed	<p>- Upon receive, the complaint/s is/are evaluated/assessed if it involves: - Traffic/ obstruction related - Personnel related</p>
How to file a complaint	<p>A.) Submit written complaint</p> <ul style="list-style-type: none"> ▪ Letter <ul style="list-style-type: none"> · Postal Services · email ▪ Accomplishment of TF-TTM Complaint Form <ul style="list-style-type: none"> · Walk-in <p>B.) Phone-in or Text-in</p>

<p>How complaints are processed</p>	<p>Written Complaint / Phone-in or Text-in, if inspection or coordination are needed (depending on the nature of complaint), inspection report and letter reply or email.</p> <p>A) Received complaints undergoes the following:</p> <ul style="list-style-type: none"> ▪ For traffic and obstruction/ illegal parking/ stalled vehicles. · If the complaint/s involves obstructions, illegal parking/ stalled vehicles, it was/were referred to Enforcement Section for inspection/ verification in coordination with concerned barangays. · Assessed/evaluate the “after inspection report.” · Conduct clearing operation/s. · In some cases, stalled vehicles were referred to QCPD for verification if it was/were not involve in any criminal activity before being impounded. · If the complaint/s involves traffic related, it was/were referred to Enforcement Section to coordinate with the concerned traffic sector for appropriate action. · Send reply to concerned office or complainant for action taken. <p>B) For complaint against personnel: · Personnel concerned was/were summoned to appear and submit explanation to the complaint/s.</p> <ul style="list-style-type: none"> · If the concerned personnel was/were found guilty, corresponding punishment was/were administered: (1st Offense) Reprimand; (2nd Offense) Suspension; and (3rd Offense) Dismissal from service.
<p>Contact Information</p>	<p>e-mail address: QCTFTTM@gmail.com</p>

QUEZON CITY YOUTH DEVELOPMENT OFFICE

Service Office External Services

1. SERVICES FOR STUDENTS

SCHOLARSHIP APPLICATION

The Quezon City Scholarship Program provides financial assistance to deserving students, especially underprivileged ones. The program has four (4) scholarship categories:

- (1) Scholarship for Senior High School Students
- (2) Scholarship for Tertiary Students
- (3) Scholarship for Masters and Doctorate Students
- (4) Scholarship for Vocational Courses Students

Office or Division:	Quezon City Youth Development Office (QCYDO)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>General Qualifications:</p> <ul style="list-style-type: none"> • Must be a Quezon City resident • Must be enrolled / registered / accepted in a recognized educational institution at the time of scholarship application • Must not be a recipient of scholarship grant from another Local Government Unit <p><i>The applicant must also meet the qualifications for the scholarship category being applied for:</i></p> <p>I. SCHOLARSHIP FOR SENIOR HIGH SCHOOL STUDENTS</p> <ol style="list-style-type: none"> 1. Must be a graduate of a Quezon City public or private secondary school 2. Must be a Grade 10 completer with academic honors, overall Rank 1 to10 3. Must maintain a General Weighted Average of at least 85% <p>II. SCHOLARSHIP FOR TERTIARY STUDENTS</p> <p>Academic Scholarship</p> <ol style="list-style-type: none"> 1. Must be a graduate of a Quezon City public or private high school 2. Must be a high school with academic honors, overall Rank 1 to10 3. Must maintain a General Weighted Average of at least 1.5 or

its equivalent for Academic overall Rank 1 & 2 and at least 1.75 or its equivalent for Academic overall Rank 3 to 10

Economic Scholarship

1. Must be a graduate of a Quezon City public or private high school
2. Must maintain a General Weighted Average of at least 3.0 or its equivalent
3. Must belong to any of the following groups: indigent families, displaced/relocated families, and vulnerable and marginalized sectors (PWDs, Kasambahays, ALS graduates, solo parents, children in conflict with the law, families of tricycle drivers and operators)

Athletic and Arts Scholarship

1. Must be a graduate of a Quezon City public or private high school
2. Must be a recipient of a top individual award/recognition for sports and cultural arts in the most recent school year / school term / playing season given by recognized institutions
3. Must maintain a General Weighted Average of at least 2.5 or its equivalent

Youth Leaders Scholarship

1. Must be a graduate of a Quezon City public or private high school
2. Must be a recipient of a leadership award given by the city or serve as Sangguniang Kabataan/Supreme Student Council member or as president/vice president of (or equivalent) of Quezon City registered youth organizations
3. Must maintain a General Weighted Average of at least 2.5 or its equivalent

Specialized Courses Scholarship

1. Must be a graduate of a Quezon City public or private high school
2. Must maintain a General Weighted Average of at least 1.75 or its equivalent
3. Must be enrolled or registered in any of the priority courses or specializations identified by CHED, with priority on courses deemed necessary by the Quezon City Government (The List of Priority Courses will be updated and posted before the start of the school year.)

III. SCHOLARSHIP FOR MASTERS AND DOCTORATE STUDENTS

1. Must be enrolled/registered/accepted in a Higher Education Institution recognized by CHED or in any recognized International Institution
2. Must be employed for at least 2 years or occupy at least a Salary Grade Level 14 position (or its equivalent)
3. Must maintain a General Weighted Average of at least 2.0 or

its equivalent

IV. SCHOLARSHIP FOR VOCATIONAL COURSES STUDENTS

1. Must belong to any of the following groups: indigent families, displaced/relocated families, and vulnerable and marginalized sectors (PWDs, Kasambahays, ALS graduates, solo parents, children in conflict with the law, families of tricycle drivers and operators)
2. Must be enrolled in a TESDA accredited training institution or other training institutions recognized by the Quezon City Government
3. Must be enrolled in vocational courses designed to develop necessary workforce skills related to:
 - a. Service and Logistics
 - b. E-commerce
 - c. Business Start-up / Business Administration
 - d. Financial Literacy
 - e. Information and Communications Technology
 - f. Product/Service Development
 - g. Office Administration / Business Communication

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirements:	
1. True Copy of Grades / Transcript of Records / Form 137/ Form 138 for the previous semester or school year	School registered/enrolled/accepted in
2. Any of the following IDs <ol style="list-style-type: none"> 1. Valid government ID (front and back) 2. School ID (front and back) 3. e-copy of QCitizen ID 	Client
3. Proof of school enrollment/registration/acceptance for the current school year/school	School registered/enrolled/accepted in
Additional Requirements per Category	
<u>A. Scholarship for Senior High School Students</u>	
1. Proof of Honors Received	School registered/enrolled/accepted in
<u>B. Scholarship for Tertiary Students:</u>	
● Academic Scholarship	
1. Proof of Honors Received	School registered/enrolled/accepted in
● Economic Scholarship	
1. Any of the following documents to confirm parents' income:	
a. Latest ITR of parents	BIR
b. Parents Affidavit of Non-filing of Income Tax Return	Notary Public Office
c. Certificate of Tax Exemption from BIR	BIR
d. Certificate of Indigency from Barangay or DSWD	Barangay/ DSWD
e. Proof that the person is registered with SSS as <i>Kasambahay</i>	SSS
f. DepEd Certification of Equivalency for ALS Graduate	DepEd
g. Solo Parent ID issued by QC / Certificate from	SSDD/ DSWD

DSWD				
h. DSWD Certificate for Children in Conflict with the Law		SSDD/ DSWD		
i. Latest copy of contract or Proof of Income for children of OFWs		OFW Employer		
● Athletic and Arts Scholarship				
1. Proof of recent top individual award/recognition received from recognized institutions		Recognized institution/ client		
● Youth Leaders Scholarship				
1. Proof of leadership position held from the organization		DILG (SK); School (SSG); Organization (Yos/ YSOs)		
● Specialized Courses Scholarship				
1. Course Curriculum		School registered/enrolled/accepted in		
C. <u>Scholarship for Masters and Doctorate Students</u>				
1. Certificate of Employment		Employer/ HR		
2. Recommendation from Unit Head		Unit Head		
D. <u>Scholarship for Vocational Courses Students</u>				
1. Course/ Training Curriculum		School registered/enrolled/accepted in		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a QCitizen ID and register email at QCeServices.	-	None	-	-
2. Apply for scholarship online.				
2a. Go to https://gceservices.quezoncity.gov.ph/	-	None	-	-
2b. Log-in using email registered at QCeServices.	-	None	-	-
2c. Choose "QC Scholars" from the list of services.	-	None	-	-
2d. Fill-out the online Scholarship Application Form.	-	None	-	-
2e. Upload scanned copies of documents (see <i>Checklist of Requirements - General Requirements 1,2 &3</i>).	Review and validate the completeness and correctness of application documents.	None	5 days	Scholarship Coordinator
3. Receive notification for interview and uploading of <i>scanned copies</i> of additional documents by scholarship category / sub-category. These documents will be uploaded via QCeServices. (see <i>Checklist of Requirements - Additional Requirements per Category</i>)	Notify the applicant for the interview schedule. Review and validate the completeness and correctness of additional documents by scholarship category /	None	7 days	Scholarship Coordinator

	sub-category.			
4. 4. Receive notification on approval of scholarship application and generation of Scholarship Contract and Certificate of Scholarship. These documents will be generated via QCeServices	Notify the applicant on the status of application. Review the accomplished Scholarship Contract and eApplication Form.	None	7 days	Scholarship Coordinator
5. Receive notification on release of scholarship grant	Update grants monitoring link. Notify applicants regarding additional documents needed for processing grants and send the grants monitoring link via email.	None	1 day	Payroll Officer
TOTAL		None	20days	

SCHOLARSHIP RENEWAL

All scholars (except Vocational Course Scholars) must renew their scholarship every semester to assess if they consistently met the qualifications and the prescribed general weighted average (GWA) according to scholarship category. In this process, scholars secure a new Certificate of Scholarship for the current semester.

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Scholars (except Vocational Courses Scholars)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. True Copy of Grades / Transcript of Records / Form 137/ Form 138 for the previous semester or school year		School registered/enrolled/accepted in		
2. Proof of school enrollment / registration / acceptance for the current school year or semester		School registered/enrolled/accepted in		
3. Approved Leave of Absence (for scholars who did not enroll / did not transact in the previous school year or school term)		School registered/enrolled/accepted in		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE

		PAID		
1. Renew scholarship online.				
1a. Go to https://qceservices.quezoncity.gov.ph/	-	None	-	-
1b. Log-in using email registered at QCeServices.	-	None	-	-
1c. Choose "QC Scholars" from the list of services.	-	None	-	-
1d. Fill-out the online Scholarship Renewal Form.	-	None	-	-
1e. Upload scanned copies of documents (see <i>Checklist of Requirements 1,2 &3</i>).	Review and validate the completeness and correctness of application documents	None	5 days	Scholarship Coordinator
2. Receive notification for interview.	Notify the applicant for the interview schedule.	None	7 days	Scholarship Coordinator
3. Receive notification on approval of scholarship application and generation of Scholarship Contract and Certificate of Scholarship. These documents will be generated via QCeServices.	Review the accomplished eRenewal Form to generate Certificate of Scholarship.	None	7 days	Scholarship Coordinator
4. Receive notification on release of scholarship grant	Update grants monitoring link. Notify applicants regarding additional documents needed for processing grants and send the grants monitoring link via email.	None	1 day	Payroll Officer
TOTAL		None	20days	

2. SERVICES FOR SANGGUNIANG KABATAAN (SK) COUNCILS REVIEW OF SANGGUNIANG KABATAAN COMPREHENSIVE BARANGAY YOUTH DEVELOPMENT PLAN (CBYDP)

All SK Plans are reviewed by the QCYDO as mandated by DILG MC- 2019-151, s-2019

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-reviewed Comprehensive Barangay Youth Development Plan (CBYDP) <i>If amendment, Duly signed Comprehensive Barangay Youth Development Plan (CBYDP)</i>		Respective SK Barangay and SK Federation Office		
2. Sangguniang Kabataan Resolution/s		SK Barangay		
3. Minutes of the Meeting of the Katipunan ng Kabataan Assembly of current year		SK Barangay		
4. Youth Data		SK Barangay		
5. Minutes of the Meeting on the approval Comprehensive Barangay Youth Development Plan		SK Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit the CBYDP reviewed by SK Federation via electronic mail: prpdp.qcydo@quezoncity.gov.ph	1.1 Receive the documents.	None	5 minutes	Planning Officer/ Project Development Officer
	1.2 Review documents and provide review comments/ feedback.	None	4 days	Planning Officer/ Project Development Officer
2. Receive review comments/ feedback from QCYDO via electronic mail. <i>If for revision: Revise necessary items and resubmit for final review and approval.</i>	-	None	-	-
	Check revised plan.	None	1 day	Planning Officer/ Project Development Officer
3. Bring approved documents to QCYDO for signing.	3.1 Receive documents, sign, and endorse to Office Head.	None	3 minutes	Planning Officer/ Project Development Officer
	3.2 Sign the approved plan.	None	4 minutes	Office Head
4. Receive QCYDO signed CBYDP. Sign the logsheet.	Provide log sheet. Release of signed	None	3 minutes	Planning Officer/ Project

	CBYDP.			Development Officer
TOTAL		None	5 days and 15 Minutes	

REVIEW OF SANGGUNIANG KABATAAN ANNUAL BARANGAY YOUTH INVESTMENT PROGRAM (ABYIP)

All SK Plans are reviewed by the QCYDO as mandated by DILG MC- 2019-151, s-2019

Office or Division:	Quezon City Youth Development Office (QCYDO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly-approved Comprehensive Barangay Youth Development Plan (CBYDP)		Client		
2. Annual Barangay Youth Investment Program (ABYIP) and its resolution approved by the Respective SK Barangay and SK Federation Office		Respective SK Barangay and SK Federation Office		
3. Sangguniang Kabataan Resolution/s		SK Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Submit the ABYIP reviewed by SK Federation via electronic mail (send email to prpdp.qcydo@quezoncity.gov.ph)	1.1 Receive the documents.	None	5 minutes	Planning Officer/ Project Development Officer
	1.2 Review documents and provide review comments/ feedback.	None	4 days	Planning Officer/ Project Development Officer
2. Receive review comments/ feedback from QCYDO via electronic mail.	-	None	-	-
<i>If for revision: Revise necessary items and resubmit for final review and approval.</i>	Check revised plan.	None	1 day	Planning Officer/ Project Development Officer
3. Bring approved documents to QCYDO for signing.	3.1 Receive documents, sign, and endorse to Office Head.	None	3 minutes	Planning Officer/ Project Development Officer
	3.2 Sign the approved plan.	None	4 minutes	Office Head

4. Receive QCYDO signed ABYIP. Sign the logsheet.	Provide log sheet. Release of signed ABYIP.	None	3 minutes	Planning Officer/ Project Development Officer
	TOTAL	None	5 days and 14 Minutes	

3. SERVICES FOR YOUTH AND YOUTH-SERVING ORGANIZATIONS

REGISTRATION OF YOUTH AND YOUTH-SERVING ORGANIZATIONS

All Quezon City based youth and youth-serving organizations may register locally through the Quezon City Youth Development Office (QCYDO), and be assisted for the National Youth Commission's Youth Organization Registration Program, following the 2017 Revitalized Youth Organization Registration Program (YORP) Guidelines

Office or Division:	Quezon City Youth Development Office (QCYDO)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Youth Organizations/ Youth-Serving Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Youth and Youth-Serving Organization Registration Form		Client
2. Directory of Officers and Advisers		Client
3. List of Members in Good Standing		Client
4. Copy of Constitution and By-Laws		Client
5. Endorsement/Certification from Appropriate Authority		Barangay
a. For Community-Based Organizations (any of the following)		Barangay
<ul style="list-style-type: none"> • Certification of Existence of Office • Barangay Certification of Residence of the President • Resolution of endorsement 		Sangguniang Kabataan
b. For School-Based Organizations		School Authority Supervising Student Affairs
<ul style="list-style-type: none"> • Certificate of Registration or Recognition 		
c. For Faith-based organizations		Head/pastor of congregation or parish priest
<ul style="list-style-type: none"> • Certificate of Registration or Recognition 		
d. For chapters of multi-level organizations		President of governing body
<ul style="list-style-type: none"> • Certificate of Registration or Recognition 		
e. For Consortium organizations		Secretariat/Board of Organization
<ul style="list-style-type: none"> • Certification of Member Organizations 		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and upload the set documentary requirements at https://forms.gle/N2ypcLUFE9j2WKP78	Review and validate the completeness and correctness of documentary requirements, and assess the existence of organization.	None	1 day	Project Development Officer/ Youth Development Assistant
2. Receive a notification for the release of Certificate of Registration	Release a Certificate of Registration issued by the office	None	1 day	Project Development Officer/ Youth Development Assistant
TOTAL		None	2 days	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Message, Call or email the office at</p> <p>89884242 local 8707 / 8738 gcydo@quezoncity.gov.ph</p> <p>A feedback form is also available in the front desk and accomplished forms may be dropped in the designated feedback box.</p>
How feedbacks are processed	<p>Feedbacks received are being reviewed and evaluated.</p> <p>It will be endorsed to the concerned Division/ Section/ Personnel upon review and evaluation of the feedback.</p> <p>Concerned Division/ Section/ Personnel shall create feedback/ response report and take necessary actions to be taken to address the feedback.</p> <p>The office will also consider the feedback in the creation of pertinent policies and issuances for the improvement of the services.</p>
How to file a complaint	<p>Message, Call or email the office at</p> <p>89884242 local 8707 / 8738 gcydo@quezoncity.gov.ph</p> <p>A feedback form is also available in the front desk and accomplished forms may be dropped in the designated</p>

	feedback box.
How complaints are processed	<p>Complaints received are being reviewed and evaluated.</p> <p>It will be endorsed to the concerned Division/ Section/ Personnel upon review and evaluation of the complaint.</p> <p>Concerned Division/ Section/ Personnel shall create feedback/ response report and take necessary actions to be taken to address the complaint.</p> <p>The office will also consider the complaint in the creation of pertinent policies and issuances for the improvement of the services.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA</p> <p>info@arta.gov.ph complaints@arta.gov.ph</p> <p>Telephone: 8478-5091 8478-5093 8478-5099</p> <p>PCC PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB email@contactcenterngbayan.gov.ph 0908-881-6565</p>

RADIO COMMUNICATIONS SERVICE OFFICE

External Services

1. PROVIDE FAST AND EASY INTEGRATED TWO-WAY RADIO COMMUNICATIONS SYSTEM FOR THE CITY GOVERNMENT

Operates and maintain of a 24/7 integrated communications system for Quezon City Government.

Office / Division:	Radio Communications Service Office / Radio & Telephone Base Operations Division			
Classification:	Simple			
Types of Transaction:	Radio Base and Telephone Operations. 24/7			
Who may Avail:	QCitizen, GeneralPublic, Barangay Base Radio & Ambulance, Radio Network End-Users & Other Govt. Agency.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send calls via Radio or Trunkline 8988-4242 Loc. 8407/8416	1. 24/7 Monitoring of calls via Integrated Communications System for the Quezon City Government.	None	2 minutes	Radio/Telephone Operators/Shift Supervisor
2. Receives updates and feedback, instructions, clarifications/information.	2. Receives calls via two-way Base Radio or Telephone from a wide variety of cases such as, Emergency, Covid 19 concerned, Complaints, Public Assistant, Inquiries & Other concerned.			Radio/Telephone Operators
	3. Processing of calls by having as much complete information from the caller for immediate and appropriate responses and actions.		2 minutes	Radio/telephone Operators
	4. Create incident ticket			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a call via QC Helpline Dial 122 or back-up number: 09190670715 09190670096 09190670236 09278619733 2. Receives updates and feedback, instructions&	1. 24/7 Monitoring of calls coming from QCitizen Helpline 122.	None		Call Takers/Shift Supervisor
	2. Taking calls via Helpline 122 or back-up numbers from a wide variety of cases such as Emergency, Covid 19 Concerned, Complaints, Public Assistant/Inquiries & Other Concerned.		2 minutes	Call takers
	3. Processing of calls by having as much complete information from the caller for immediate and appropriate responses and actions.		2 minutes	Call Takers
	4. Create incident ticket thru Microsoft Dynamic 365 Ticketing System.		2 minutes	Call Takers
	5. Endorse to the Shift Supervisor for review.		2 minutes	Call Takers
	6. Coordinate via call or assign ticket to concerned Depts./ Office thru Dynamic 365 Ticketing System users account, for appropriate actions.		2 minutes	Call Takers/Shift Supervisor
	7. Follow-up ticket via		2 minutes	Call Takers/Shift

clarifications.	call or chat/messaging thru Dynamic 365 Ticketing System to the action unit and get feedback of their action taken.			Supervisor
	8. Give feedback to the callers regarding their concerned.		2 minutes	Call Takers/Shift Supervisor
	9. Data base encoding & Management system.		2 minutes	Call Takers/Shift Supervisor
Total			16 minutes	

3. NTC SEMINARS ON RADIO LAWS AND REGULATION

Provide Seminars on Radio / Telephone Basic Operations to acquire Radio Operators NTC License/Certificate.

Office / Division:	Radio Communications Service Office/ Radio & Telephone Base Operations Division			
Classification:	Simple			
Types of Transaction:	Seminar on Radio/ Telephone Basic Laws & Regulations			
Who may Avail:	Radio End-Users, Executive, Legislative, various Offices & Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit letter request for Training/ Seminar on Radio/Tel. Basic Operations.</p> <p>2. Receives feedback about the request.</p> <p>3. Receives Training Certificate of Attendance</p>	<p>1. Receives letter request</p> <p>2. Evaluates if the minimum of 25 person participants being met.</p> <p>3. Prepares letter request to the National Telecommunications Commission and coordinates for a schedule of the seminar</p> <p>4. Give feedback to the requesting party on approved schedule of seminar.</p> <p>5. Approval of Training/ Seminar request.</p> <p>6. Facilitates the conducting of seminar & processing of application for Radio Operators NTC license Certificate.</p>	<p>None</p>	<p>5 minutes</p> <p>3 Days</p> <p>5 minutes</p> <p>2 minutes</p> <p>2 hours</p>	<p>RCSO admin Personnel</p> <p>RCSO admin Personnel</p> <p>Chief of Office</p> <p>RCSO admin Personnel</p> <p>Chief of Office</p> <p>NTC resource person and RCSO admin personnel</p>
Total			3 days, 2 hours & 10 minutes	

4. QUEZON CITY ACTION TEAM OF

helpdesk@quezoncity.gov.ph/qcitizenservice@qchelpline122.onmicrosoft.com

Receive and identify the type of concern or complaints and send to the concern Department/Offices for appropriate action.

Office / Division:	Radio Communications Service Office / 8888 Citizens Complaint and Action Division
Classification:	Complex
Types of Transaction:	24/7 Helpdesk@quezoncity.gov.ph Email Management

Who may Avail:		General Public within Quezon City, and other Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email to helpdesk@quezoncity.gov.ph with complete details of complaint/inquiries.	24/7 Email monitoring of helpdesk@quezoncity.gov.ph 1. Processing of complaints/inquiries& identify the concerns. 2. Draft email letter of referral. 3. Send it to concern Department/Offices for appropriate and immediate action/s. 4. Receives copies of action taken&send copies of action taken to complainant email address.	None	3 minutes	Administrative Office/Technical Support Staff/ Officer
2. Receives Update/ Feedback.	5. Database encoding and management system.		3 minutes	Technical Support Staff/Officer
	6. Submits regular reports to the City Administrator/ Permanent Focal Person.		3 minutes	
			3 minutes	
			3 minutes	
			Weekly	Technical Support Staff/Officer/ Chief of Office
Total			1 week &18 minutes	

5. QCitizen Helpdesk @ RCSO Facebook Page

Monitoring and identify the type of Complaints/Inquiries & Other Concern.

Office / Division:	Radio Communications Service Office / 8888 Citizens Complaint and Action Division			
Classification:	Complex			
Types of Transaction:	24/7 Helpdesk @ RCSO Facebook Page Management			
Who may Avail:	General Public within Quezon City, and other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Send Chat/ Messages to QCitizen Help Desk @ RCSO Facebook Page with complete details of Complaints/ Inquiries.	24/7 Monitoring of QCitizen Helpdesk @ RCSO Facebook Page	None		Technical Support Staff/ Officer
	1 Answering all Chat/ messages from Face Book Page.		3minutes	
	2 Processing of complaint/inquiries& identify the concerns.		3minutes	
	3 Give immediate feedback/answers to the FB account users/senders.		3 minutes	Technical Support staff/ Officer
	4 Coordinate any complaints/inquiries concerning with other Depts./Offices for their appropriate actions.		3 minutes	
			3 minutes	Technical

2. Receives Update/ Feedback.	5 Give feedback to the Facebook account users/senders.		3 minutes	Support staff/ Officer
	6 Database encoding and management system.			Technical Support staff/ Officer
	7 Submits regular reports to the City Administrator/ Permanent/Focal Person.		Weekly	Technical Support Staff/Officer/ Chief of Office
Total			1 week & 18 minutes	

Internal Services

1. ISSUANCE OF RADIO EQUIPMENT

Issuance of Radio Communications Equipment to various Department/ Offices.

Office / Division:	Radio Communications Service Office / Radio & Telephone Base Operations Division			
Classification:	Simple			
Types of Transaction:	Issuance of Radio Communications Equipment			
Who may Avail:	Radio End-Users, Executive, Legislative, various Offices & Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Send letter Request</p>	<p>1. Receive letter request.</p> <p>2. Determines, evaluates and recommends for issuance of equipment.</p> <p>3. Prepares Sub-Property Acknowledgement Receipt covering the communications equipment to be issue.</p> <p>4. Signs Sub-Property acknowledgement receipt as to acknowledge the receipt.</p> <p>5. Signs/approves Sub-property acknowledgement receipt for issuance of Radio Equipment/ accessories.</p> <p>6. Records and files Sub-Property Acknowledgement Receipt release.</p>	<p>None</p>	<p>2 minutes</p> <p>1 day</p> <p>10 minutes</p> <p>1 day</p> <p>3 minutes</p> <p>2 minutes</p>	<p>Administrative Aide IV Chief of Office</p> <p>Administrative Assistant III</p> <p>Requesting Party</p> <p>Chief of Office</p> <p>Administrative Officer V</p>
<p>Total</p>			<p>2 days & 17 minutes</p>	

3. QUEZON CITY CITIZENS' COMPLAINT HOTLINE 8888 ACTION TEAM

Receive and coordinate a concrete and specific action on 8888complaints within fortyeight (48) hours from receipt and make recommendations or decisions in relation to the feedback received through the 8888 portal.

Office / Division:	Radio Communications Service Office / 8888 Citizens Complaint and Action Division			
Classification:	Complex			
Types of Transaction:	24/7 Quezon City Citizen Complaint from Hotline 8888 Management			
Who may Avail:	General Public within Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Public files complaint and concerns on government services thru the Office of the President, Presidential Complaint Center (PCC) 8888 Hotline or Department of Interior Local Government Public Assistance Complaint Center or both</p> <p>2. Office of the President, Presidential Complaint Center, Department of Interior and Local Government 8888 Hotline</p>	<p>24/7 Quezon City Citizens' Complaint Portal 8888.</p> <p>1. Receiving endorsement on various complaints from Office of the President, Presidential Complaint Center and Dept. of Interior Local Government Public Assistance Complaint Center course through 8888 Portal</p> <p>2. Processing and identify the complaints/inquiry/ other concerns and draft email of referral to various</p>	<p>None</p>	<p>3 minutes</p> <p>3 minutes</p>	<p>Permanent/ Alternate Focal Person/Chief of Office</p> <p>Secretariat</p> <p>Secretariat</p>
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<p>indorses the complaint to QC Local Government Unit Office of the Mayor, Chief of Staff, Office of the City Administrator</p> <p>3. Office of the Mayor forwards complains to QC complaint hotline 8888 for referral to various action units for appropriate immediate action</p> <p>4. Report the City's action on an 8888 complaint to 8888 Citizens' Complaint Center in the Office of the President.</p>	<p>offices for their appropriate and immediate action/s.</p> <ol style="list-style-type: none"> 2. Send transmittal to concerned Departments / Offices thru Zimbra Account 3. Receives Action taken and gives feedback to the complainant. 4. Request Ticket Closure to 8888 Portal. 5. Database encoding and management 6. Submits regular reports to City Administrator / Permanent Focal Person. 		<p>3 minutes</p> <p>3minutes</p> <p>3 minutes</p> <p>Weekly</p>	<p>Permanent/ Alternate Focal Person/ Chief of Office</p> <p>Secretariat/ Liaison</p> <p>Secretariat</p> <p>Technical/Support Staff/Officer</p> <p>Permanent/ Alternate Focal Person/Chief of Office</p>
Total			1week 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send afeedback	After a call is received and being properly assisted,the caller is asked a simple question? "Kamusta po ang aming serbisyo?" or advice to send an email at dial122epachl@gmail.com for feedback.

How feedback is processed	Every day the admin personnel / technical staff support checkall calls / emails and compile all customer feedback being received.
How to file a complaint	A customer / caller can send a complaint via email (helpdesk@quezoncity.gov.ph) or simply call QCitizen Helpline Dial 122.
How complaints are processed	Complaints are being processed everyday by the admin personnel and endorsed to the immediate supervisor / Head of Office for appropriate actions.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

ROSARIO MACLANG BAUTISTA GENERAL HOSPITAL

MEDICAL SERVICE DIVISION (ADMITTING UNIT)

1. PATIENT ADMISSION FROM EMERGENCY ROOM

Patients for Admission and Confinement from Emergency Room

Office or Division:	Admitting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All RMBGH Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patients: Any Valid Government issued ID for issuance of Hospital Card (1 original copy) Philhealth I.D / Members Data Record (MDR) (1 photo copy) Admitting Order (1 copy)		Any Government Agency Philhealth Office Emergency Room		
For Old Patients: Any Valid Government issued ID (1 photo copy) Hospital Card (1 original copy) Philhealth I.D/ Members Data Record (MDR) (1 photo copy) Admitting Order (1 copy)		Any Government Agency Philhealth Office Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ER Admitting Section and present the Hospital Card, or any Valid Government ID and Admitting Order and fill out the Patient Data Sheet *In case of Minor, the Guardian will fill out the Patient data Sheet	1. Validate completeness and correctness of Patient Information thru the Government Issued I.D and verifies Doctors Order with duly signed attending physician. 1.1 For old patient: Validate Hospital Card 1.2 For new patient: Encode patient's data at HIS and assign Hospital Number	None	5 Minutes	<i>Admitting Staff</i> Admitting Unit
2. Sign the Consent Form for admission	2.1 Secure signature of the patient/relative	None	2 Minutes	<i>Admitting Staff</i> Admitting Unit

	2.2 Verifies and double checks the Consent Form 2.3 Inform patient of hospital rules and regulations, patients' rights and obligation during confinement			
4. Proceed to Philhealth Section for Membership verification	4. For Philhealth member: Interview and assess the PhilHealth Membership status of the patient 4.1 For Non-Philhealth member: Instruct the relative of the patient to proceed to Social Service for Philhealth enrollment and assessment	None	5 Minutes	<i>Philhealth Staff Philhealth and Billing Section</i>
5. Wait for admission to ward	5. Designate Room/Bed assignment and transfer the patient to ward	None	15 Minutes	<i>Admitting staff Admitting Unit/ Nursing Aide Nursing Service Division</i>

MEDICAL SERVICE DIVISION (HEALTH INFORMATION MANAGEMENT UNIT)

1. BIRTH CERTIFICATE

This service is to record and provide official document of all live births.

Office or Division:	Health Information Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Newborn Babies delivered at RMBGH to include all admitted non-institutional deliveries.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government Issued ID of Parents or Authorized Representative (1 original copy)		Any Government Agency		
If Authorized Representative present letter of Authorization (1 copy)		Parents		
Marriage contract or Affidavit to use Surname of the Father (AUSF) if not married (1 photocopy)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Preliminary Birth Certificate Form	1. Check and validate correctness of information	None	5 Minutes	<i>Medical Records Personnel Medical Records Office</i>

2. Submit required documents for processing of Birth Certificate	2. Receive required documents submitted for processing of Birth Certificate 2.1 Transfer Information to the official Birth Certificate Form 2.2 Give the official Birth Certificate Form to the attending doctor for signature	None	10 Minutes	<i>Medical Records Personnel</i> Medical Records Office <i>Attending Doctor</i> Medical Service Division <i>Medical Records Personnel</i> Medical Records Office
3. Check and verify the printed Birth Certificate (4 copies)	3. Register Birth Certificate at the Civil Registry	None	5 Minutes *Registration process may take 1 month for the City Civil Registry to issue	<i>Medical Records Personnel</i> Medical Records Office
4. Get Order of Payment and pay at the Cahier	4. Issue Order of Payment and direct parent or authorized representative to the Cashier	P50.00	5 Minutes	<i>Collecting Officer on duty</i> Cashier Unit
5. Present the Official Receipt to the Medical Records	5. Release official Birth Certificate and log the official receipt number in the Birth Certificate Releasing Logbook	None	5 Minutes	<i>Medical Records Personnel</i> Medical Records Office

2. DEATH CERTIFICATE

This service is to provide document necessary for any claims needed by the family of the deceased patients.

Office or Division:	Health Information Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Authorized Representative of Deceased Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government Issued ID of Authorized Representative (1 original copy)		Any Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the Preliminary	1. Receives and	None	5 Minutes	<i>Nurse in charge</i>

Death Certificate Form with the patient's personal information	validates the completeness of the information at the Preliminary Death Certificate Form			Nursing Service Division
	1.1 Completion of the Preliminary Death Certificate Form as well as signing of the four (4) copies of Death Certificate	None	10 Minutes *Depends on the availability of the Doctor	<i>Attending Doctor</i> Medical Service Division
	1.2 Submit completed Preliminary Death Certificate Form to Medical Records Office	None	5 Minutes	<i>Nurse in Charge</i> Nursing Service Division
	1.3 Transfer data from the Preliminary Death Certificate Form to the official Death Certificate Form	None	10 Minutes	<i>Medical Records Personnel</i> Medical Records Office
2. Check and validate the patient's information data at the Death Certificate Form and sign	2. Release of official Death Certificate	None	1 Minute	<i>Medical Records Personnel</i> Medical Records Office
3. Receives and sign at the Death Certificate Receiving Logbook	3. Receive and file copy of official Death Certificate	None	1 Minute	<i>Medical Records Personnel</i> Medical Records Office

3. REQUEST FOR MEDICAL RECORDS

Patients with request for Medical Records (Medical Abstract, Medical Certificate, OR Record, Certificate of Confinement and other related Medical Records.)

Office or Division:	Health Information Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All RMBGH Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID for issuance (1 original copy)		Any Government Agency		
Hospital Card (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records receiving area and fill up the Medical Record request form	1. Provide request form to the patient/relative 1.1 Gives instruction and prepares medical information 1.2 Check and verify the correctness of data and request	None	3 Minutes	<i>Medical Records Staff</i> Medical Records Office
2. Wait for the issuance of Charge Slip	2. Issue Charge Slip to the patient.	None	3 Minutes	<i>Nursing Aide</i> Nursing Service Division
3. Pay or settle bill at the Cashier	3. Receives payment and issue official receipt to the patient	Certificate of Confinement P50.00 Medical Certificate P30.00 Clinical Abstract P50.00 Discharge Summary P50.00 CTC Laboratory/Radiology Reports P50.00	5 Minutes	<i>Collecting Officer on duty</i> Cashier Unit
4. Goes back to the Medical Records receiving area and submit Official Receipt to the Medical Record Staff	4. Encode the official receipt 4.1 Informs the patient as to the date of release of Official	None	1 Minute	<i>Medical Records Staff</i> Medical Records Office

	Result			
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MEDICAL SERVICE DIVISION (DENTAL UNIT)

1. DENTAL SERVICE

The hospital Dental Department specializes and covers the following procedures Extraction, Restoration, Prophylaxis and Gum Treatment, Prophylaxis with Fluoride and Oral Examination.

Office or Division:	Dental Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All OPD Patients who needs Oral Care.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patients: Any Valid Government issued ID for issuance of Hospital Card (1 original copy)		Any Government Agency		
For Old Patients: Any Valid Government issued ID (1 original copy) Hospital Card (1 original copy)		Any Government Agency Dental Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OPD Triage and accomplish Health Declaration Form	1. Registration of Patients' Data 1.1 Interview the patient for the needed Oral Care and perform vital signs	None	10 Minutes	<i>Nurse on Duty / Nursing Aide Nursing Service Division</i>
2. Proceed to Patients waiting area	2. Dental Aide will call the patient for his/her consultation or treatment turn	None	5 Minutes *Depends on number patients on queue and procedures performed	<i>Dental Aide Dental Unit</i>
3. Proceed to the Dental Clinic	3. Assess/Evaluate the medical history and make a Dental Record of the patient and formulate a treatment plan 3.1 If with Dental procedure, explain the procedure to the patient and ask to sign a Consent Form	None	10 Minutes	<i>Dentist Dental Unit</i>

4. Submit self for the procedure	4. Perform the procedure	None	20 minutes *Depends on the patient case	<i>Dentist</i> Dental Unit
5. Wait for the issuance of Charge Slip	5. Issue the Charge Slip to the patient	None	3 Minutes	<i>Dental Aide</i> Dental Unit
6. Pay or settle bill at Cashier	6. Receives payment and issue Official Receipt to the patient	Extraction a. Simple extraction P50.00 b. Complicated Extraction P130.00 c. Dental Anesthesia P50.00 Restoration a. Temporary Filling P50.00 b. Permanent Filling P100.00 c. Composite Filling with curing P150.00 Oral Prophylaxis and Gum Treatment per session a. Mild P50.00 b. Moderate P75.00 c. Heavy P100.00 Oral Prophylaxis with Fluoride P100.00 Oral Examination P20.00 Hospital Consultation	5 Minutes	<i>Collecting Officer on duty</i> Cashier Unit

		P40.00		
7. Goes back to the dental clinic and submit official receipt to the dental aide.	7. Writes the receipt no. to the charge slip and issue hospital card for new patient or return the Hospital card for old patient. 7.1 Advise post-operative instruction to the patient.	None	3 Minutes	<i>Dental Aide/Dentist</i> Dental Unit

MEDICAL SERVICE DIVISION (MEDICAL SOCIAL SERVICE UNIT)

1. REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR ER-PATIENTS

For Indigent Patients needing medical and financial assistance

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ER-Patient needing financial and medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance (1 original copy)		Any Government Agency		
Request forms for Ancillary Procedures (1 copy)		Cost Centers		
Order of Payment (1 copy)		Cost Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relative proceeds to Medical Social Service Department for interview and assessment	1. Receives copy of Request Slip for Ancillary procedures and/or Order of Payment 1.1 Assess and classify the patient based on their financial status	None	10 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
2. Wait for the issuance of Certificate of Medical Assistance with the discounted order of payment	2. Issue Certificate of Medical Assistance duly signed by the Social Worker 2.1 Instruct the patient or relative to proceed to the cashier for settlement of bill	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit

2. REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR IN-PATIENTS

For Indigent In-Patients needing medical and financial assistance.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	For indigent In- patient needing financial and medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID or Barangay Clearance (1 original copy)		Any Government Agency		
Statement of Account (3 copies)		Billing and PhilHealth Department		
Barangay Indigency (1 original copy)		Barangay Hall		
Medical Certificate (3 copies)		Medical Records		
Medical Social Service Card (1 original copy)		Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Relative proceeds to Medical Social Service Department for interview and assessment	1.Receives copy of Statement of Account 1.1 Assess and classify the patient based on their financial status	None	10 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
2. Submit the required documents needed for the medical/financial assistance.	2. Verify authenticity of submitted documents.	None	5 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
3.Wait for the issuance of Certificate of Medical Assistance with the discounted charge slip	3. Issue Certificate of Medical Assistance duly signed by the Social Worker 3.1 Instruct the patient or relative to proceed to the cashier for settlement of Bill	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
4. Proceed to Medical Social Service for provision of Medical Social Service	4. Issue Medical Social Service Card (for new patient)	None	2 Minutes	<i>Social Welfare Officer</i> Medical Social

Card (for new patient)				Service Unit
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3. REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR OUT-PATIENTS

For Indigent Patients needing medical and financial assistance

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Out-Patient needing financial and medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance (1 original copy)		Any Government Agency		
Request Slip for Ancillary procedures (1 original copy)		Ancillary Departments		
Order of Payment (1 original copy)		Out-Patient Department		
Barangay Indigency Original (1 original copy)		Barangay Hall		
Medical Certificate (1 original copy)		OPD Doctor		
Medical Social Service Card (1 original copy) *for old patient		Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient proceeds to Medical Social Service Department for interview and assessment	1. Receives copy of Request Slip for Ancillary procedures and/or order of payment 1.1 Assess and classify the patient based on their financial status	None	10 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
2. Submit the required documents needed for the medical/financial assistance	2. Verify authenticity of submitted documents	None	5 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
3. Wait for the issuance of Certificate of Medical Assistance with the discounted charge slip	3. Issue Certificate of Medical Assistance duly signed by the Social Worker	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
4. Proceed to the Cashier to	4. Issue Official	None	2 Minutes	<i>Collecting Officer</i>

settle bill	Receipt			<i>on duty</i> Cashier Unit
5.. Proceed to Medical Social Service for provision of Medical Social Service Card	5.Issue Medical Social Service Card.	None	2 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit

4. REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR PHILHEALTH POINT OF SERVICE

PhilHealth Point of Service is a program to cover all Filipinos under the National Health Insurance Program specifically the unregistered and inactive registered members that are financially incapable. Health Care Institutions are directed to enroll their patients to register within 72 hours upon admission or within their admission period.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	For indigent In- patient needing to be enrolled to Point of Service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID or Barangay Clearance (3 copies)		Any Government Agency		
Birth Certificate (3 copies)		Philippine Statistics Authority		
Marriage Contract (3 copies)		Philippine Statistics Authority		
Statement of Account (3 copies)		Billing and PhilHealth Department		
Barangay Indigency Original (3 copies)		Barangay Hall		
Medical Certificate (1 original copy)		Medical Records		
PhilHealth Member Registration Form (1 copy)		Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon admission, relative proceeds to Medical Social Service Department for interview and assessment and fill up the PhilHealth Member Registration Form	1. Assess and verify the authenticity of requirements 1.1 Classify the patient based on their financial Status	None	20 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
2. Submit the requirements needed	2. Receive and encode information of the patient correctly to Point of Service Sponsored PhilHealth 2.1 Transmit released PhilHealth	None	4 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit

	number with POS certification to PhilHealth Department *Once generated			
3. Wait for the release of the PhilHealth Number	3. Inform the patient as to the time of release	None	1 Minute	<i>Social Welfare Officer Medical Social Service Unit</i>

MEDICAL SERVICE DIVISION (OBSTETRICS AND GYNECOLOGY UNIT)

1. PROCEDURES IN AVAILING OBSTETRICS AND GYNECOLOGY ULTRASOUND SERVICES

RMBGH offers ultrasound, a diagnostic procedure of obstetrics and gynecology cases.

Office or Division:	Obstetrics and Gynecology Ultrasound Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In-patients, OPD and ER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 copy)		Physician		
Charge Slip (1 copy)		OB Ultrasound Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a Negative RT-PCR Test Result and fill-up the Health Declaration Form	1. Check RT-PCR Result and issue a Health Declaration Form	None	5 Minutes	<i>Information Desk Officer</i>
2. Bring the Ultrasound Request Form together with filled up Health Declaration Form to OB Ultrasound Room and give to the Secretary of the Clinic for queuing	2. Receives the request form and filled up Health Declaration Form for queuing	None	5 Minutes	<i>Secretary of the ultrasound clinic Obstetrics and Gynecology Unit</i>
3. Stay at the waiting area while waiting for your name or number to be called	3. Calls the patient from the waiting area for the procedure	None	30 Minutes *Depending on the case and number of patients	<i>Secretary of the ultrasound clinic Obstetrics and Gynecology Unit</i>
4. Proceed to the ultrasound room for the procedure	4. Perform the requested procedure and encode data for official result	None	40 Minutes *Depending on the case and number of patients	<i>Ob Gyn Ultrasound Subspecialist or Perinatologist Obstetrics and Gynecology Unit</i>
5. Wait for the issuance of Charge Slip	5. Issue charge slip to the patient	None	3 Minutes	<i>Secretary of the ultrasound Clinic Obstetrics and</i>

				Gynecology Unit <i>Collecting Officer on duty</i> Cashier Unit
6. Proceed to the Cashier to pay the fees.	6. Receives payment and issue official receipt to the patient	Transvaginal P1,200.00 Transrectal P1,200.00 Pelvic P1,200.00 BPS P1,200.00	5 Minutes	
7. Present the Official Receipt for documentation and claim the official result	7. Release the official result	None	5 Minutes	<i>Secretary of the ultrasound Clinic</i> Obstetrics and Gynecology Unit
8. Sign in the procedure Logbook to acknowledge receipt of the result	8. Document in the Logbook the release of official result	None	2 Minutes	<i>Secretary of the ultrasound clinic</i> Obstetrics and Gynecology Unit

MEDICAL SERVICE DIVISION (OUT-PATIENT DEPARTMENT)

1. OPD CONSULTATIONS

Outpatient Department cater all ambulatory patients needing primary care and consultation from the different medical and dental departments.

Office or Division:	Out Patient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Non-Emergent Care Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For New Patients: Any Valid Government issued ID for issuance of Hospital Card (1 original copy)			Any Government Agency /OPD Triage Any Government Agency/ OPD Triage	
For Old Patients: Any Valid Government issued ID (1 original copy) Hospital Card (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OPD Triage and accomplish Health Declaration Form	1. Registration of patient's data 1.1 Interview the patient for the chief complaint and perform vital signs	None	10 Minutes	<i>Nurse/ Nursing Aide</i> Nursing Service Division

2. Proceed to patients waiting area	2. For new patients admitting section will provide hospital card and number and encode to IHOMIS. 2.1 For old patients retrieve old chart and encode to IHOMIS.	None	10 Minutes	<i>Admitting Clerk</i> Admitting Unit
3. Proceed to the Medical Clinic for consultation	3. Assess medical history and examine patient. 3.1 Instruct patient or patient's relative on medical prescription, home instructions and follow-up checkup if needed.	None	15 Minutes	<i>OPD Doctor on duty</i> Out-Patient Department
4. Wait for the issuance of Order of Payment	4. Issue Order of Payment to the patient	None	3 Minutes	<i>Nursing Aide</i> Nursing Service Division
5. Proceed to the cashier to pay the fees	5. Receives payment and issue Official Receipt to the patient	Consultation Fee: Old/New Patient: P40 For New Patient Hospital Card P20	5 Minutes	<i>Collecting Officer on duty</i> Cashier Unit

2. OPD TELEMEDICINE CONSULTATION

Outpatient Department cater all ambulatory patients needing primary care and consultation from the different medical and dental departments thru an online platform

Office or Division:	Out Patient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Non-emergent care patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID (1 original copy) Laptop or Cellphone with Facebook Account		Any Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message to the Department concerned thru the following Facebook Page: <i>@rmbghIM</i> for Internal Medicine <i>@rmbghfammed</i> for Family Medicine	1. Acknowledge the message and send the link for the Consent Form	None	2 Minutes	<i>Telemedicine Doctor on duty</i>

<p>@rmbghobgyne for Obstetrics & Gynecology</p> <p>@rmbghpedia for Pediatrics</p> <p>@rmbghsx for Surgery</p> <p>@rmbghdental for Dental Services</p>				
<p>2. Submit the accomplished Consent Form and wait for the doctor to acknowledge</p>	<p>2. Acknowledge the accomplished Consent Form and request to send a copy of any Valid Government ID</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Telemedicine Doctor on duty</i></p>
<p>3. Engage with the Telemedicine Doctor on duty</p>	<p>3. Telemedicine Doctor on duty will do the following:</p> <ol style="list-style-type: none"> 1. Patients Information 2. Chief Complaint 3. Do History taking 4. Make assessment 5. Issue an E- Prescription and Ancillary Request as needed 6. Give proper instruction for follow-up and interdepartmental referral if needed 7. Give proper instruction when to seek emergency consultation at the Emergency Room 8. Ensure that the patient understands the instructions given 	<p>None</p>	<p>20 Minutes</p>	<p><i>Telemedicine Doctor on duty</i></p>

4. Accomplish Feedback Form thru link provided	4. Send Feedback Form Link to the patient 4.1 Accomplish Electronic Health Record and/or OPD Telemedicine Patient Chart	None	2 Minutes	<i>Telemedicine Doctor on duty</i>
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MEDICAL SERVICE DIVISION (PATHOLOGY UNIT)

1. LABORATORY SERVICE (OUT-PATIENT SERVICES)

Laboratory services pertains to diagnostic analysis of blood, urine, feces, other body fluids, cells and tissues ordered by a physician.

Office or Division:	Pathology Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	For all OPD Patients who wants to avail laboratory services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card (1 original copy)		OPD Triage		
Laboratory Request (1 original copy)		OPD Clinics and Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Laboratory Receiving Area and present request form	1. Receives request from patient	None	2 Minutes	<i>Lab Clerk/Aide/ Medical technologist Pathology Unit</i>
2. Submit self for the procedure	2. Explanation of procedure 2.1 Blood Extraction 2.2 Specimen Collection	None	7 Minutes	<i>Medical technologist Pathology Unit</i>
3. Wait for the issuance of Charge Slip	3. Issue Charge Slip to the patient	None	2 Minutes	<i>Lab Clerk/Aide/ Medical technologist Pathology Unit</i>
4. Proceed to the Cashier to settle bill	4. Receive payment and issue Official Receipt	HEMATOLOGY CBC- ₱180.00 Retics - ₱70.00 ESR ₱70.00 PBS - ₱75.00 CT - ₱65.00	5 Minutes	<i>Collecting Officer on duty Cashier Unit</i>

		<p>BT- ₱65.00 PT - ₱200.00 PTT - ₱200.00</p> <p><u>CLINICAL MICROSCOPY</u> Urinalysis – ₱45.00 Fecalysis -₱40.00 Ketone - ₱30.00 FOBT – ₱50.00 Prenancy Test- ₱104.00</p> <p>Sperm Analysis – 160.00</p> <p><u>BLOOD STATION</u> Blood Typing-₱40.00 Crossmatching- ₱1,315.00 DAT – ₱1,315.00 IAT- ₱1,315.00 Antibody screening - ₱607.00</p> <p><u>CHEMISTRY</u> FBS/RBS - ₱123.00 Cholesterol - ₱183.00 Triglycerides- 229.39 HDL-₱364.00 BUA- ₱135.00 BUN- ₱122.00 Creatinine- ₱134.00 SGOT- ₱263.00 SGPT-₱263.00 ALP- 144.00 Total Protein – 142.00 Albumin- ₱167.00 Bilirubin - ₱401.00 Lipase – 160.00 Amylase – 160.00 OGTT 75g- ₱302.00 LDH – 150.00 Na -₱90.00 K – ₱90.00 Chloride - ₱90.00 iCa - ₱90.00 Mg – ₱220.00 Phos - ₱220.00 CBG- ₱92.00</p>		
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		<p>HbA1c – ₱909.00 CKMB – 1,100.00</p> <p><u>SEROLOGY</u> Dengue Duo- ₱600.00 Dengue NS1 Ag – ₱900.00 HBsAg- ₱160.00 RPR- ₱200.00 Syphilis – ₱350.00 HIV -₱310.00 H.Pylori Ab - ₱450.00 CRP – ₱350.00 ASO – ₱256.00 RF – ₱350.00 C3 –₱ 500.00 Trop I Quali-₱650.00 aHCV - ₱750.00</p> <p><u>IMMUNOLOGY</u></p> <p>FT3 -₱500.00 FT4 –₱ 500.00</p> <p>TSH – ₱500.00</p> <p>CEA –₱700.00</p> <p>CA125 – ₱1,000.00</p> <p>CA 19-9 –₱1,400.00</p> <p>CA 15-3 – ₱667.00</p> <p>B-HCG – ₱1,100.00</p> <p>PSA – ₱500.00</p> <p>Procalcitonin- ₱2,000.00</p> <p>Ferritin – ₱1,300.00</p> <p>D-Dimer –₱1,500.00</p> <p>Trop I – ₱1,300.00</p>		
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		HBsAg - ₱800.00 aHBs- ₱1,000.00 HBeAg - ₱654.00 aHbe - ₱654.00 aHBcIgM - ₱744.00 aHBcIgG- ₱621.00 aHAVIgG ₱1,100.00 aHAVIgM ₱1,100.00 aHCV- ₱1,300.00 HIV ₱1,100.00 MICROBIOLOGY Blood & Sterile Body fluids C/S - ₱3,083 Non-Sterile Body Fluids C/S- ₱575.00 AFB - ₱100.00 G/S – ₱100.00 KOH – ₱100.00		
5. Goes back to the Pathology and present Official Receipt to the Pathology Clerk	5. Encode the Official Receipt	None	2 Minutes	<i>Lab Clerk/Aide/ Medical technologist Pathology Unit</i>
6. Wait for the release of Official Result.	6. Processing of Specimen	None	2 Hours Variable (depending on the laboratory test/s requested)	<i>Medical Technologist Pathology Unit</i>
	6.1 Logging and encoding of result/s	None	5 Minutes	<i>Medical Technologist Pathology Unit</i>
	6.2 Verification and signing of Official Result/s	None	3 Minutes	<i>Medical Technologist/ Pathologist Pathology Unit</i>
7. Receives Official Result/s	7. Release Official Result/s	None	5 Minutes	<i>Lab clerk/Lab Aide Pathology Unit</i>
8. Sign in the Releasing	8. Document in the	None	2 Minutes	<i>Lab clerk/Lab Aide</i>

Logbook to acknowledge receipt of the result	Logbook the release of Official Result			Pathology Unit
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2. RELEASE OF CADAVER

Facilitate immediate release of Cadaver and Certificate of Death upon issuance of clearance.

Office or Division:	Pathology Unit, Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Immediate Relative of Deceased Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government Issued ID of the authorized representative of the deceased (1 original copy)		Any Government Agency		
Discharge Clearance Slip		Cashier		
ID & calling card of Funeral Representative		Funeral		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Clearance Slip, Statement of Account (SOA) for In-Patient and Order of Payment for ER-Patient	1. Receive and check the Clearance Slip, Statement of Account (SOA) or Order of Payment	None	3 Minutes	<i>Collecting Officer on duty</i> Cashier Unit
2. Settle Bill at the Cashier	2. Receives payment and issue Official Receipt to the patient and Clearance Slip	None	2 minutes	<i>Collecting Officer on duty</i> Cashier Unit
3. Proceed to Cadaver holding area and present the Clearance Slip	3. Check and validate Clearance Slip	None	2 Minutes	<i>Pathology Staff</i> Pathology Unit
4. Authorized Representative to confirm the identity of the deceased	4. Assist by showing the Identification Tag (for infectious cases) and the Identification Tag and face of the Cadaver (for non-infectious cases)	None	1 Minute	<i>Pathology Staff</i> Pathology Unit

5. Relatives contact their funeral parlor	5. Verify the accreditation of the Funeral Parlor	None	2 Minutes	Pathology Staff Pathology Unit
6. Present Clearance Slip to the Guard on duty for signature	6. Check and validate the signed Clearance Slip 6.1 Validate the identity of the Funeral Parlor Representative 6.2 Release Cadaver	None	2 Minutes	Pathology Staff Pathology Unit / Guard on duty Security

MEDICAL SERVICE DIVISION (PEDIATRICS UNIT)

1. EXPANDED NEWBORN SCREENING

In compliance to RA 9288, also known as the Newborn Screening Act of 2004, all newborns delivered at RMBGH shall undergo the procedure at more than 24 hours of life or prior to discharge for the early detection and management of several genetic and metabolic disorders that may lead to mental retardation and death if left untreated.

Office or Division:	Pediatrics Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Newborn babies delivered at RMBGH to include non-institutional deliveries admitted at RMBGH.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn Screening Filter Card (1 original copy)		Newborn Screening Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mother will be informed of the importance and the details of the procedure of the Newborn Screening test	1. Newborn Screening Nurse will discuss the importance of the test and will explain the step-by-step procedure to the mother together with the Newborn Screening brochure	Covered by Philhealth	5 Minutes	Newborn Screening Nurse Nursing Service Division
2. Mother will give a verbal consent	2. Newborn Screening Nurse will obtain a verbal consent and answer concerns regarding the procedure		5 Minutes	Newborn Screening Nurse Nursing Service Division

3. Mother will answer and give details of the birth history and personal information as required	3. Newborn Screening nurse to validate and enter details on the newborn screening filter card		5 Minutes	<i>Newborn Screening Nurse</i> Nursing Service Division *Register entry to the Expanded Newborn Screening Logbook
4. Mother may be asked to assist Newborn Screening Nurse to calm the baby	4. Newborn Screening Nurse will perform the Newborn Screening test in the Newborn Screening Room by obtaining a blood sample thru a heel prick test		10 Minutes	<i>Newborn Screening Nurse</i> Nursing Service Division *Filter Card will be sent to Newborn Screening Center/National Institute of Health for analysis
5. Mother given instructions regarding the release of results	5. Newborn Screening Nurse will inform the mother that the result will be available within 2 to 3 weeks		3 Minutes	<i>Newborn Screening Nurse</i> Nursing Service Division *Will send text message as soon as results are available and instruct mother to claim the official result at RMBGH
6. Mother receives results	<p>6. Negative Result: Newborn Screening Nurse will give the official result to the mother/authorized representative</p> <p>6.1 Positive Result: Will give the official result and instruct Mother to bring baby to a confirmatory facility and follow up at OPD with confirmatory result</p> <p>6.2 Invalid/ Insufficient Result: Newborn Screening Nurse to enter details on a new filter card</p> <p>6.3 Baby will undergo a repeat Newborn Screening test (heel prick)</p>		3 Minutes	<i>Newborn Screening Nurse</i> Nursing Service Division Log as Received in the Newborn Screening Logbook
			10 Minutes	<i>Newborn Screening Nurse</i> Nursing Service Division

	Mother will be given instructions to as release of results			Log as Done-Repeat Test in the Newborn Screening Logbook
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2. NEWBORN HEARING SCREENING

In compliance to RA 9709, also known as the Universal Newborn Hearing Screening and Intervention Act, all newborns delivered in RMBGH shall undergo Newborn Hearing Screening by means of an Otoacoustic emissions test (OAE) after the 24th hour of life or before hospital discharge

Office or Division:	Pediatrics Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All newborns delivered at RMBGH to include non-institutional deliveries admitted at RMBGH.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn Hearing Registry Card		Newborn Hearing Screening Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mother will be informed of the importance and the details of the procedure of the Newborn Hearing Screening test	1. Newborn Hearing Screening Nurse will discuss the importance of the test and will explain the step-by-step procedure to the mother together with the brochure	Covered by Philhealth	5 Minutes	<i>Newborn Hearing Screening Nurse</i> Nursing Service Division
2. Mother will give a verbal consent	2. Newborn Hearing Screening Nurse will obtain a verbal consent and answer concerns regarding the procedure		5 Minutes	<i>Newborn Hearing Screening Nurse</i> Nursing Service Division
3. Mother will answer and give details of the birth history and personal information as required	3. Newborn Hearing Screening Nurse to enter details on the newborn hearing registry card		5 Minutes	<i>Newborn Hearing Screening Nurse</i> Nursing Service Division Register entry in the Newborn Hearing Logbook

MEDICAL SERVICE DIVISION (PHARMACY UNIT)

1. PHARMACY SERVICES

Caters In-patient and Out-Patient in providing high quality, safe and effective medicines. It promotes rational use of drugs and offers patient counseling thus providing client-friendly pharmaceutical services.

Office or Division:	Pharmacy Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ER-Patient, Out-Patient and In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Prescription (1 original copy)		RMBGH Medical Doctors		
Hospital Card (1 original copy)		Out-Patient Department/Admitting Unit		
For Senior Citizen and PWD: Any Valid Government Issued ID (1 original copy) Senior Citizen and PWD Booklet (1 original copy) Authorization Letter from the patient for claiming relatives (1 original copy)		Any Government Agency Office of the Senior Citizens Affair/Persons with Disability Affairs Office Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Pharmacy Reception Area and presents Prescription Requests <ul style="list-style-type: none"> • OPD: Out-patient • ER-Patient • In-patient 	1. Receive prescription and checks availability of medicine *If not available, inform the prescribing doctor for alternative medicine	None	3 Minutes	<i>Pharmacist on Duty</i> Pharmacy Unit <i>Nurse on Duty/Nursing Aide</i> <i>Nurse on Duty/Nursing Aide</i> Nursing Service Division
2. Wait for the issuance of Order of Payment	2. Issue Order of Payment and prepare the prescribed medicine/s	None	5 Minutes	<i>Pharmacist on Duty</i> Pharmacy Unit
3. Pay or settle bill at the Cashier	3. Receives payment and issue Official Receipt to the patient	Depend on the amount written at the Order of Payment	2 Minutes	<i>Collecting Officer on Duty</i> Cashier Unit
4. Goes back to the Pharmacy reception area and present Official Receipt to the	4. Writes the receipt number to Pharmacy	None	5 Minutes	<i>Pharmacist on Duty</i> Pharmacy Unit

Pharmacist on duty to receive the prescribed medicine/s.	Log sheet and dispense medicine/s			
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MEDICAL SERVICE DIVISION (RADIOLOGY UNIT)

1. CT SCAN PROCEDURES

Office or Division:	Radiology Unit: Diagnostic Section: CT SCAN			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ER-Patient, Out-Patient and Admitted Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Out-patient: Hospital Card (1 original copy) Radiology Request Form (1 original copy)		Out-Patient Department		
For In-patient/ ER-patient: Patient's Chart (1 original copy) Radiology Request Form (1 original copy)		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Radiology receiving area and present request form and secure schedule for the procedure <ul style="list-style-type: none"> • Out-patient:patient • ER-Patient • In-patient 	1. Receives request form 1.1 Gives verbal and written instructions for preparation prior to the procedure 1.2 Inform the Patient/NOD of the schedule	None	10 Minutes	<i>Radiologic Technologist</i> Radiology Unit <i>Nurse on Duty/Nursing Aide</i> Nursing Service Division
2. Proceeds to CT-Scan Room	2. Performs the procedure	None	60 Minutes	<i>Radiologic Technologist</i> Radiology Unit
3. Wait for the issuance of Charge Slip	3. Issue Charge Slip	None	3 Minutes	<i>Radiologic Technologist</i> <i>Aide/ Radiologic Technologist</i> Radiology Unit

4. Pay or settle bill at the Cashier	4. Receives Payment and issue Official Receipt	CT SCAN (PLAIN)		5 Minutes	Collecting officer on duty Cashier Unit
		HEAD/BRAIN	₱ 3,500.00		
		HEAD WITH 3D RECONSTRUCTION	₱ 3,150.00		
		CHEST	₱ 3,500.00		
		CHEST HR	₱ 4,000.00		
		CT ADRENALS	₱ 3,240.00		
		MANDIBLE/NECK	₱ 4,000.00		
		MANDIBLE/NECK WITH 3D RECONSTRUCTION	₱ 3,600.00		
		ORBITS	₱ 4,000.00		
		PNS	₱ 3,000.00		
		TEMPORAL BONE	₱ 4,000.00		
		NASOPHARYNX	₱ 3,500.00		
		FACIAL BONE	₱ 4,500.00		
		FACIAL BONE WITH 3D RECONSTRUCTION	₱ 4,050.00		
		THORACIC SPINE	₱ 4,000.00		
		LUMBOSACRAL SPINE	₱ 4,000.00		
		WHOLE ABDOMEN	₱ 7,500.00		
		UPPER ABDOMEN	₱ 4,000.00		
		LOWER ABDOMEN	₱ 4,000.00		
		EXTREMITIES	₱ 3,500.00		
		PELVIS	₱ 4,000.00		
		STENOGRAM	₱ 7,000.00		
		CT-SCAN WITH CONTRAST			

		HEAD/BRAIN	₱4,000.00		
		CHEST	₱4,500.00		
		CHEST HR	₱5,000.00		
		MANDIBLE/ ECK	₱5,000.00		
		ORBITS	₱5,000.00		
		PNS	₱4,000.00		
		TEMPORAL BONE	₱5,000.00		
		NASOPHAR YNX	₱4,500.00		
		FACIAL BONE	₱5,500.00		
		THORACIC SPINE	₱5,000.00		
		LUMBOSAC RAL SPINE	₱5,000.00		
		WHOLE ABDOMEN			
		A. UNIPHASIC	₱8,000.00		
		B. Bi./TRIPHASI C	₱10,000.00		
		UPPER ABDOMEN			
		A. UNIPHASIC	₱5,000.00		
		B. Bi./TRIPHASI C	₱8,000.00		
		LOWER ABDOMEN			
		A. UNIPHASIC	₱ 5,000.00		
		B. Bi./TRIPHASI C	₱8,000.00		
		EXTREMITIE S	₱5,500.00		
		PELVIS	₱5,500.00		
		UROGRAM	₱9,000.00		
		CTA HEAD	₱8,500.00		
		CTA PULMONAR Y	₱8,500.00		
		(CTA) THORACIC/ ABDOMINAL AORTA	₱10,000.00		
5. Goes back to Radiology Receiving Area and present	5. Encode the Official Receipt	None		2 Minutes	<i>Radiologic Technologist</i>

Official Receipt	5.1 Informs the patient as to the date of release of Official Result			<i>Aide/ Radiologic Technologist Radiology Unit</i>
6. Proceeds to Radiology receiving area	6. Release of Official Result; Provide a digital copy (if requested)	None	In-Patient & ER: within 24 Hours, OPD: 3 working days	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>

2. ULTRASOUND PROCEDURES

Office or Division:	Radiology Unit: Diagnostic Section: ULTRASOUND			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ER-Patient, Out-Patient and Admitted Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Out-patient: Hospital Card (1 original copy) Radiology Request Form (1 original copy)		Out-Patient Department		
For In-patient/ ER-patient: Patient's Chart (1 original copy) Radiology Request Form (1 original copy)		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Radiology Receiving Area and present Request Form • Out-patient: Patient • ER-Patient • In-patient	1. Receives request form 1.1 Gives verbal and written instructions for preparation prior to the procedure 1.2 Inform the Patient/NOD of the schedule	None	10 Minutes	<i>Radiologic Technologist Radiology Unit</i> <i>Nurse on Duty/Nursing Aide Nursing Service Division</i>
	2. Performs the procedure	None	60 Minutes	<i>Radiologic Technologist Radiology Unit</i>
3. Wait for the issuance of Charge Slip	3. Issue charge slip	None	3 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
4. Pay or settle bill at the Cashier	4. Receives payment and issue Official Receipt	1 ORGAN (INCLUDING RLQ) ₱800.00	5 Minutes	<i>Collecting officer on duty Cashier Unit</i>

		2D ECHO	₱2,500.00		
		HBT	₱1,000.00		
		UPPER ABDOMEN	₱1,200.00		
		LOWER ABDOMEN (KUBP or KUB + PELVIC)	₱1,200.00		
		WHOLE ABDOMEN	₱2,400.00		
		TRANSRE CTAL (PROSTAT E or PELVIC)	₱1,500.00		
		KUB	₱1,000.00		
		BREAST (BILATERA L)	₱1,500.00		
		THYROID	₱1,200.00		
		NECK	₱1,500.00		
		CRANIAL	₱950.00		
		SCROTAL WITH DOPPLER	₱1,350.00		
		INGUINOS CROTAL WITH DOPPLER	₱1,500.00		
		FAST	₱1,500.00		
		CHEST	₱800.00		
		CHEST MAPPING UNILATER AL	₱1,200.00		
		CHEST MAPPING (BILATERA L)	₱1,700.00		
5.Goes back to Radiology Receiving Area and present Official Receipt	5. Encode the Official Receipt 5.1 Informs the patient as to the date of release of Official Result	None		2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
6. Proceeds to Radiology receiving area	6. Release of Official Result; Provide a digital	None		In-Patient & ER: within 24 Hours	<i>Radiologic Technologist Aide/ Radiologic</i>

	copy (if requested)		OPD: 3 working days	<i>Technologist Radiology Unit</i>
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3. X-RAY PROCEDURES

Assess the patients' medical history, obtain consent, treatment plan and treat using various procedures.

Office or Division:	Radiology Unit: Diagnostic Section: X-RAY							
Classification:	Simple							
Type of Transaction:	G2C – Government to Citizen							
Who may avail:	ER-Patient, Out-Patient and admitted Patient							
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE						
For Out-patient: Hospital Card (1 original copy) Radiology Request Form (1 original copy)		Out-Patient Department						
For In-patient/ER-patient: Patient's Chart (1 original copy) Radiology Request Form (1 original copy)		Emergency Room						
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1. Proceed to Radiology Receiving Area and present Request Form • Out-patient: Patient • ER-Patient • In-patient	1. Receive request form	None	2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i> <i>Nurse on Duty/Nursing Aide Nursing Service Division</i>				
2. Proceed to X-Ray Room	2. Performs the procedure	None	15 Minutes *Depends on the number of requested procedures.	<i>Radiologic Technologist Radiology Unit</i>				
3. Wait for the issuance of charge slip.	3. Issue Charge Slip	None	3 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>				
4. Pay or settle bill at the Cashier	4. Receives payment and issue Official Receipt	<table border="1"> <tr> <td>CHEST PA</td> <td>₱300.00</td> </tr> <tr> <td>CHEST PA/L</td> <td>₱400.00</td> </tr> </table>	CHEST PA	₱300.00	CHEST PA/L	₱400.00	5 Minutes	<i>Collecting Officer on Duty Cashier Unit</i>
CHEST PA	₱300.00							
CHEST PA/L	₱400.00							

		CHEST ALV/ CONED DOWN	₱250. 00		
		CHEST LATERAL	₱250. 00		
		CHEST AP/ LATERAL (PEDIA)	₱250. 00		
		CHEST LATERAL DECUBITUS	₱250. 00		
		CHEST (PORTABLE)	₱315. 00		
		RIBS/THORACI C CAGE	₱400. 00		
		SKULL (PA/L)	₱400. 00		
		MANDIBLE	₱700. 00		
		MASTOID	₱500. 00		
		TMJ	₱600. 00		
		WATER'S VIEW	₱300. 00		
		PARANASAL SINUSES	₱450. 00		
		SUBMENT OVERTEXTOW NES VIEW	₱250. 00		
		ORBITS	₱450. 00		
		NASAL BONES /SOFT TISSUE LATERAL	₱500. 00		
		CERVICAL SPINE (AP/L)	₱450. 00		
		CERVICAL SPINE (AP/L) + O	₱550. 00		
		COCCYX	₱234. 00		
		THORACIC			

		SPINE	₱450.00		
		THORACIC SPINE OBLIQUE	₱468.00		
		LUMBOSACRAL SPINE	₱450.00		
		LUMBOSACRAL SPINE + OBLIQUE VIEW	₱550.00		
		SCOLIOTIC STUDY	₱900.00		
		ABDOMEN SUPINE AND UPRIGHT	₱500.00		
		ABDOMEN (PORTABLE)	₱375.00		
		PELVIS (AP)	₱300.00		
		PELVIS + FROG LEG	₱600.00		
		SHOULDER UNILATERAL	₱300.00		
		SHOULDER AP/O	₱450.00		
		ELBOW (UNILATERAL)	₱350.00		
		ANKLE (UNILATERAL)	₱350.00		
		FOOT (UNILATERAL)	₱350.00		
		HUMEROUS (UNILATERAL)	₱350.00		
		FEMUR (UNILATERAL)	₱350.00		
		LOWER LEG (UNILATERAL)	₱350.00		
		HAND (UNILATERAL)	₱350.00		
		WRIST (UNILATERAL)	₱350.00		

			00		
		EXTREMITY (UNILATERAL)	₱750. 00		
		SKULL SERIES (ADULT)	₱468. 00		
		SCAPULAR Y	₱234. 00		
		FOREARM (UNILATERAL)	₱115. 00		
		HIP JOINT (UNILATERAL) ADULT	₱234. 00		
		KNEE (UNILATERAL)	₱117. 00		
		(PEDIA)			
		BABYGRAM	₱150. 00		
		ABDOMEN (PEDIA)	₱350. 00		
		SKULL SERIES (PEDIA)	₱500. 00		
		ZYGOMA/CHEEK BONE	₱150. 00		
		HIP JOINT (UNILATERAL) PEDIA	₱234. 00		
5. Goes back to Radiology Receiving Area and present Official Receipt	5. Encode the official receipt 5.1 Informs the patient as to the date of release of Official Result	None		2 Minutes	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>
6. Proceeds to Radiology Receiving Area	6. Release of Official Result; Provide a digital copy (if requested)	None		In-Patient & ER: within 24 Hours OPD: 3 working days	<i>Radiologic Technologist Aide/ Radiologic Technologist Radiology Unit</i>

HOSPITAL OPERATION AND PATIENT SYSTEM SERVICE DIVISION (CASHIER UNIT)

1. COLLECTION OF PAYMENTS (In Service Patients)

To receive and deposit the cash collected from patient to the Authorized Depository Bank.

Office or Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (SOA) (4 copies)		Billing		
Clearance Slip (2 copies)		Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Statement of Account (SOA) and Clearance Slip	1. Receives and validates the Statement of Account (SOA) and Clearance Slip	None	8 Minutes	<i>Collecting Officer on Duty</i> Cashier Unit
2. Settle bill and wait for the issuance of Official Receipt, Statement of Account, and Clearance Slip	2. Receives corresponding payment, issue Official Receipt, verifies Statement of Account, signs Clearance Slip	Depends on the service rendered to the patient	2 Minutes	<i>Collecting Officer on Duty</i> Cashier Unit

2. COLLECTION OF PAYMENTS (Out-Patient and ER-Patients)

To receive and deposit the cash collected from patient to the Authorized Depository Bank.

Office or Division:	Cashier Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Out-Patient and ER-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (2 copies)		Central Supply Room Emergency Room Laboratory Medical Records OPD Clinics Pharmacy		

		Radiology		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Order of Payment	1. Receives and validates the Order of Payment	None	3 Minutes	<i>Collecting Officer on Duty Cashier Unit</i>
2. Settle bill and wait for the issuance of official receipt and clearance slip (for ER-Patients)	2. Receives corresponding payment, issue Official Receipt 2.1 Issue Clearance Slip to ER-Patients only	Depends on the service rendered to the patient	2 Minutes	<i>Collecting Officer on Duty Cashier Unit</i>
3. Presents the Clearance Slip to the ER Nurse and ER Guard on duty	3. Receives the Clearance Slip and approves discharge of patient	None	2 Minutes	<i>ER Nurse on duty Nursing Service Division /ER Guard on Duty</i>

HOSPITAL OPERATION AND PATIENT SYSTEM SERVICE DIVISION (BILLING AND CLAIMS UNIT)

1. PHILHEALTH BENEFIT

Verification and recording all hospital procedures, services, medical supplies, drugs and medicines incurred by patients. This includes claims, fees and use of facilities to process discharging of patient.

Office or Division:	Billing and Claims Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In-patients (Philhealth Member)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government issued Valid ID Official Receipt of Monthly/ Quarterly Contribution * (1 photocopy)		Government Agency		
Members Data Record / Philhealth Benefit Eligibility Form* (1 photocopy)		Philhealth Office		
Philhealth Certification (CE1/Sponsored) (1 photocopy)		Philhealth Office		
4P's ID (for 4P's Member) (1 photocopy)		Barangay Hall		
Birth Certificate *(1 photocopy)		Philippine Statistics Authority		
Marriage Certificate *(1 photocopy)		Philippine Statistics Authority		
Senior Citizen ID (1 photocopy)		Any Office of the Senior Citizens Affairs		
*As needed				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or Relative shall proceed to Philhealth and Billing Section, submit the requirements and give the filled-up Philhealth Benefit Eligibility Form	1. Verifies eligibility from Philhealth portal to produce the Philhealth Benefit Eligibility Form 1.2 Print the Philhealth Eligibility Form	None	10 Minutes	<i>Philhealth Clerk</i> Billing and Claims Unit

2. PROCESSING AND RELEASE OF FINAL BILL FOR IN-PATIENT

The processing of final bills are series of action that validates the final financial obligation of the admitted patient.

Office or Division:	Billing and Claims Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Patient or Authorized Representative of Patient for discharge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Clearance Slip (1 original copy) Claim Signature Form (1 original copy) Claim Form 2 (1 original copy) Claim Form 3 (1 original copy) Claim Form 4(1 original copy)		Clinical Wards		
*If representative(non-relative): Authorization letter from Patient Any Government Issued I.D of the Patient and Representative in compliance to R.A 10173 (Data Privacy Act)		Any Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The relative and or the ward clerk gives the requirements for discharge to the Billing and Philhealth Section	1. The Philhealth Clerk receives the requirement submitted 1.2 The Clerk checks the completeness of CSF, CF2, CF3 and CF4 if applicable 1. 3 Deducts Philhealth benefits 1.4 Forwards to Billing the Philhealth Forms and requirements for final bill preparation 1.5 Compute and print the Statement of Account (SOA)	Covered by Philhealth	25 Minutes	Philhealth Clerk Billing and Claims Unit Billing Clerk Billing and Claims Unit
2. Receive and sign the Statement of Account (SOA)	2. Release the Statement of Account (SOA) and advice to proceed to Cashier Section for	None	3 Minutes	Billing Clerk Billing and Claims Unit

	settlement.			
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NURSING SERVICE DIVISION

1. DISCHARGE OF IN-PATIENT

This service is to provide a systematic and organized discharging of all In-patients

Office or Division:	Nursing Services Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth Form		Philhealth Section		
Certificate of Employment for Government Employees (1 original copy)		Government Agency where patient/parent is employed		
Any Valid Government Issued ID (1 original copy)		Any Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Hospital Bill	1. Carry out Doctor's Discharge Order and 1.1 Issue Discharge Clearance Slip	None	3 Minutes	<i>Nurse on duty</i> Nursing Service Division
2. Seek Clearance from different department concerned	2. Validate and sign Discharge Clearance Slip	None	20 Minutes	<i>All concerned Departments</i>
3. Presents Discharge Clearance Slip to Philhealth and Billing Section	3. Validate and issue Statement of Account (SOA)	None	15 Minutes	<i>Billing and Philhealth Clerk</i> Billing and Philhealth Section
4. Settle hospital Bill at the Cashier	4. Receives payment and issue Official Receipt (OR) and Clearance Slip	None	2 Minutes	<i>Collecting Officer on duty</i> Cashier Unit

<p>5. Presents to the Nurse Station the accomplished Discharge Clearance Slip and Official Receipt</p>	<p>5. Explain and provide a copy of the Discharge instruction to patient/parents</p> <p>5.1 Provide Prescription and Ancillary Request as needed</p> <p>5. 2 Provide Customer Feedback Form</p> <p>5.3 Issue two (2) copies of the signed Discharge Clearance Slip</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Nurse on duty</i> Nursing Service Division</p>
<p>6. Present Discharge Clearance Slip to Lobby Guard</p>	<p>6.1 Receive and validate the Discharge Clearance Slip and get one (1) copy</p> <p>6. 2 Cut Patient Identification Band</p> <p>6.3 Cleared for Discharge</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Guard on Duty</i> Security</p> <p><i>Nursing Service Personnel</i> Nursing Service Division</p>

<p>FEEDBACK AND COMPLAINTS MECHANISM</p>	
<p>How to send feedback</p>	<p>Answer the Client Satisfaction Survey Form given by the Hospital Staff after service is rendered. Drop this at the designated box provided by the Hospital.</p> <p>The Client can also send a message thru official RMBGH email address: rmbgh@quezoncity.gov.ph</p>

<p>How feedbacks are processed</p>	<p>The Client Satisfaction Survey Feedbacks are collated and verified by the Unit Heads and submitted to the Patient Experience and Complaints Committee Head.</p> <p>The Patient Experience and Complaints Committee Head prepares Monthly Summary of Feedback Report to be submitted to the Director's Office.</p>
<p>How to file a complaint</p>	<p>Fill-out the Client Satisfaction Survey Form.</p> <p>Submit the Complaint thru:</p> <p>a. official RMBGH email address rmbgh@quezoncity.gov.ph</p> <p>b. letter to the Department Head or concerned office.</p>
<p>How complaints are processed</p>	<p>Feedbacks are collated by the Information Desk Officer and submit to the Patient Experience and Complaints Committee for action.</p> <p>For simple complaints: replies within one to three days For complex complaint: will forward to the concerned department for appropriate action within three to seven days</p> <p>Concerned Department will send a copy of result of Investigation and Action Plan to the Continuous Quality Improvement Committee and Director's Office.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-8816565 (SMS)</p>

SUSTAINABLE DEVELOPMENT AFFAIRS UNIT

Central Office Internal Services

1. Processing of inquiries, requests for meetings, presentation of proposals, orientations, and other general communications

Office or Division:	Central/ Head Office			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	City Departments/ Offices/ Operating Units City Councilors National government agencies Local government units Private entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copy – Letter/ Request/ Communication addressed to the City Mayor through the Sustainable Development Affairs Officer One (1) set of supporting documents (if any) For emails, please send to: sdau@quezoncity.gov.ph			Letters and communications to be provided by the requesting party.	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Physical Submission 1. File document/s or request/s to office's receiving area.	1. Receives the Document of the client and stamp date & time received.	None	2 minutes	Administrative Staff
	2. Assigns document tracking control number.		2 minutes	Administrative Staff
	3. Assigns document and submits to Sustainable Development Affairs Officer		5 minutes	Administrative Staff Sustainable Development Affairs Officer
	4. After careful review, the Sustainable Development Affairs Officer recommends action to concerned staff		10 minutes	Sustainable Development Affairs Officer
	5. Concerned staff to coordinate with requesting party.		1 working day	<i>Programs Staff</i>
TOTAL			1 day and 9 minutes	

<p>For online communication requests via email:</p> <p>1. Send document/s or request/s to sdau@quezoncity.gov.ph</p>	<p>1. Acknowledges receipt of email online the Document of the client and stamp date & time received.</p>	None	1 minute	<i>Administrative Staff</i>
	<p>2. Assigns document tracking control number.</p>		2 minutes	<i>Administrative Staff</i>
	<p>3. Assigns document and submits to Sustainable Development Affairs Officer</p>		5 minutes	<i>Administrative Staff</i> <i>Sustainable Development Affairs Officer</i>
	<p>4. After careful review, the Sustainable Development Affairs Officer recommends action to concerned staff</p>		10 minutes	<i>Sustainable Development Affairs Officer</i>
	<p>5. Concerned staff to coordinate with requesting party.</p>		1 working day	<i>Programs Staff</i>
TOTAL			1 day and 8 minutes	

2. Programs/ Projects/ Activity Coordination and Monitoring

To access existing projects, propose plans, and proposals to the city Mayor and select, execute, manage and monitor those that are aligned with the attainment of the SDGs through the provision of technical and liaison services and sourcing of financial assistance for various programs.

Office or Division:	Central/ Head Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	City Departments/Offices/Operating Units City Councilors Private entities National government agencies Local government units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original copy – Letter, Memo, Endorsement/ Indorsement, Transmittal, Routing Slip One (1) set of supporting documents, (if any) For emails, please send to: sdau@quezoncity.gov.ph			Documents to be provided by the requesting party.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Physical Submission 1. File document/s or request/s to office's receiving area.	1. Receives the Document of the client and stamp date & time received.	None	2 minutes	Administrative Staff
	2. Assigns document tracking control number.		2 minutes	Administrative Staff
	3. Assigns document and submits to Sustainable Development Affairs Officer		5 minutes	Administrative Staff
	4. After careful review, the Sustainable Development Affairs Officer recommends		10 minutes	Sustainable Development Affairs Officer

<p>For online communication via email:</p> <p>1. Send to sdau@quezoncity.gov.ph</p>	<p>1. Acknowledges receipt of email online the Document of the client and stamp date & time received.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Administrative Staff</i></p>
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	<p>2. Assigns document tracking control number.</p>		2 minutes	<i>Administrative Staff</i>
	<p>3. Assigns document and submits to Sustainable Development Affairs Officer</p>		5 minutes	<i>Administrative Staff</i> <i>Sustainable Development Affairs Officer</i>
	<p>4. After careful review, the Sustainable Development Affairs Officer recommends action to concerned staff.</p>		10 minutes	<i>Sustainable Development Affairs Officer</i>
	<p>5. Conducts Complete Staff Work thru proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request or implement given instructions.</p>		5 working days	<i>Sustainable Development Affairs Officer</i> <i>Programs Staff</i>
	<p>6. Gives evaluation report and/or draft action documents to the Mayor's Office or concerned LGU agency/ department/ unit/ task force</p>		2 working days	<i>Sustainable Development Affairs Officer</i> <i>Programs Staff</i>

	<p>for review/ consideration/ approval/ signature.</p> <p>7. Concerned staff to coordinate with requesting party.</p>		1 working day	<i>Administrative Staff</i>
TOTAL			8 days and 18 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Feedback may be sent via email to sdau@quezoncity.gov.ph addressed to the Sustainable Development Affairs Officer.
How feedback is processed	<ol style="list-style-type: none"> 1. Feedback may be filed physically and online addressed to the Sustainable Development Affairs Officer. 2. Feedback sent shall be responded to by the person responsible within two (3) days of the receipt of the feedback. 3. Feedback received may be raised and forwarded to relevant LGU agencies/ departments/ units/ task forces upon careful review and consideration for action.
How to file a complaint	<ol style="list-style-type: none"> 1. Similar to feedback, complaints may be filed physically and online addressed to the Sustainable Development Affairs Officer. 2. Complaints received may be raised and forwarded to relevant LGU agencies/ departments/ units/ task forces upon careful review and consideration that

<p>How complaints are processed</p>	<ol style="list-style-type: none">1. Complaints received are evaluated through proper review, evaluation and analysis; data gathering, and recommendation of proper action; including the preparation of relevant documents to grant request and/ or address relevant complaint.2. Complaint may be raised and forwarded to relevant LGU agencies/ departments/ units/ task forces upon careful review and consideration for action.
<p>Contact Information of Sustainable Development Affairs Unit</p>	<p>Telephone: +63(2) 8988-4242 loc. 1207 8:00am-5:00 pm, Monday-Friday, no noon break, excluding regular holidays. Email: sdau@quezoncity.gov.ph</p>

QUEZON CITY SMALL BUSINESS AND COOPERATIVES DEVELOPMENT AND PROMOTIONS OFFICE

1. Pangkabuhayang QC

Pangkabuhayang QC is a livelihood training and capital assistance program that extends options for starting a business to displaced/resigned/reduced-salary employees, micro-entrepreneurs/vendors, PWDs, laid-off OFWs, unemployed solo parents and indigent residents of Quezon City. It started as an economic recovery program for the city but is now a full-fledged city ordinance and has been institutionalized as a permanent program of the Quezon City Government.

Office or Division:	QC-SBCDPO
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Quezon City residents 18 years old and above and physically able to work/start a business; specifically, unemployed solo parents, unemployed PWDs, laid-off OFWs, graduates of QCADAAC, displaced workers, microentrepreneurs/vendors, and indigent residents
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Approved QCitizen ID (2 copies)	Online thru https://qceservices.quezoncity.gov.ph/ or in-person at Barangay Hall
2. Fully accomplished Pangkabuhayang QC Application Form (1 copy)	Online thru https://qceservices.quezoncity.gov.ph/ or in-person at QC-SBCDPO
3. Valid government-issued ID (1 xerox copy)	c/o Client
4. Pangkabuhayang QC Certificate signed, sealed, and issued by the barangay of resident (1 original copy, 1 xerox copy)	Barangay Hall
<i>For Displaced and Reduced-Salary Employees:</i> Notice of Termination/Official Payslip (1 copy)	Previous/Current Employer
<i>For Microentrepreneurs/Vendors:</i> a. Valid Barangay Business Permit/Hawker's Permit (1 xerox copy) b. Pictures of inside and outside of physical store together with products with applicant in the center of each picture (2 pictures) or printed picture of online shop and proof of transactions	Barangay Hall (Barangay Business Permit) Market Development Administration Department (Hawker's Permit) c/o Client
<i>For Laid-Off OFWs:</i> a. Valid Philippine passport (1 xerox copy)	c/o Client

b. Visa/proof of employment abroad (1 xerox copy)				
<i>For Solo Parents:</i> Valid Solo Parent ID (1 xerox copy)		Social Services Development Department		
<i>For Indigent Residents:</i> Certificate of Indigency (1 original copy, 1 xerox copy)		Barangay Hall		
<i>For Graduates of QCADAAC:</i> Certification from QCADAAC (1 original copy, 1 xerox copy)		Quezon City Anti-Drug Abuse Advisory Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to QC E-Services: https://qceservices.quezoncity.gov.ph/	1. Website should allow client to access QC E-Services account	N/A	1 Minute	QC IT Department
2. Click Pangkabuhayang QC	2. Website should take Client to Application form page	N/A	2 Seconds	QC IT Department
3. Fill out the application form	3. Website to save client's data from application form	N/A	10 Minutes	QC IT Department
4. Once the form is SUBMITTED , a prompt will appear with the <u>supporting documents checklist</u> . Click YES to proceed to scheduling. Otherwise, the applicant cannot proceed	4. Website to show client supporting documents checklist 4.1 Website to show client available interview schedule	N/A	5 Minutes	QC IT Department
5. Schedule your interview and submission of requirements (100 slots per day). Only applicants with complete requirements will be accommodated	5. QC-SBCDPO to open interview slots through the help of the appointment system provided by the QC IT Department	N/A	5 Minutes	QC IT Department, QC-SBCDPO
6. The applicant will receive a confirmation email with instructions to print the application form and the confirmation email	6. QC-E Services to send a confirmation email to the applicant.	N/A	5 Minutes	QC IT Department
7. The applicant must bring the original supporting documents and proceed to the QC-	7. QC-SBCDPO to conduct daily face-to-face interviews for	N/A	15 Minutes	QC-SBCDPO

SBCDPO during the scheduled date and time of interview	applicants			
8. Once the submission of documents and interview is done, the applicant will be given a receiving stub as a proof that he/she has been interviewed and that we have received his/her application	8. QC-SBCDPO to receive client's documents 8.1 QC-SBCDPO to interview client 8.2 QC-SBCDPO to release receiving stub to client	N/A	5-10 Minutes	QC-SBCDPO
9. Wait for update regarding application status	9. The applications will be segregated per category and will be shared among the other offices (SSDD, PDAO, City Vet, OCM, PESO, etc) for verification 9.1 Once those applicants on the list are verified in their given category, their applications will be screened and approved 9.2 QC-SBCDPO to schedule payout and send text update to client	N/A	1 Month	QC-SBCDPO and other offices involved
10. Undergo short training and receive capital assistance	10. QC-SBCDPO to facilitate training of client with Pangkabuhayang QC Partners 10.1 Payroll to release capital assistance to client 10.2 QC-SBCDPO with the help of District Action Offices and Barangays to reach out to client after some time for	N/A	5-6 Hours	QC-SBCDPO, Pangkabuhayang QC Partners (for training), Payroll (for payout), District Action Offices and Barangays (for monitoring)

	monitoring purposes			
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Cooperatives Building Division

1. Cooperative Building Program

As home to the biggest population of cooperatives, Quezon City is at the forefront of cooperative development and training. In collaboration with the Cooperatives Development Authority, SBCDPO facilitates the process and management of the development of cooperatives in the city.

Office or Division:	Cooperatives Building Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	QC-based livelihood groups/organizations interested in becoming cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Registration Seminar	Cooperatives Development Authority (% QC-SBCDPO)			
2. Application Forms (written and online)	Cooperatives Development Authority (% QC-SBCDPO)			
3. Articles of Cooperation	Cooperative Development Authority (% QC-SBCDPO)			
4. Bylaws of the Cooperative	Cooperative Development Authority (% QC-SBCDPO)			
5. Treasurer Certification	Cooperative Development Authority (% QC-SBCDPO)			
6. Surety Bond Application	Cooperative Development Authority (% QC-SBCDPO)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact or visit QC-SBCDPO and request to apply for the Cooperative Building Program	1. Accept requests for Cooperative Building Program	N/A	5-10 Minutes	Cooperatives Building Division
2. Attend the Pre-Registration Seminar by the Cooperative Development Authority	2. Schedule Pre-Registration Seminar with Cooperative Development Authority	N/A	5-6 Hours	Cooperative Development Authority, Cooperatives Building Division
3. Complete the application forms (written and online) and requirements and	3. Cooperative Development Authority to accept documents	P750	1-4 Weeks	Cooperative Development Authority

submit at the CDA				
4. Wait for CDA's decision if Cooperative is approved or rejected	4. Cooperative Development Authority to inform client about application status via email	N/A	1-2 Months	Cooperative Development Authority
5. If approved, pass 4 hard copies of each of the documents to the CDA	5. Cooperative Development Authority to accept documents	N/A	1 Day	Cooperative Development Authority
6. Wait for the release of the Certificate of Registration from the CDA	6. Cooperative Development Authority to prepare Certificate of Registration	N/A	1-4 Weeks	Cooperative Development Authority
7. Attend scheduled turnover of the Certificate of Registration and oath-taking of the approved Cooperative	7. Schedule turnover and oath-taking with Cooperative Development Authority	N/A	5-6 Hours	Cooperative Development Authority, Cooperatives Building Division

Policy and Planning Division

1. MFI Program

Through the MFI Program, QC-based entrepreneurs can partner with MFIs and seek financial assistance for their businesses; all of which would lead to the setting up of an SME financing ecosystem down the road.

Office or Division:	Policy and Planning Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Businesses	
Who may avail:	Micro and Small Entrepreneurs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Requesting for Financial Assistance for Business *must include the purpose of the meeting, date, type of organization		Personal letter addressed to the head of office or personnel in-charge and email to SBCDPO@quezoncity.gov.ph

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for financial assistance for business via email or in-person at QC-SBCDPO	1. Acknowledge receipt of letter	N/A	5-10 Minutes	Policy and Planning Division
2. Wait for feedback on eligibility for the program	2. Determine if client is eligible for the program	N/A	1-2 Days	Policy and Planning Division
3. If approved, attend the program event as scheduled	3. Schedule the event 3.1 Inform client about approval/rejection	N/A	5-6 Hours	Policy and Planning Division, MFI partners

2. Community Savings Group

The Community Savings Group is an informal and self-help group bound by its members for loans and savings services, which promote community resiliency and alternative risk-transfer mechanisms.

Office or Division:	Policy and Planning Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Barangay, Civil Society Organizations, Associations, Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Requesting for Community Savings Group Training *must include the purpose of the meeting, date, type of organization		Personal letter addressed to the head of office or personnel in-charge and email to SBCDPO@quezoncity.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for Community Savings Group training via email or in-person at QC-SBCDPO	1. Acknowledge receipt of letter	N/A	5-10 Minutes	Policy and Planning Division
2. Wait for feedback on eligibility for the program	2. Determine if client is eligible for the program	N/A	1-2 Days	Policy and Planning Division
3. If approved, attend the program event as scheduled	3. Schedule the event	N/A	5-6 Hours	Policy and Planning

	3.1 Inform client about approval/rejection			Division
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Business Resource Division

1. QC Essentials Livelihood Training

This program provides livelihood opportunities for different vulnerable sectors in our community to be able to earn and start their own micro business. What started as an economic recovery program for the unemployed due to forced community restrictions, this program has expanded into our very own QC Brand - from everyday household essential products to boosting our local food processing industry. QC Essentials is proudly made in QC, made by QCitizens.

Office or Division:	Business Resource Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	QC-based solo parents and other marginalized sectors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's inclusion to list of citizens who are qualified and interested in exploring livelihood opportunities through QC Essentials		At QC-SBCDPO or Barangay/Organization		
2. Distribution List provided by chosen sector		% barangay/organization		
3. Secured venue and transport for distribution of kits		% barangay/organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Express desire to take part in QC Essentials to Barangay	1. Include client to the list for QC Essentials to be endorsed to the QC-SBCDPO	N/A	1-7 Days	Barangay/Organization
2. Claim QC Essentials starter kit upon release to Barangay/Organization	2. Inform Barangay/Organization about the scheduled release of the starter kits	N/A	Depending on the availability of starter kits	Business Resource Division
3. Attend or watch QC Essentials training	3. Conduct in-person training or send the link to the tutorial video	N/A	20 Minutes (can be accessed on Youtube)	Business Resource Division, Barangay/Organization

4. Create QC Essentials products	N/A	N/A	1-2 Hours	c/o Client
5. Promote and sell QC Essentials products	5. Share QC Essentials creations on social media	N/A	Depending on the duration of the activity	Business Resource Division

2. POP QC

POP QC showcases the artistry and innovation of city-honed products through trade shows, bazaars and exhibits. It aims to promote city-made products and provide a local market-access platform for MSEs and Cooperatives in Quezon City. This will serve as the official branding of QC-based products.

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Businesses			
Who may avail:	Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Brgy/ Mayor's Permit (Updated)		Barangay/ QC Business Permits and Licensing Office		
2. Letter of Intent from interested business owner expressing desire to be a part of POPQC.		c/o Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter of Intent for POP QC to QC-SBCDPO	1. Accept letter of intent for POP QC	N/A	5-10 Minutes	Business Resource Division
2. If accepted, wait for scheduling of POP QC event	2. Organize POP QC event	N/A	1 Week	Business Resource Division
3. Set up POP QC booth, promote and sell your products	3. Assist and promote client as part of POP QC	N/A	Depends on the duration of the activity	Business Resource Division

3. Logistics Services Program with Grab

To support struggling QC tricycle drivers, food establishments, and other displaced workers, the partnership with Grab Philippines seeks to create job opportunities through the GrabFood and GrabExpress delivery services.

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Qualified Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Professional Driver's License (Mandatory)		Land Transportation Office		
2. Drug Test Result (Mandatory)		Accredited Medical Clinics		
3. NBI or Police Clearance (Mandatory)		National Bureau of Investigation		
4. OR/CR		Land Transportation Office		
5. Motorcycle year model 2010 or later, 99-160cc		Motorcycle Companies		
<i>If not registered owner:</i>		c/o Client		
a. Borrowed-Motor Original Authorization letter with photocopy of the VALID ID of the owner				
b. Secondhand Notarized Deed of Sale				
c. Reacquire Motor-Repossession Certificate or any Certificate from Dealer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Registration through provided link by QC-SBCDPO/Grab	1. Post registration link	N/A	5-10 Minutes	Business Resource Division, Grab
2. Apply at Grab driver application venue and submit required documents	2. Business Resource Division and Grab to organize driver application event 2.1 Grab to accept documents	N/A	1-2 Hours	Business Resource Division, Grab
3. Wait for Grab profile activation	3. Grab to approve and activate new riders	N/A	2-3 Days	Grab

4. Various Entrepreneurial Trainings and Seminars

For QCitizens interested in becoming entrepreneurs, they may join the various trainings and seminars offered by the office to identify what resources/supplies they need, learn how to approach starting a business, and create plans for their businesses' sustainability.

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Micro and Small Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request/completed registration form from interested party to join training/seminars		% Client to submit to QC-SBCDPO		
2. Brgy Permit/Mayor's Permit/Hawkers Registration Permit (Updated)		Issued by the Quezon City Business Permits and Licensing Department and Market Development Administration Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement from QC-SBCDPO for various training and seminars	1. Post the list of scheduled training and seminars	N/A	N/A	Business Resource Division
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each training/seminar	N/A	5-10 Minutes	Business Resource Division
3. Client to attend said training/seminar	3. Conduct training/seminar with different partners	N/A	4-6 Hours	Business Resource Division

5. Business Incubation Programs

The Business Incubation Programs of the QC-SBCDPO include the following:

- Livelihood skills training and industry matching for micro and small businesses
- Youth Entrepreneurship Program

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Micro and Small Entrepreneurs, Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent addressed to SBCDPO to join Business Incubation Programs		% Client		
2. Barangay/ Mayor's Permit (Updated)		QC Business Permits and Licensing Department/Barangay		
3. QCitizen ID		QC E-Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement from QC-SBCDPO for business incubation programs	1. Post the list of scheduled business incubation programs	N/A	N/A	Business Resource Division
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each business incubation program	N/A	5-10 Minutes	Business Resource Division
3. Client to attend said business incubation program	3. Conduct business incubation program with different partners	N/A	4-6 Hours	Business Resource Division

6. Small-Scale Entrepreneurship Programs

The Small-Scale Entrepreneurship Programs of the QC-SBCDPO include the following:

- Applying the farm-to-consumer model to enable farmers to keep all their profits and provide easy access to farm goods for consumers through QC Fresh Market
- Upscaling and organizing displaced vendors into one venue as an attractive night market through Sari-Sari Kyusi (Nov 2019 - Jan 2020)
- Compiling of one database of microentrepreneurs from our programs to disseminate information and update them about future events, programs, and opportunities that could help grow their businesses

Office or Division:	Business Resource Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Micro and Small Businesses, Farmers Cooperative, Producers Cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Interest addressed to QC SBCDPO requesting their desire to join the various activities.		From the interested party		
2. Barangay/Mayor's Permit (Updated), Hawkers/Vendors Permit (Updated), or Certificate of Registration issued by the Cooperative Development Authority (For cooperatives)		Barangay, Quezon City Business Permits and Licensing Department, Market Development Administration Department, or Cooperative Development Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement from QC-SBCDPO for small-scale entrepreneurship programs	1. Post the list of scheduled small-scale entrepreneurship programs	N/A	N/A	Business Resource Division
2. Fill up online/offline registration form provided by QC-SBCDPO	2. Create an online/offline registration form for each small-scale entrepreneurship program	N/A	5-10 Minutes	Business Resource Division
3. Client to attend said small-scale entrepreneurship program	3. Conduct small-scale entrepreneurship program with different partners	N/A	4-6 Hours	Business Resource Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Send and email feedback to sbcdpo@quezoncity.gov.ph or call the official QC-

	SBCDPO number.
How feedback is processed	Each feedback sent is filtered to the division concerned.
How to file a complaint	Email or visit QC-SBCDPO and fill up a complaint form.
How complaints are processed	Complaints are filtered to the divisions concerned.
Contact Information of QC-SBCDPO	8988-4242 locals 8731 / 8734 / 8736 SBCDPO@quezoncity.gov.ph https://www.facebook.com/QCSBCDPO/

SOCIAL SERVICES DEVELOPMENT DEPARTMENT

COMMUNITY OUTREACH SERVICE

1. PROTECTIVE SERVICE & PROTECTIVE CUSTODY FOR VICTIM OF ABUSE

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • Walk-in; • Referred Abused; • Neglected; • Abandoned Children & Youth
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Referral Letter from the barangay, Police, school or concerned citizen 2. Barangay Blotter or Police Blotter, if available 3. Medico-legal report (if available for filing the case in court) and medical laboratory reports (if available for referral to residential facility) 4. Medical certificate or medical abstract (if hospitalized and for referral to residential facility) 5. 1 Photocopy of Valid ID (preferably QCitizen ID) 	<ul style="list-style-type: none"> • Barangay, NBI, Police - hospitals -hospitals

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance via personal visits at SSDD office or call at 8-70302940 or QC Hotline 122 or email at SSDD@quezoncity.gov.ph	<ol style="list-style-type: none"> 1.1 Coordinates with Police Official or barangay who has jurisdiction over the case. 1.2.Prepare documentary requirements. 1.3.Conducts rescue operation following the health protocol of physical distancing, wearing facemask and disinfecting procedure 	None	2 Hours	<i>Social Worker</i>
2. Undergoes intake interview and counselling / stress debriefing	2.1 Assess and conduct intakeinterview/counselling / stress debriefing following the health protocol.	None	3 Hours	<i>Social Worker</i>

3. Submit self for medical examination, if needed	3.1 Assists client for medical examination, if needed and secure medico-legal certificate. 3.2 Assist client in securing Brgy. and Police Blotter, if needed 3.3 Prepares and submits initial findings.	None	3 Hours	<i>Social Worker</i>
4. Pursues legal case against perpetrator	4.1 Assists client in the step by step process of online filing of the case, if needed, (from the Police level to the Office of the City Prosecutor up to Court level)	None	3 Hours	<i>Social Worker</i>
5. Submits self for institutionalization, if necessary	5.1 Refers and escorts client for transfer to institution for temporary shelter, if needed (following health protocol)	None	4 Hours	<i>Social Worker</i>
6. Attends Center's planned activities	6.1 Conducts parenting capability assessment thru text messages, phone calls, video calls or home visits, if needed. 6.2 Prepares and submits social case study report and Supervisory Progress Report 6.3 Wait for the Notification of Scheduled court hearings/proceedings	None	7 working days	<i>Social Worker</i>
7. Attends scheduled court hearing	7.1 Assist client during court hearing-thru video conferencing	None	2 Hours	<i>Social Worker</i>

8. Awaits referral to institution / Reintegration to family if found capable to take custody (if applicable)	8.1 Facilitates reunification of client to family if found capable to take custody (following health protocol) 8.2 If no identified families or relatives, coordinates & prepares the following documents for institutionalization: a.Updated Social Case Study Report b.Referral Letter c.Discharge Form 8.3 Conducts Aftercare/monitoring thru phone calls, text messages or video calls and submit feedback report	None	132 Days	<i>Social Worker</i>
9. Submits client for reintegration to family or institutionalization for long term care	9.1 Upon receipts of court order/ decision, facilitates termination of case or conducts after care service, if necessary -thru phone call and text messages	None	2 Hours	<i>Social Worker</i>
		TOTAL:	141 Days, 3 Hours	

2. ALTERNATIVE PARENTAL CARE SERVICE

A. PROCESSING OF ISSUANCE OF CERTIFICATE DECLARING A CHILD AS LEGALLY AVAILABLE FOR ADOPTION PURSUANT TO RA 9523

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • Walk-in; • Referred Abused; • Neglected; • Surrendered; • Abandoned of Foundling Children
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter (1original, 1photocopy)	Prospective Adoptive Parents
Certificate of Live Birth / Foundling, if available (1original, 1photocopy)	PSA
Dental Age Verification, if foundling child (1original, 1photocopy)	Hospital
Psychological report (for 5 years old & above) (1original, 1photocopy)	Hospital
Health and Medical Profile (1original, 1photocopy)	Hospital
Medical Certificates, if with diseases (1original, 1photocopy)	Hospital

Old and recent photos of the child (full body) (1original, 1photocopy)		Prospective Adoptive Parents		
2x2 oldest photo (3 pieces)		Prospective Adoptive Parents		
Affidavit of circumstances of abandonment (1original, 1photocopy)		Lawyer		
Tri-media certificate (1original, 1photocopy)		Media Networks		
Returned registered mail to the last known address of parents/relatives (1original, 1photocopy)		LBC, Philpost		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1. Present custodian/known parents request for assistance thru email at SSDD@quezoncity.gov.ph, telephone call at 8-703-2940 or personal appearance to the office. 1.1 Responses to clarificatory questions	1.1 Interviews the custodian/ known parents and gather basic information thru telephone call, email and/ or personal appearance to the office following the health protocol of physical distancing, wearing facemask and disinfecting procedure 1.2 Conducts assessment and provide orientation on legal adoption (following health protocol) 1.3 Conducts intake interview (following health protocol) 1.4 Advises to secure and submit the necessary requirements	None	15 minutes - 2 Hours	<i>Social Worker</i>
2.Submits necessary requirements	2. 1Checks and validates the submitted documents (following health protocol) 2.2 Informs clients about the schedule of interview thru text messages or telephone calls.	None	30 Minutes	<i>Social Worker</i>
A. ABANDONED / FOUNDLING CHILD				
1. Wait for the schedule of interview via email, video calls, telephone calls or homevisit (if necessary)	1.1Coordinates with concerned agency e.g. lying-in, hospitals, Local Civil Registrar to request & validate information about the child (following health protocol) 1.2 Sends registered mail to the parents last known address (following health protocol) 1.3 Facilitates tri-media appeals (following health protocol)		22 Days	<i>Social Worker</i>

		None		
2. Provides accurate information	2.1 Conducts interview thru email, video calls, telephone calls or homevisit (if necessary)	None	3 Hours	
B. SURRENDERED/ NEGLECTED CHILD				
<p>QUEZON CITY RESIDENTS:</p> <p>1.1 Birthparents attend several counselling sessions following health protocol.</p> <p>1.2 Birthparents sign Deed of Voluntary Commitment (DVC)</p> <p>NON-QUEZON CITY RESIDENTS:</p> <p>2. Wait for the schedule of interview by Social Worker of Municipal/ City Social Welfare and Development Office (M/CSWDO) or DSWD, if birthparents are non-Quezon City.</p>	<p>1.1 Conducts series of counselling session and assess parenting capability (following health protocol)</p> <p>1.2 Counsels and explains the content of DVC (following health protocol)</p> <p>2.1 Prepares referral letter to Municipal/ City Social Welfare and Development Office (M/CSWDO) to request for parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC)</p> <p>2.2 Receives parenting capability assessment report (PCAR) and deed of voluntary commitment (DVC).</p>	None	<p>3 Hours</p> <p>1 Hour</p> <p>30 Minutes</p> <p>30 working days</p>	<p><i>Social Worker</i></p>
3. Wait	<p>3.1 Prepares Social Case Study Report, Child Profile and Petition.</p> <p>3.2 Submits Social Case Study Report & other requirements to Department of Social Welfare and Development.</p> <p>3.3 Facilitates posting of notice of petition, if</p>		44 Days	<i>Social Worker</i>

<p>4. Receives photocopy of Certification Declaring a Child Legally Available for Adoption (CDCLAA)</p>	<p>abandoned/ foundling within QC.</p> <p>4.1Receives copy of CDCLAA & inform the present custodian/known parents to pick the certificate (following health protocol)</p>	<p>None</p>		
<p>5. Upon pick up of CDCLAA, custodian gets the list of requirements to process the issuance of Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA)</p>	<p>5.1 Informs and advises clients to secure requirements for Affidavit of Consent to Adoption (ACA) and Pre-Adoption Placement Authority (PAPA) *following health protocol</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Social Worker</i></p>
<p>6. Submits necessary requirements (following health protocol)</p> <p>7. Answers questions</p> <p>8. Wait</p> <p>9. Wait</p> <p>10. Wait</p> <p>11. Accepts & signs ACA & PAPA</p> <p>12.Hires lawyer who will file petition for adoption in court.</p>	<p>6.1 Reviews and validates submitted documents (following health protocol)</p> <p>7.1Conducts follow-up interview to present custodian & significant others e.g. character references thru telephone calls, video calls, email or homevisit (if necessary)</p> <p>8.1Prepares Social Case Study Report and other pertinent documents.</p> <p>9.1 Submits reports to Department of Social Welfare and Development.</p> <p>10.1 Attends matching conference (thru video conferencing)</p> <p>11.1 Receives copy of ACA & PAPA</p> <p>12.1 Instructs and advises client to file the petition for adoption in court.</p> <p>13.1 Receives court order/ decision, adoption decree and new birth certificate of the child</p>	<p>None</p>	<p>30 Minutes</p> <p>3 Hours</p> <p>15 working days</p> <p>1 Day</p> <p>1 Hour</p> <p>10 Minutes</p> <p>5 Minutes</p>	<p><i>Social Worker</i></p>

13. Submits copy of court decision, adoption decree and new birth certificate of the child (following health protocol)			10 Minutes	
		TOTAL:	112Days, 15 Hours, 40 Minutes	

B. PROCESSING OF RECTIFICATION OF SIMULATED CERTIFICATE OF LIVE BIRTH PURSUANT TO RA 11222

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • Walk-in; • Referred Abused; • Neglected; • Surrendered; • Abandoned of Foundling Children & Adult
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter (1 original, 1 photocopy)	Petitioner
Notarized Petition for Administrative Adoption (1 original, 1 photocopy)	Lawyer
Authenticated (Simulated) Certificate of Live Birth of the child (1 original, 1 photocopy)	PSA
Authenticated Certificate of Live Birth of the Petitioner/s (1 original, 1 photocopy)	PSA
Notarized Affidavit of Admission of the Petitioner, if applicable (1 original, 1 photocopy)	Lawyer
Notarized Affidavit of Admission other than the Petitioner, if applicable (1 original, 1 photocopy)	Concerned person
Notarized Deed of Voluntary Commitment (DVC), if applicable (1 original, 1 photocopy)	SSDD and/or other M/CSWDO & DSWD Field Offices
Certificate of Authority for a Notarial Act (CANA), if applicable (1 original, 1 photocopy)	Court
Barangay Certificate of residency & stating that he/she has been taking care of the child for more than 3 years since the passage of RA 11222 (1 original, 1 photocopy)	Barangay
Barangay Certificate of Indigency, if applicable (1 original, 1 photocopy)	Barangay
Notarized Affidavit of Two (2) Disinterested Persons (1 original, 1 photocopy)	Disinterested person
Original copy of Certificate Declaring a Child Legally Available for Adoption (CDCLAA)	SSDD / DSWD
Oldest and Recent Photograph of the child and the petitioner (2 original copies each)	Petitioner / Child
Certificate of Attendance to Adoption Forum (1 original, 1 photocopy)	DSWD-NCR
Marriage Contract, Decree of Annulment, Declaration of Nulity of	PSA/ Court

Marriage, if applicable (1 original, 1 photocopy)				
Latest medical certificate (physical & medical evaluation) of the petitioner		hospital/ clinic		
Psychological Evaluation of the Petitioner, if appropriate,(1 original, 1 photocopy)		hospital/ Psychologist		
Latest NBI or Police Clearance (1 original, 1 photocopy)		NBI/ Police		
Certificate of Employment and/or Proof of Income (1 original, 1 photocopy)		Employer / bank		
Authenticated Negative Certificate of Live Birth of the Child, if applicable (1 original, 1 photocopy)		PSA		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Responsible Person
1.1 Present custodian/known parents request for assistance thru email at SSDD@quezoncity.gov.ph, telephone call at 8-703-2940 or personal appearance to the office.	1.1 Interviews the custodian/ known parents and gather basic information thru telephone call, email and/ or personal appearance to the office following the health protocol of physical distancing, wearing facemask and disinfecting procedure	None	30 minutes	<i>Social Worker</i>
1.2 Responses to clarificatory questions	1.2 Conducts assessment and provide orientation on the process of rectification of simulated birth certificate 1.3 Conducts intake interview (following health protocol) 1.4 Advises to secure and submit the necessary requirements			
2. Submits necessary requirements	2.1 Checks and validates the submitted documents (following health protocol) 2.2 Informs clients about the result of validation of the submitted documentary requirements thru text messages or telephone calls.			
3. Compliance / submission of lacking requirements	3.1 Review of submitted documents	None	3 DAYS	<i>Social Worker</i>

2. Participate in the conduct of reach-out operation, if the referring party is Police Officer or Barangay				
	2.1 Conduct reach out operation following health protocol *vehicles must accommodate reach out clients half of its total passengers capacity)		1Day	
3. Rescued clients undergo interview and assessment. (following health protocol)	3.1 Assess and conduct intake interview and counseling orientation on child protection laws (following health protocol) 3.2 Prepare initial findings/case summary report 4.1 Provides meal assistance	none	2 Hours	<i>Youth Development Officer</i>
4. Receives meal assistance	5.1 Refer clients to institutions for temporary shelter with the vehicle to be used in transporting client must have only half of the vehicles passengers capacity			
5. Submits self for temporary shelter		None	3 Days	<i>Youth Devt. Asst.</i>

A. QUEZON CITY RESIDENTS				
6. Attends Center's activities	6.1. Conduct coordination with the Barangay Council for the Protection of Children (BCPC) thru phone	None	2 Days	<i>Social Worker</i>
7. Submits self for reintegration to family	7.1. Conducts case conference with the barangay and parents to discuss intervention following health protocol.	None	2 Hours	<i>Social Welfare Aide</i>
	7.2 Prepares discharge paper			<i>Youth</i>

8. Parents sign the Agreement Form (following health protocol)	8.1 Facilitate signing of Agreement Form by the family following health protocol	None	1 Hour	<i>Dev. Asst.</i>
9. Conforms in aftercare monitoring	9.1. Conducts aftercare monitoring to the reached out clients thru phone calls, text messages or video calls		132 Days	
B. NON QUEZON CITY BUT NCR RESIDENTS				
10. Awaits disposition	10.1. Prepares referral letter 10.2 Facilitates turn-over of client to other LGU's, GO's & NGO's following health protocol. *vehicles being used in transporting clients must only have half of the vehicle passengers capacity.	None	3 Days	<i>Youth Development Officer</i> <i>Youth Dev. Asst.</i>
		TOTAL:	141 Days, 11 Hours	

4. EDUCATIONAL ASSISTANCE FOR INDIGENT CHILDREN AND YOUTH

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Indigent children/youth who are: <ul style="list-style-type: none"> • Grade 4 to Grade 10 student • enrolled in Public School or Alternative Learning System (ALS) • not 4P's beneficiary • came from a family with four (4) or more children • Quezon City residents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency (1 original) Certificate of Enrollment (1 original) Recent School ID (1 photocopy) Valid ID (preferably QCitizen ID) (1 photocopy)	Barangay Hall School School QC Hall

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
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<p>1.1 Parent or Guardian of the client request for assistance. 1.2 Responses to the interview & presented valid ID, if available 1.3 Wait</p>	<p>1.1 Conducts assessment 1.2 Conducts intake interview following health protocol 1.3 After completion of interview, advice parent or guardian to wait for the result of assessment and validation.</p>	None	30 Minutes	<i>Social Worker</i>
<p>2. Receives calls, email or personal visit from SSDD worker regarding the result of validation</p>	<p>2.1 Conducts validation with the school authorities thru phone calls 2.2 Prepares Case Summary Report</p>		1 Day	
<p>3. Secure and submit all the needed requirements</p>	<p>3.1 Collates all Case Summary Report of qualified beneficiaries and prepares masterlist together with the project proposal for approval</p>	None	22 Days	<i>Social Worker</i>
<p>4. Wait</p>	<p>4.1 Upon approval of the project proposal, submit all the requirements for payroll preparation and processing of the educational assistance</p>		1 Hour	
<p>5. Wait</p>	<p>5.1 Upon receipt of the financial assistance, informs client for the schedule of extension of the assistance</p>	None	1 day	<i>Social Worker</i>

6. Signs and accepts assistance	6.1 Release assistance by schedule/ batch to avoid mass gathering & following the health protocol.		1 day	
		TOTAL:	25 Days, 1 Hour, 30 Minutes	

5. INTERVENTION PROGRAM FOR CHILDREN AT RISK (CAR) AND DIVERSION PROGRAM FOR CHILDREN IN CONFLICT WITH THE LAW (CICL)

	Office or Division:	Community Outreach Division		
	Classification:	Complex		
	Type of Transaction:	G2C – Government to Client		
	Who May Avail of the Service:	<ul style="list-style-type: none"> • Children at-risk (CAR) • Children-in-Conflict with the Law (CICL) 		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
	Referral Letter/ Indorsement from the Baragay or Police (1original, 1photocopy) Police Report or Barangay Blotter (1original, 1photocopy) Medico-legal report, if CICL and Medical Certificate, if CAR (1original, 1photocopy)	Police Operatives,Barangay Officials, Other Local Government Units Police, Barangay Hospital, PNP		
	Client Steps	Agency Actions	Fees to be paid	Processing Time
	1.Request assistance thru personal visit to SSDD office or call at 8-703-2940 or QC Hotline 122 or email at SSDD@quezoncity.gov.ph	1.1Reviews documentary requirements	None	15 Minutes
				<i>Social Worker</i>

<p>2.1Undergoes interview 2.2Parents provides information</p> <p>2.3Children who are 12 years old and below attends Center’s activities, awaiting assessment</p> <p>2.4Children who are below the criminal age of responsibility and accused of offenses with above 6 years imposable penalty</p>	<p>2.1Conducts assessment for case disposition. 2.2Conducts intake interview following health protocol.Gathers information from family thru phone calls, text messages or homevisit, if necessary following health protocol</p> <p>2.3Submits and prepares plan of action (service plan)</p> <p>2.4Coordinates and refers Children at risk or Children-in-Conflict with the Law (CICL) to Barangay Council for the Protection of Children (BCPC) for intervention program and facilitates turn-over of CAR/ CICL to his/her family *coordination thru phone calls and text messages</p>	None	1 Hour	Social Worker
<p>3. Children-in-Conflict with the Law (CICL) ages 15y/o & below FOR INTERVENTION PROGRAM</p> <p>4.Wait</p>	<p>3.1.Prepares feedback report</p> <p>3.2Submits feedback report to Fiscal Office</p> <p>4.Facilitates intervention program following health protocol</p>	none	1Hour	Social Worker

<p>For QC residents, 1. Attends center's activities, if admitted to Reception and Action Center or Molave Youth Home.</p> <p>Parents of Children at risk / Children-in-Conflict with the Law (CICL) 2. Submits documentary requirements</p> <p>2.1 If parents are found capable, CAR/CICL with parents sign agreement on the intervention activities and signs intervention contract.</p> <p>2.2 If applicable, awaits further disposition</p>	<p>1.1 Locates parents and makes assessment. thru phone call and text messages to BCPC</p> <p>1.2 Conducts case conference with parents and CAR/CICL -thru phone call and text messages</p> <p>2. Coordinates with barangay, BCPC, NGOs or faith-based organizations relative to formulation of intervention program for CICL -thru phone and text messages</p> <p>*Facilitates signing of intervention contract, in coordination with concern BCPC</p> <p>3. Identifies institution for CAR/CICL whose parents are found not capable of custody or unlocated thru phone calls or text messages</p>	<p>None</p>	<p>110 Days</p>	<p><i>Social Worker</i></p>
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	4.Coordinates and refers minor to their respective LGU's for intervention program.	None	44 Days	
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6. PROVISION OF CERTIFICATE OF INDIGENCY (COI)

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> 18 yrs. old and above who are residents of Quezon City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter from concerned agency (1 original)	PAO, PSA, School and other stakeholder
Barangay Certificate of Indigency (1 original)	Barangay
Personal letter stating reason for availing COI	Client
Certificate of No Property (1 original)	Quezon City Assessor's Office
Certificate of None Existing Business (1 original)	Quezon City Business Permit and Licensing Office

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Request for assistance and submits requirements (following health protocol)	1.1 Reviews the submitted documents (following health protocol)	None	10 minutes	<i>Social Welfare Aide/ Community Outreach Division staff</i>

2.Undergoes interview	2.1Conducts assessment & intake interview following health protocol 2.2Advises client as to the schedule for further engagement.	None	1Hour, 30 Minutes	<i>Social Welfare Aide Youth Development Assistant</i>
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3.Wait	3.1Conducts further interview thru phone calls or video call 3.2Prepares and submits report (Case Summary Report)		7 Days	<i>Youth Development Officer</i>
4.Receives the Certificate of Indigency (following health protocol)	4.1Prepares and release Certificate of Indigency (following health protocol)		10 minutes	
		TOTAL:	7 Days, 2 Hours	

7. PROVISION OF FREE PHILHEALTH COVERAGE FOR INDIGENT PERSONS

Office or Division:	Community Outreach Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	<ul style="list-style-type: none"> • Indigent person, ages 59 years old and below • Not yet PhilHealth member • QC residents • with income of P10,000/month or below 			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Barangay Certificate of Indigency (1original, 1photocopy) Valid ID of applicant, preferably QC residents (2 photocopy) Certificate of Live Birth of the applicant, if no valid ID (2 photocopy) Medical Abstract or Medical Certificate from the QC Health Department or Private Hospital, for walk-in and hospitalized client (2 photocopy) PhilHealth Member Registration Form (PMRF)	Barangay	Client	PSA	QCGH/Hospital
	download from PhilHealth website (www.philhealth.gov.ph)			
Client	Agency Actions	Fees to be paid	Processing Time	Person Responsible

For walk-in clients: 1. Requests for assistance and submits requirements (following health protocol)	1.1Receives and assess submitted documentary requirements (following health protocol)	None	10 minutes	<i>Community Outreach Division Staff</i>
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2. Undergoes interview following health protocol 3. Fills-up PMRF 4. Receives and submits certification to Philhealth office. 5. Wait 6. Receives the Member Data Report from PhilHealth	2.1Conducts interviews following health protocol 3.1Guides client how to properly fill up form 3.2Reviews filled-up form. 3.3Prepares and issues Certification to facilitate enrollment to PhilHealth thru Point of Service by the DOH. 4.Advises client to submit certification and other requirements to Philhealth Office.	None	15 minutes 10 minutes 1 day TOTAL: 1 DAY 35 MINUTES	
For clients referred by: Barangay's, Health Centers and other Organizations 1. Submit the requirements and masterlist of beneficiaries for enrollment to	1.1Receives and checks the masterlist and documentary requirements	None	30 minutes	<i>Community Outreach Division Staff</i>

PhilHealth following the template provided by SSDD				
2. Comply/ submits the lacking requirements and/or revised masterlist 3. Wait	2.1 Inform the referring party of the lacking requirements or revision of the materlist, if necessary 3.1 Prepares and submit the transmittal of masterlist to PhilHealth. 3.2 Receives the PhilHealth ID's from PhilHealth. 3.3. Informs the referring party of the availability of Philhealth IDs	None	66 Days	
4.Receives the ID/ Member Data Record	4.1 Distributes Philhealth ID to beneficiaries thru Barangays	None	30 minutes	
		TOTAL:	66 Days, 1Hour	

8. EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD) / DAY CARE PROGRAM

Office or Division:	Community Outreach Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	<ul style="list-style-type: none"> • 3-4 years old children who belongs to indigent families, large families, working mother, solo parents; • Children who are nutritionally at risk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (1 original, 1 photocopy)	PSA

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Parents/ Guardians request assistance to SSDD Day Care Worker or coordinate to the nearest Barangay in order to refer the child to SSDD thru call at 8-703-2940 or email at cod.SSDD@quezoncity.gov.ph participate and answer question thru telephone call/ text messaging	1.1 Receives call or email from the parents/ guardian or barangays 1.2. Review of the previous family survey to identify 3-4 y/o children	None	5 Days	<i>Day Care Worker</i>

2. Responses to interview	2.1 Interviews family of identified beneficiaries thru telephone call/ text messaging or home visit, if necessary	None	10 Days	<i>Day Care Worker</i>
3. Awaits notification for qualification	3.1 Consolidates list of 80 identified day care children including profiling of their families	None		
4. Parents/ Guardians attend ECCD orientation re: Home-based schooling	4.1. Conduct orientation to parents of qualified beneficiaries. (following health protocol)	None		
5. Parent leader orientation	5.1. Identify potential parent leader to assist in monitoring of	None	220 Days	<i>Nutritionist-dietician</i>

	home-based activities			<i>Day Care Worker</i>
6.Submit the day care child for assessment using the ECCD checklist	6.1.Assess children using ECCD checklist thru parents interview/home visitation in coordination with parent leader (following health protocol)	None		<i>Day Care Worker</i>
7.Awaits notification thru parent leaders	7.1.Distribute hygiene kit/ learning materials and family food pack	None		<i>Day Care Worker</i>
8.Day Care parents to conduct stimulating activities at home-based on suggested activities for 3-4 y/o children based on ECCD Learning Package	8.1.Monitor/assess expected outcome of activities conducted by parents at home thru telephone call/ messaging parent leader feedback report	None		<i>Day Care Worker</i>
9.Receive certificate of completion/recognition	9.1.Distribute certificate of completion/ recognition to 4 y/o children ready for kinder (following health protocol)	None	5 Days	<i>Day Care Worker</i>
		TOTAL:	245 Days	

9. PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC)

Office or Division:	Community Outreach Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Couples applying for marriage license with ages 18 to 24 years old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for Marriage License (1original) Valid ID preferably QCitizen ID			Quezon City Civil Registrar Client	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Coordinate to SSDD thru call at 8-703-2940 or email at cod.SSDD@quezoncity.gov.ph for the schedule of PMOC.	1.Responses to the request/ inquiry of clients.	None	5 minutes	Social Worker
2.Receives call or email from SSDD staff informing the schedule of PMOC.	2.Call/ email the clients informing them of the schedule of PMOC.	None	5 minutes	
Attends PMOC as per scheduled	3. Conducts PMOC	None	1 hour & 40 minutes	
Receives the PMOC Certificate	4. Distributes the PMOC Certificate	None	10 minutes	
		TOTAL:	2 hours	

RESIDENTIAL AND REHABILITATION SERVICE

1. MOLAVE YOUTH HOME

Office or Division:	Residential and Rehabilitation Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Children-in-conflict-with-the-law apprehended/filed case in Q.C. <ul style="list-style-type: none"> • Male or Female • 15 years to below 18 years old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Court Order Inquest Resolution Referral Letter Medico-Legal Certificate dated on the day of referral	Quezon City Family Court Quezon City Prosecutors Office Barangay / Police Government Hospital

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Referring party must submit documentary requirements to SSDD thru ssdd@quezoncity.gov.ph	1.1 Documentary requirements will be forwarded to RA 9344 section of SSDD. 1.2 Once documents are reviewed, give instructions to Referring Party to bring CICL to Molave Youth Home	None	48 hours	RA 9344 Section/Staff of SSDD
2. Bring printed copies of documentary requirements on the day of the referral. Present self (must wear facemask upon admission)	2.1 Checks all documentary requirements.	None	10 minutes	Security Personnel
3. Submit self for body check and physical examination observing the minimum health standard during this COVID-19 crisis	3.1 Assess presented documentary requirements, including COVID-19 test result.. Conducts body check and physical examination and body temperature check and filled up admission form taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Houseparent (Officer of the Day)
	3.2 If there is a need, advise referring party to	None		Security Personnel

	indicate in the medical certificate the findings during physical examination not included in the medical certificate.if necessary, advise referring party to bring back client to the doctor for appropriate medical update.			
4.Receives personal hygiene supplies	4.1 Escort client to assigned Quarantine Area for new admission (14 days' quarantine). Issue personal hygiene supplies taking into consideration the minimum health standard during this COVID-19 crisis	None	10 minutes	Houseparent (Officer of the Day)
5. Undergoes interview observing the minimum health standard during this COVID-19 crisis	5.1 Conducts initial interview and orientation on house rules/regulations taking into consideration the minimum health standard during this COVID-19 crisis	None	1 hour	Houseparent (Officer of the Day)
6. Submits self-observing the minimum health standard during this COVID-19 crisis	6.1 Conducts medical examination taking into consideration the minimum health standard during this COVID-19 crisis	None	20 minutes	Medical Doctor Nurse
7.Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	7.1 Supervised and monitors proper food preparation and distribution. Provides other personal needs 7.2 Trains, monitors & supervises client's household chores assignment taking into consideration the minimum health standard during this COVID-19 crisis 7.3 Prepares and submits monthly behavioral monitoring reports.	None	8 hours 8 hours 1 hour	Cook Houseparent Cook Houseparent Security Personnel
8.Submit self for medical examination observing the minimum health standard	8.1. Conducts further medical evaluation, daily monitoring for symptoms	None	8 hours	Nurse Medical Doctor

standard during this COVID-19 crisis	the minimum health standard during this COVID-19 crisis			Teacher
12. Attends skills training session based on their interest & capacities observing the minimum health standard during this COVID-19 crisis	12.1 Conducts online skills training and other soft trade industry and handicrafts-making taking into consideration the minimum health standard during this COVID-19 crisis 12.2 Prepares and submit monthly livelihood training monitoring report	None	8 hours 1 hour	Training Assistant

13. Participate in different recreational activities of the center observing the minimum health standard during this COVID-19 crisis	13. Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Houseparent
14. Attends value formation training and spiritual enrichment observing the minimum health standard during this COVID-19 crisis	14. Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis.	None	6 hours	Houseparent
15. Attends Center's activities observing the minimum health standard during this COVID-19 crisis	15.1 Provides security to clients, monitors and supervises clients behavior	None	24 hours	Security Personnel

<p>16. Attends social sessions/activities in the Center observing the minimum health standard during this COVID-19 crisis</p>	<p>16.1 Conducts further interview, counselling, inter-agency coordination, groupwork, static meeting and case conference through online or alternative modes of communication i.e.Video Conferencing taking into consideration the minimum health standard during this COVID-19 crisis.</p> <p>16.2 Prepares case summary/ social case study report and service plan for submission to the respective court's email address sent through the official email address of Molave Youth Home</p> <p>16.3 Assist clients during scheduled Video Conferencing Court Hearings in lieu of the physical hearings.</p> <p>16.4 Prepares and submit Quarterly progress report.</p> <p>16.5 Conducts Parent Effectiveness Conference through messenger/viber/videoconferencing</p> <p>16.6 Upon receipt of Court Order thru official email of the Court, Social Worker will facilitate release of client from the center (discharge paper can be prepared onsite or thru online) and reintegration to family or referral to other institutions if there is need</p>	<p>None</p>	<p>8 hours</p> <p>1 hour</p> <p>3 hours</p> <p>1 hour</p>	<p>Social Worker</p>
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2. RECEPTION AND ACTION CENTER

<p>Office or Division:</p>	<p>Residential and Rehabilitation Division</p>
<p>Type of Transaction:</p>	<p>G2C – Government to Client</p>
<p>Who May Avail of the Service:</p>	<p>Disadvantaged sectors residing in Quezon City needing temporary shelter</p> <ul style="list-style-type: none"> • Women in need of special protection i.e. victims of violence against women and their children, women in especially difficult circumstances (nahindikayangi accommodate o hindisangkop

	<p>ng kategorya ng Bahay Kanlungan)</p> <ul style="list-style-type: none"> • Persons with disability, ages 18-59 years old who are abused and abandoned • Displaced individuals (individual or families who need temporary shelter while waiting for Balik Probinsya Program.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter Blotter Report, if foundling Medical Certificate dated on the day of referral / Clinical abstract, if discharged from hospital	Barangay/Police Barangay/Police Government Hospital

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Referring party must coordinate with SSDD thru calling 8703-2940 or sending a referral letter to ssdd@quezoncity.gov.ph	1.1Assigned Social worker/SSDD Staff will coordinate with RAC relative to referral and admission of client in the center 1.2Give instructions to Referring Party to bring client to Reception and Action Center	None	48 hours	SSDD staff/ assigned social worker
2. Bring printed copies of documentary requirements on the day of the referral. Present self and Surrender personal belongings and valuables for safe keeping observing the minimum health standard during this COVID-19 crisis	2.1Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for disinfection taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Security Personnel
3.Upon entry to the facility, exercise Health Standard Protocols (wash hands and body,body temperature check,disinfect with alcohol)	3.1Assist client and referring party , Conduct body temperature check taking into consideration the minimum health standard during this COVID-19 crisis	None	30 minutes	Security Personnel
4.Submit self for body check and physical examination observing the minimum health standard during this COVID-19 crisis	4.1Assess presented documentary requirements, Conducts body check and physical examination * If necessary, advise referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate. Advise referring party to bring back client to the doctor for	None	30 minutes	Houseparent (Officer of the Day)

	further check up and appropriate medical update			
5.Receives personal hygiene supplies	5.1Client will be brought to assigned Quarantine Area for new admission and will be issued personal hygiene supplies	None	10 minutes	Houseparent (Officer of the Day)
6. Undergoes interview observing the minimum health standard during this COVID-19 crisis	6.1Conducts interview Conducts orientation on house rules and regulations	None	1 hour	Houseparent (Officer of the Day)
7.Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	7.1 Supervised and monitors proper food preparation and distribution. <ul style="list-style-type: none"> • Provides other personal items • monitors & supervises client's household chore assignment. • Prepares and submits monthly behavioral monitoring reports. 	None	8 hours 8 hours 1 hour	Cook Houseparent
8. Submits self to Medical Services observing the minimum health standard during this COVID-19 crisis	8.1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19 <ul style="list-style-type: none"> • make referral to health institutions • Conduct lectures on health and wellness, etc. thru alternative means • Prepares and submits Monthly Medical Appraisal report. 	None	8 hours 2 hours 1 hour 1 hour	Nurse
9. Undergoes psychological assessment thru alternative /online mode	9.1 Conducts counselling such online interview thru new normal and administer testing <ul style="list-style-type: none"> • Prepares and submits psychological assessment report. 	None	4 hours 4 hours	Psychologist

10. Attends Non-Formal Education class thru blended learning observing the minimum health standard during this COVID-19 crisis	10.1 Conduct online Basic Literacy Class and Online Tutorial to clients who are enrolled in regular schooling under home study program of DepEd.	None	4 hours	Houseparent
11. Attends skills training session based on interest & capacities observing the minimum health standard during this COVID-19 crisis	11.1 Conducts skills training on soft trade industry and handicrafts-making making thru new normal means <ul style="list-style-type: none"> • Prepares and submit monthly livelihood training monitoring report 	None	4 hours 1 hour	Training Assistant
12. Participate in different recreational activities observing the minimum health standard during this COVID-19 crisis	12.1. Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis	None	8 hours	Houseparent
13. Attends value formation sessions and spiritual enrichment activities thru new normal means during this COVID-19 crisis	13.1 Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis	None	6 hours	Houseparent
14. Attends sessions/ activities in the Center observing the minimum health standard during this COVID-19 crisis	14.1 Conducts further interview, counselling, groupwork, static meeting and case conference through online or alternative modes of communication COVID-19 crisis	None	4 hours	Social Worker
15. Participates in data gathering, sessions and intervention thru new normal means during COVI-19 crisis	15.1 Prepares social case study report and Quarterly Progress Report.		2 hours	
16. Awaits release from the center.	16.1 Prepares documentary requirements for the release of client.		1 hour	
		TOTAL	118 hours, 40 minutes	

3. BAHAY KALINGA

Office or Division:	Residential and Rehabilitation Division
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Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Child-at-risk (CAR) <ul style="list-style-type: none"> • Male or Female • 0 - 17 years old • Abused (Sexual/Physical) • Abandoned and/or neglected • Street Children • Children in need of special protection(children needing temporary shelter while case is being heard in court because perpetrator is family member/relative) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter Blotter Report Medical Certificate dated on the day of referral / Clinical Abstract (if discharged from hospital prior to admission)		Barangay/Police Barangay/Police Government Hospital		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Referring party must coordinate with SSDD thru calling 8703-2940 or sending a referral letter to ssdd@quezoncity.gov.ph	1. 1Assigned Social worker/SSDD Staff will coordinate with RAC relative to referral and admission of client in the center 1.2 Give instructions to Referring Party to bring client to Bahay Kalinga	None	48 hours	SSDD staff/ assigned social worker

<p>2. Bring printed copies of documentary requirements on the day of the referral. Present self and Surrender personal belongings and valuables for safe keeping observing the minimum health standard during this COVID-19 crisis</p>	<p>2.1 Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for disinfection taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>
<p>3. Upon entry to the facility, exercise Health Standard Protocols (wash Hands and body, body temperature check, disinfect with alcohol)</p>	<p>3.1 Assist client and referring party; Conduct body temperature check, taking into consideration the minimum health standard during this COVID-19 pandemic</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>
<p>4. Submit self for body check and physical examination, observing the minimum health standard during this COVID-19 pandemic</p>	<p>4.1 Assess presented documentary requirements. Conducts body check and physical examination. *If necessary, advise the referring party to indicate in the medical certificate the findings during physical examination not</p>	<p>None</p>	<p>30 minutes</p>	<p>Houseparent (Officer of the Day)</p>

	included in the medical certificate. Advise referring party to bring back client to the doctor for further check up and appropriate medical update			
5. Receives personal hygiene supplies	5. 1Client will be brought to assigned Quarantine Area for New Admission and will be issued personal hygiene supplies	None	10 minutes	Houseparent (Officer of the Day)
6. Undergoes initial interview observing the minimum health standard protocols.	6.1 Conducts interview and orientation of house rules and regulations	None	1 hour	Houseparent (Officer of the Day)
7. Attend Center's Activities observing the minimum health standard during this COVID-19 crisis	7. 1Supervise and monitor proper food preparation and distribution. <ul style="list-style-type: none"> • Provides other personal items • Monitor & supervise client's household chore assignment • Prepare and submit monthly behavioral monitoring reports 	None	8 hours 8 hours 1 hour	Cook Houseparent

<p>8. Submits self to medical services - observing the minimum health standard during this COVID-19 crisis</p>	<p>8.1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19</p> <ul style="list-style-type: none"> • Make referral to health institutions • Conduct lectures on health and wellness, etc. thru alternative means • Prepare and submit Monthly Medical Appraisal Report 	<p>None</p>	<p>8 hours 2 hours 1 hour 1 hour</p>	<p>Nurse</p>
<p>9. Undergo psychological assessment thru alternative/online mode</p>	<p>9.1 Conducts counselling and interview thru new normal and administer testing.</p> <ul style="list-style-type: none"> • Prepares and submit psychological assessment report 	<p>None</p>	<p>4 hours 4 hours</p>	<p>Psychologist</p>
<p>10. Attends Non-Formal Education class thru blended learning, observing the minimum health standard during this COVID-19 crisis</p>	<p>10.1 Conduct Basic Literary Class and Tutorial to clients who are enrolled in regular schooling under home study program of DEPED.</p> <ul style="list-style-type: none"> • Prepares and submit monthly progress report 	<p>None</p>	<p>4 hours 1 hour</p>	<p>Houseparent</p>

<p>11. Attends skills training session based on interest & capabilities observing minimum health standard during this COVID-19 crisis</p>	<p>11.1 Conduct skills training on soft trade industry and handicrafts-making thru new normal means</p> <ul style="list-style-type: none"> • Prepares and submit monthly livelihood training monitoring report 	<p>None</p>	<p>4 hours 1 hour</p>	<p>Training Assistant</p>
<p>12. Participate in different recreational activities observing the minimum health standard during this COVID-19 crisis</p>	<p>12.1 Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>8 hours</p>	<p>Houseparent</p>
<p>13. Attends value formation sessions and spiritual enrichment activities thru new normal means</p>	<p>13.1 Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>6 hours</p>	<p>Houseparent</p>
<p>14. Attends/ sessions activities in the Center observing the minimum health standard during this COVID-19 crisis 15. Participates in data gathering sessions and intervention thru new normal means during this COVID-19 crisis 16. Awaits from the center.</p>	<p>14. Conducts further interview, counseling, groupwork, static meeting and case conference through online alternative modes of communication during this COVID-19</p> <ul style="list-style-type: none"> • Prepares social case study report and Quarterly 	<p>None</p>	<p>4 hours 2 hours 1 hour</p>	<p>Social Worker</p>

	Progress Report.			
		TOTAL	118 hours, 40 minutes	

4. BAHAY ARUGA

Office or Division:	Residential and Rehabilitation Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	<ul style="list-style-type: none"> Homeless, Abandoned and or Neglected Elderly who have been found residing in Quezon City needing temporary shelter Male or Female 60 years old & above 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter Medical Certificate from Govt. hospital / Clinical Abstract (if discharged from hospital upon admission) Senior Citizen ID / any proof of identification (Optional)		Barangay Government Hospital		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible

<p>1. Referring party must coordinate with SSDD thru calling 8703-2940 or sending a referral letter to ssdd@quezoncity.gov.ph</p>	<p>1.1 Assigned Social worker/SSDD Staff will coordinate with RAC relative to referral and admission of client in the center</p> <p>1.2 Give instructions to Referring Party to bring client to Bahay Aruga</p>	<p>None</p>	<p>48 hours</p>	<p>SSDD staff/ assigned social worker</p>
<p>2. Bring printed copies of documentary requirements on the day of the referral. Present self and Surrender personal belongings and valuable for safe keeping observing the minimum health standard during this COVID-19 crisis</p>	<p>2.1 Checks all documentary requirements. Baggage Check List surrendered personal belongings and valuables, subject for disinfection taking into consideration the minimum health standard during this COVID-19 crisis.</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>

<p>3. Upon entry to the facility, Disinfect shoes on shoe bath (take of shoes of slippers) Wash Hands, Body Temperature check, Disinfect with alcohol</p>	<p>3.1 Assist client and referring party; Conduct body temperature check, taking into consideration the minimum health standard during this COVID-19 pandemic</p>	<p>None</p>	<p>30 minutes</p>	<p>Security Personnel</p>
<p>4. Submit self for body check and physical examination, observing the minimum health standard during this COVID-19 pandemic</p>	<p>4.1 Assess presented documentary requirements including Covid - 19 test result. Conducts body check and physical examination. Assist client into taking a bath for proper disinfection taking into consideration the minimum health standard during this Covid - 19 crisis. * If there is a need, advise the referring party to indicate in the medical certificate the findings during physical examination not included in the medical certificate. * If necessary, advise referring party to bring back client to the doctor for appropriate medical update</p>	<p>None</p>	<p>30 minutes</p>	<p>Houseparent (Officer of the Day)</p>

<p>5. Undergoes interview observing the minimum health standard during this COVID - 19 crisis.</p>	<p>5. 1Conducts interview Conduct orientation on house rules / regulations taking into consideration the minimum health standard during this COVID-19 crisis.</p>	<p>None</p>	<p>1 hour</p>	<p>Houseparent (Officer of the Day)</p>
<p>6. Attend Center's Activities observing the minimum health standard during this Covid - 19 crisis.</p>	<p>6.1 Supervised and monitors proper food preparation and distribution. Provides other personal items. 6.2 Monitors & supervises client's household chore assignment. Prepares and submits monthly behavioral monitoring reports.</p>	<p>None</p>	<p>8 hours 2 hours</p>	<p>Cook Houseparent (Officer of the Day)</p>
<p>7. Submits self-observing the minimum health standard during this COVID- 19 crisis.</p>	<p>7.1 Conducts further medical evaluation, daily monitoring for symptoms of COVID-19 7.2 Take referral to health institutions 7.3 Conduct lectures on health and wellness, etc. (2 dorms per week) taking into consideration the minimum health standard during this COVID-19 crisis or thru alternative mode 7.4 Prepares and submits Monthly Medical Appraisal report.</p>	<p>None</p>	<p>8 hours 2 hours 1 hour 1 hour</p>	<p>Cook Nurse</p>

<p>8. Participate in different recreational activities observing the minimum health standard during Covid - 19 crisis.</p>	<p>8.1 Plans and implement different socialization activities taking into consideration the minimum health standard during this COVID-19 crisis.</p>	<p>None</p>	<p>8 hours</p>	<p>Houseparent</p>
<p>9. Attends value formation training and spiritual enrichment activities such as prayer and attend Mass thru live observing the minimum health standard during this COVID-19 crisis.</p>	<p>9.1 Monitors and supervises activities taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>6 hours</p>	<p>Houseparent</p>
<p>10. Attend sessions / activities in the Center observing the minimum health standard during this Covid - 19 Crisis.</p>	<p>10.1 Conducts further interview, counselling, groupwork, static meeting and case conference through online or alternative modes of communication i.e. Video Conferencing taking into consideration the minimum health standard during this COVID-19 crisis</p>	<p>None</p>	<p>4 hours</p>	<p>Social Worker</p>

11.Participates in data gathering session and intervention thru online / alternative modes of communication again observing the minimum health standard during this Covid - 19 crisis.	11.1 Prepares social case study report and Quarterly Progress Report.	None	1 hour	
12. Awaits release from the center.	12.1 Prepares documentary requirements for the release of client.			
		TOTAL	92 hours, 30 minutes	

SPECIAL PROJECT SERVICE

1. PROTECTIVE SERVICE

Office or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Walk-in or Referred, Abused, Neglected or Abandoned Women, Elderly, Person with Disability(PWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Referral Letter from Barangay, Police, School or other concerned citizen. 2.Barangay Blotter or Police Blotter 3. Medico Legal (if available, for filing of case in Court) and Medical Laboratory Reports (if available, for referral in residential facility) 4. Medical Certificate or Medical Abstract (if hospitalized and for referral to residential facility) 5. 1 valid I.D (preferably QCitizen ID)		-Barangay, NBI, Police,Concerned Citizen -Barangay, Police -Government or Private Hospital, QCPD Camp Crame, QCPD Police Station -Government or Private Hospital		
Client Steps	Agency Actions	Fees	Processing Time	Person

		to be paid		Responsible
1. Request for assistance via personal visit to SSDD or call at 8-703-6803 or call at QC Hotline 122 or email at SSDD@quezoncity.gov.ph	1.1 Coordinates with a Police Official or Barangay who has jurisdiction over the case. 1.2 Prepares documentary documents. 1.3. Conduct rescue operation following the health protocol of physical distancing, wearing facemask and disinfecting procedure.	None	2hours	Social Worker
2. Undergoes Intake Interview and Counseling / Stress Debriefing	2.1 Assess & conduct intake interview / counseling / stress debriefing following the health protocol.	None	3hours	Social Worker
3. Submit self for medical examination, if needed	3.1 Assist clients for medical examination, if needed and secure medico-legal certificate. 3.1 Assist clients in securing Barangay and Police blotter, if needed. 3.3 Prepare and submit initial findings.	None	3 hours	Social Worker
4. Pursues legal case against perpetrator	4.1 Assists client in the step by step process of of online filling of the case, if needed(from the Police level to the Office of the City Prosecutor up to Court level)	None	3 hours	Social Worker
5. Submit self for institutionalization, if necessary	5.1 Refers and escorts client for transfer to institution for temporary shelter, if needed (following health protocol)	None	4 hours	Social Worker
6. Attends Center's planned activities	6.1 Conducts parenting capability assessment thru	None	7 working	Social Worker

	text messages, phone calls, video calls or home visits, if needed 6.2 Prepares Social Case Study Report and Supervisory Progress Report. 6.3. Wait for the Notification of Scheduled Court hearings/ proceedings.		days	
7.Attends scheduled Court Hearing	7.1 Assist client during Court Hearing -thru video conferencing.	None	2hours	Social Worker
8.Awaits referral to institution / reintegration to family if found capable to take custody, if applicable	8.1 Facilitates reunification of client to family if found capable to take custody (following health protocol) 8.2. If no identified families or relatives, coordinates & prepares the following documents for institutionalization: 1. Updated Social Case Study Report 2. Referral Letter 3. Discharge Form 8.3 Conducts Aftercare/monitoring thru phone calls, text messages or video calls and submit feedback report.	None	132 Days	Social Worker
9.Submit clients for reintegration to family or institutionalization for long term care.	9.1 Upon receipts of Court order / decision, facilitates termination of case or conducts after care services, if necessary -thru phone call and text messages.	None	2hours	Social Worker
		TOTAL:	141 days, 3 hours	

2. FACILITATION FOR SOLICITATION PERMIT

Office or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who May Avail of the Service:	All interested party			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> For Solicitation Permit: <ul style="list-style-type: none"> Letter Request Security and Exchange Commission (SEC) Registration Department Registration Department of Social Welfare and Development Division (DSWD) Solicitation Permit Application Form Recommendation from concerned agencies pertinent to the nature of fund raising. <ol style="list-style-type: none"> Sample of letter of Appeal, Ticket, Ballots, etc. depending on the mode of solicitation List of the Beneficiaries Authorization from the President of the Organization to solicit with the solicitor's picture and signature For those applying for a Solicitation Permit with a previous approved permit, Submission of Financial Statement and they should surrender the previously issued Solicitation Permit. 			Barangay Hall, Client, Security and Exchange Commission, Department of Social Welfare and Development and other concerned agencies.	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
1.Wait for further advise	1.1Conduct home visit and collateral interview to gather further information 1.2Advise client/proponent to make follow-up after 7 working days 1.3Coordinates with concerned agencies for the provision of assistance / prepares documentary requirements for recommendation	None	Within 7 working days	Social Worker
After 7 working days client makes follow-up	Extend Certification/Solicitation Permit	None	15 minutes	
END OF TRANSACTION				

3. EDUCATIONAL ASSISTANCE FOR CHILDREN WITH DISABILITIES

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Indigent Children with Disabilities, Enrolled in public school and Quezon City residents		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Enrollment, Original Barangay Indigency and PWD ID			School, Barangay and Person with Disability Affairs Office (PDAO)	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1.Parent or Guardian of the client submit requirements for possible provision of assistance	1.1Validate submitted requirements	None	5 minutes	Social Worker
Provide personal information during interview and assessment	2.1Conduct intake interview and assessment	None	1 hour	Social Worker
Wait	3.Collates all Case Summary Report of qualified beneficiaries and prepares master list together with the project proposal for approval	None	30 days	Social Worker
Wait	4. approval of the project proposal and release of funds	None	30 days	Social Worker
3.Receives the extended assistance	5.Extend Educational Assistance to the beneficiaries	None	1 day	Social Worker
		TOTAL:	61 days, 1 hour and 5 minutes	

4. CAPABILITY BUILDING SESSIONS

Office or Division:		Special Project Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		All interested party		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Client		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Submits online letter request	Respond to the proponent thru online	None	30 minutes	Receiving Clerk
Provide information	Coordinate with the proponent and discuss possible webinar based on the request	None	1 hour	Social Worker
Attends Training	Conducts the training thru webinar	None	2 hours	Social Worker
		TOTAL:	3 hours, 30 minutes	

5. SENIOR CITIZEN VOLUNTEER PROGRAM

Office or Division:		Special Project Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		60-70 years old, QC resident, Physically and Mentally Fit to Work, Possess the skills/knowledge/expertise needed to do/perform the assigned task, No other regular income or volunteer work		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent, Personal Data Sheet, Medical Certification that he/she is Fit to Work, QC ID or Barangay Certificate whichever is applicable		Client, Barangay, Hospital, SSDD		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Submit Letter of Intent/application	1.1 Receives application letter	None	3 minutes	Receiving Clerk
2. Wait	2.1. Forward application letter to the division for assessment 2.2. if found qualified, inform senior citizen to submit documentary requirements	None	1 day	Social Worker
3. Report to office to submit documentary requirements	3.1. Provide Personal Data Sheet and assist in filling out 3.2. Advice applicant when to sign the contract	None	3 hours	Social Worker
4. Wait	4.1 Prepares indorsement and submit documentary requirements to Administrative Division for appropriate action b. Upon preparation of Job Order by the Administrative Division, inform SC to sign contract	None	2 weeks	Admin. Staff
5. Sign the Job Contract	5.1 Assist in the signing of the job contract and inform Senior Citizen as to the schedule of the assumption of duty.	None	2 Days	Social Worker
6. Wait	6.1 Upon approval of the Job Contract, coordinate with the concerned agency for the placement of Senior Citizen	None	1 week	Social Worker
7. Attends Orientation	7.1 Inform Senior Citizen to report to SSDD for Orientation and Placement	None	4 hours	Social Worker

8. Report to Area of Assignment	8.1. Indorse Senior Citizen to respective area of assignment 8.2. Monitor senior citizen volunteer worker	None	Year Round	Social Worker
9.a. Attends monthly activities b. Submits pertinent report c. Receive monthly incentive	9.1. Conduct monthly meeting 9.2. Evaluate Report c. Prepare certificate of services rendered for payroll preparation	None		
10. Attend Program Review	10.1 Conduct Program Review and Evaluation	None	5 days	Elderly Program Coordinator
END OF TRANSACTION				

6. SOLO PARENT SERVICE: ISSUANCE OF SOLO PARENT ID

Office or Division:	Special Project Division
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who May Avail of the Service:	Solo parent due to: Victim of sexually abused, Death of Spouse, Separation/Annulment, Abandonment, Unwed, Partner is physically or mentally ill (for 1 year with Medical Certificate) and Partner is convicted of a crime (for at least 1 year in prison), Head of the family, Legal Guardian and Licensed Foster Care
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Any Gov't ID (with signature, photo, address and signature), Original Barangay Certificate, Photocopy of Birth Certificate of minor children, 2x2 ID Picture with light background (full head to shoulder) and signature specimen</p> <p>Any of the following applicable:</p> <p>Photocopy of Death Certificate of spouse widow/widower</p> <p>Copy of Filed petition for Annulment/Legal Separation</p> <p>Affidavit of Circumstances of being a Solo Parent</p> <p>Certificate of Detention</p> <p>PWD ID/ Medical Certificate</p> <p>Legal Guardianship issued by court</p>	Barangay Hall, Philippine Statistics and Authority (PSA), Public Attorney Office (PAO), Civil Registrar Office and Court., Civil Registrar Office and Court.

Foster Care License				
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
<p>*New Applicant</p> <p>1. Register and create account for QC ID Solo Parent online application@qceservices.quezoncity.gov.ph</p>	1.1 Provide assistance on how to register	None	30 minutes	Social Welfare Officer
<p>2. Fills-up Application form and submits requirements thru online</p>	2.1 Validate and Assess submitted documentary requirements Provide remarks on the status of the application	None	30 Minutes	Social Welfare Officer
<p>3. Wait and receive email for the status of the application/ advise to set appointment for interview</p>	3.1 Approval of the submitted documents and provide report to the status of the application	None	1 day	Social Welfare Officer
<p>4. Make online appointment schedule @ SSDD page of qceservices.quezoncity.gov.ph for interview and assessment</p>	4.1 Confirmation of appointment schedule	None	1 day	Social Welfare Officer
<p>5. Come to SSDD- Solo Parent Welfare Section on time and date of appointment. Present the reference number for confirmation of appointment</p>	5.1 Interview and assessment	None	1 hour	Social Welfare Officer
<p>6. Wait for Issuance of ID</p>	6.1 Issuance of ID	None	5 minutes	Social Welfare Officer
		TOTAL	3 days, 1 hour and 5 minutes	
<p>*Old Applicant (Renewal)</p> <p>1. Open account to qceservices.quezoncity.gov.ph and request for renewal of solo parent sectoral. Upload requirements to edit</p>	1.1 Validate and Assess submitted documentary requirement Provide remarks on	None	1 day	Social Welfare Officer

accounts in website	the status of the application				
2.Wait and receive email for the status of the application/ advise to set appointment for interview	2.1 Approval of the submitted documents and provide report to the status of the application	None	1 day	Social Officer	Welfare
3.Make online appointment schedule @ SSDD page of qceservices.quezoncity.gov.ph for interview and assessment	3.1 confirmation of appointment schedule	None	1 day	Social Officer	Welfare
4.Come to SSDD- Solo Parent Welfare Section on time and date of appointment.Present the reference number for confirmation of appointment	4.1Interview and assessment	None	1 hour	Social Officer	Welfare
5.Wait for Issuance of ID	5.1Issuance of ID	None	5 minutes	Social Officer	Welfare
		TOTAL:	3 days, 1 hour and 5 minutes		

7. EDUCATIONAL ASSISTANCE FOR SOLO PARENT 'S BENEFICIARIES

Office or Division:	Special Project Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Indigent Solo Parent's Beneficiaries, Enrolled in elementary and secondary public school and Quezon City residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Enrollment, Original Barangay Indigency and Solo Parent ID/Certification			School and Barangay	
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
Parent or Guardian of the client submit requirements for possible provision of assistance	Validate submitted requirements	None	5 minutes	Social Worker
Provide personal information during interview and assessment	Conduct intake interview and assessment	None	1 hour	Social Worker
Wait	Collates all Case Summary Report of qualified beneficiaries and prepares master list together with the project proposal for	None	30 days	Social Worker

	approval			
Wait	Upon approval of the project proposal and release of funds	None	30 days	Social Worker
Receives the extended assistance	Extend Educational Assistance to the beneficiaries	None	1 day	Social Worker
		TOTAL:	61 days, 1 hour and 5 minutes	

VOCATIONAL DEVELOPMENT SERVICE

1. Manpower Barangay Based Skills Training

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1 Assess training need and advise proponent as to schedule of further engagement	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information	3.1 Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs. Advise proponent as to schedule	None	1 hour	<i>Manpower Development Officer or Manpower Development Assistant</i>
4. Wait	4. 1 Prepares feedback report and recommendation approval of requested training 4.2 Upon approval of the requested training 4.3 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants	None	40 hours	<i>Manpower Development Officer or Manpower Development Assistant</i>
5. Attends Dialogue	5. 1 Conducts dialogue 5.2 Prepares and submits	None	4 Hours	<i>Manpower Development Officer</i>

	Enrolment Report			<i>or</i> <i>Manpower Development Assistant</i>
6. Attends Training	6.1 Conducts Skills Training	None	(3months) 240 hours	<i>Manpower Development Assistant</i>
7. After finishing the modular training	7. 1 Individual Release of Certificate of Completion	None	4 Hours	<i>Manpower Development Officer</i> <i>or</i> <i>Manpower Development Assistant</i>
8. Provide information	8. 1 Monitor status of the graduates (3 months after graduation). Prepares and submit monitoring report	None	30 minutes	<i>Manpower Development Assistant</i>
		TOTAL:	290 hours, 30 minutes	

2. SOFT TRADE SKILLS TRAINING

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original, 1 photocopy)		Barangay or other requesting Party		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1 Assess training need and advise proponent as to schedule of further engagement	None	30 minutes	<i>Manpower Development Officer</i>
2. Wait	2. 1 Conducts further assessment and prepares schedule for next engagement	None	30 minutes	<i>Manpower Development Officer</i>
3. Provide information	3. 1 Coordinate with the proponent and discuss the training design, identification of venue, logistic and other needs.	None	1 hour	<i>Manpower Development Officer</i>

	3.2 Advise proponent as to schedule			
4. Wait	4.1 Prepares feedback report and recommendation approval of requested training 4.2 Upon approval of the requested training 4.3 Inform proponent of the approved training and schedule the training orientation/ dialogue with the participants	None	40 hours	<i>Manpower Development Officer</i>
5. Attends Training	5.1. Conducts the livelihood skills training	None	4 hours	<i>Manpower Development Assistant</i>
		TOTAL:	46 Hours	

3. SMALL INCOME GENERATING ASSISTANCE (CAPITAL ASSISTANCE)

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Identified individuals referred by other Division as part of Intervention Plan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (1 original, 1 photocopy) QC ID		Barangay		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Client seeks capital assistance • Walk-in • Phone Call • Referral • Email • Letter	1.1 Conduct coordination with the barangay regarding proponent's request (conduct orientation/ dialogue regarding programs for the "new normal")	None	2 hours	<i>Labor and Employment Officer</i>
2. Wait	2.1 Prepares schedule for orientation/ assessment for possible assistance	None	30 minutes	<i>Labor and Employment Officer</i>
3. 1 Subject self for assessment 3.2 Attends business counseling 3.2 Prepares and submits project	3. 1 Conducts orientation/ assessment 3.2 Conducts business counselling/ preparation of project proposal 3.3 Inform client to submit additional documentary requirements	None	8 hours	<i>Labor and Employment Officer</i>

proposal				
4. Submits requirements	4..1 Prepares Case Summary report Evaluates submitted documentary requirements/ Prepares all documentary requirements including project proposal for the approval of capital assistance	None	80 hours	<i>Labor and Employment Officer</i>
5. Wait	5.1 Upon approval of project proposal, prepares and submit all documentary requirements for payroll preparation and processing	None	176 hours	<i>Labor and Employment Officer</i>
6. Wait	6.1 Inform proponent for the schedule extension of capital assistance	None	30 minutes	<i>Labor and Employment Officer</i>
7.Receives the capital assistance	.1 Extends capital assistance	None	4 hours	<i>Labor and Employment Officer</i>
8. Provide information	7.1 Monitor status of the clients 7.2 Prepares and submit monitoring report	None	12 hours (2 hours per monitor for 6 months)	<i>Labor and Employment Officer</i>
		TOTAL:	283 Hours	

4. SIKAP AT GALING PANGKABUHAYAN (SIGAP)

Office or Division:		VOCATIONAL DEVELOPMENT DIVISION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		MBBSTP and Livelihood Training Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency QC ID Barangay Certification of No Existing Loan from other Microfinance Medical Certificate from BHERT or any City Health Center		Barangay City Health or BHERT		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Request for assistance and/or submits or email letter request	1.1. Conducts coordination with the requesting party for the schedule of orientation	None	2 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>

2. Wait	2.1 Prepares schedule for orientation/ assessment for possible assistance	None	2 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
3. 1Subject forassessment 3.2 Attends Capability Building (5 meetings) 3.3 Prepares and submits project proposal	3. 1 Conducts orientation/ assessment 3.2 Conducts capability building activities/ preparation of project proposal 3.3 Reviews Project proposal and Inform client to submit additional documentary requirements	None	20 hours (4 hours per meeting/ once a week)	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
4. Submit the required requirements	. 1 Prepares Case Summary Report Evaluates submitted documentary requirements/ Prepares all documentary requirements including project proposal for the approval of capital assistance	None	80 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
5. Wait	5.1 Upon approval of project proposal, prepares and submit all documentary requirements for payroll preparation and processing	None	176 hours	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
6. Wait	6. 1 Inform proponent for the schedule of extension of capital assistance	None	30 minutes	<i>Project Development Officer</i>

				<i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
Receives the capital assistance	7. 1 Extends capital assistance	None	30 minutes	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
Provide information	8. 1 Monitor status of the clients 8.2 Prepares and submit monitoring report	None	84 hours (2 hours per monitor for 2 years)	<i>Project Development Officer</i> <i>Labor and Employment Officer</i> <i>Manpower Development Officer</i>
		TOTAL:	365 Hours	

5. REFERRAL

Office or Division:	VOCATIONAL DEVELOPMENT DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who May Avail of the Service:	Interested graduates of the Manpower Barangay Based Skills Training Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
Client Steps	Agency Actions	Fees to be	Processing	Person

		paid	Time	Responsible
1. Submits resume	1. 1 Review resume 1.2 Coordinate with Industries/ companies for possible job 1.3 Inform graduates for the scheduled date of referral	None	2 hours 30 minutes	<i>Labor and Employment Officer</i>
2. Receives referral letter for possible employment	2. 1 Extends referral letter addressed to the industry or PESO for possible employment	None	30 minutes	<i>Labor and Employment Officer</i>
Able to get employment	3. 1 Monitors status of employed graduates 3.2 Prepares and submits reports	None	30 minutes	<i>Labor and Employment Officer</i>
		TOTAL:	3 Hours, 30 minutes	

WELFARE & RELIEF SERVICE

1. TRANSPORTATION ASSISTANCE (BALIK-PROBINSYA)

Office or Division:		Welfare and Relief Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client		
Who May Avail of the Service:		Individuals/families in Crisis Situation		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> • Barangay Certificate Of Residency/ Indigency • Valid Government Issued ID (Preferably QC Citizens ID) • One (1) photocopy of Vaccination Card • One (1) photocopy of RT-PCR or Antigen Test Results (72hrs. validity as per LGU-Receiving Protocol) 		<ul style="list-style-type: none"> • Barangay Hall • Police Station • Health Center 		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. 1 Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	Officer on duty

2. Present self to Information Desk	2.1Accommodates client's query with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the office with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 2.2Conducts initial assessment of documentary Requirements 2.3Provides client with queuing number 2.4Assists client to proceed to concerned staff	None	10 minutes	Social Welfare Aide
3. Proceeds to the concerned staffSubmits necessary documents	3.1Ask for additional information for validation 3.2Explains subsequent procedures in availing assistance (i.eHome visit, purchase of tickets, etc.)	None	30 minutes	Social Worker
4. Undergoes intake interview and provide accurate information	4.1 Conducts Intake interview 4.2 Conducts Counseling 4.3 Advice client to wait for further assessment/ schedule of further engagement	None	1 hour	Social Worker
5. Wait	5.1 Conducts Home visit with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the office with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 5.2 Identifies other needs of the client 5.3 Prepares documentary requirements: a. Report on Findings b. Referral Letter 5.4 Coordinates with other welfare agencies (receiving Local Government Unit (LGU) and Department of Social Welfare and Development) 5.5 Purchase tickets 5.6 Informs client as to the schedule of departure	None	14 Days	Social Worker
6.1 Signs Acknowledgement Receipt.Receives ticket/s and Referral Letter to receiving LGU	6.1 Escort client to bus terminal/ port 6.2 Extends ticket/s, Referral Letter and family food packs. 6.3 Ensures that client is really on board	None	4 Hours	
	7.Prepares necessary documents for liquidation purposes	None	4 Hours	

		TOTAL:	15 Days, 1 Hour, and 45 minutes	
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2. EMERGENCY DISASTER RELIEF PROGRAM (FOOD ASSISTANCE/ TEMPORARY SHELTER FOR WALK-IN CLIENTS AND VICTIMS OF CALAMITY)

Office or Division:		Welfare and Relief Division		
Classification:		Complex		
Type of Transaction:		G2C - Government to Client and G2G – Government to Government		
Who May Avail of the Service:		Individuals/families in Crisis Situation		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
• None		• None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all clients	1. Accomplish the checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self to Information Desk / Interviewing Area	2. Accommodates client's query with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 1. Assists clients to proceed to concerned staff		10 minutes	<i>Social Welfare Aide</i>
3. Proceeds to concerned staff	3. Conducts initial assessment		30 minutes	<i>Social Worker</i>
4. Undergoes Intake Interview and provide accurate information	4. Conducts initial masterlisting 1. Provision of Hygiene and Starter Kit. 2. Designate Room		30 minutes for walk-in clients 14 days (2 weeks) for victims of calamity	<i>Social Worker</i> <i>Welfare Aide</i>

1. Victims of calamity attend scheduled activities while at the Evacuation Center	<ul style="list-style-type: none"> 3. assignments 3. Conducts further assessment through validation and site mapping 4. Prepares initial report 5. Conducts intake interview 6. Conducts Relief Operation activities for victims of calamity 7. Prepares and submit Relief Operation Report for approval of extension of Financial Assistance for victims of calamity 		<ul style="list-style-type: none"> 1 hour for dry ration of walk-in clients 1 day for dry ration of victims of calamity 5 days for financial assistance 	<i>Day Care Workers</i>
<ul style="list-style-type: none"> 5. Walk-in client receives Dry Ration upon approval 1. Victims of calamity receive dry ration upon pull-out of relief operation 2. Receives Financial Assistance upon approval 	<ul style="list-style-type: none"> 5. Extends Dry Ration . Coordinates with the barangay council to inform client on the schedule of extension of financial assistance 2. Extends Financial Assistance 	None	<ul style="list-style-type: none"> 30 minutes for walk-in clients 1 day for victims of calamity 	<i>Social Worker</i>
	6. Prepares and submits Post-Evaluation Report		1 day	
		TOTAL:	22 Days, 2 Hours, and 45 minutes	

3. FOOD FOR WORK

Office or Division:	Welfare and Relief Division
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who May Avail of the Service:	Identified individuals who are willing to render service for duly approved and

		supervised restorative and rehabilitative project in the community within Quezon City		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
• None		• None		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self for inclusion in the project	2. Assess capacity of volunteer 1. Prepares and submits Project Proposal		1 day	<i>Social Worker</i>
3. Undergoes Intake Interview and provide accurate information 1. Attends orientation	3. Conducts intake interview with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 3.1. Conducts orientation Advice client on the schedule of project implementation		1 hour	
4. Participates in the implementation of the identified project 1. Signs the payroll 2. Receives Material Assistance	4. Implements and monitors daily activities of identified project 1. Prepares Payroll 2. Extends Material Assistance		5 days	
	5. Prepares and submits completion report		1 day	
		TOTAL:	7 Days, 1 Hour, and 5 minutes	

4. REFERRAL FOR ADDITIONAL ASSISTANCE THROUGH VARIOUS GOVERNMENT AGENCIES

Office or Division:	Welfare and Relief Division
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Classification:		Simple and Complex		
Type of Transaction:		G2C - Government to Client		
Who May Avail of the Service:		Individuals in crisis situation/referral from the Barangay Council for special cases		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> • Checklist from the hospital / welfare agency • Original copy of Medical Certificate / Clinical Abstract for Medical Assistance • Original copy of Brgy. Certificate of Residency • Barangay Blotter (if applicable) • Certified True Copy of Death Certificate for Burial Assistance • Identification Card 		<ul style="list-style-type: none"> • Hospital or any welfare agency • Barangay Hall • Local Civil Registry Office 		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all visitors/ clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Present self to Information Desk 1. Presents documentary requirements	2. Accommodates client's query with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 1. Conducts initial assessment of documentary requirement 2. Provides client with queuing		10 minutes	<i>Social Welfare Aide</i>

	number 3. Assists referring party of special cases to proceed to concerned staff			
3. Proceeds to concerned staff 1. Submits necessary requirements	3. Receives and checks documents presented Explains subsequent procedures in availing assistance		30 minutes	<i>Social Worker</i>
4. Undergoes intake interview and provide accurate information	4. Conducts Intake Interview 1. Identifies other needs of the client 2. Coordinates with concerned agencies when applicable 3. Prepares Referral Letter 4. For special cases endorsed by the barangay, facilitate admission to welfare institutions/ hospitals		1 hour for immediate referrals 10 working days for special cases	<i>Social Worker</i>
5. Receives Referral Letter 1. For special cases, submit self for immediate medical attention and/or institutionalization whichever is applicable	5. Extends Referral Letter 1. Presence of SWAB TEST / RAPID TEST to every client in compliance with Health protocols and guidelines to contain the spread of the Coronavirus disease (COVID-19) as among the requirements also of the receiving LGU. 2. Escort client to welfare		Medical Officer

	institutions / hospitals (abandoned cases)			
	6. Prepares and submits necessary documents for documentation purposes			
		TOTAL:	10 Days, and 45 minutes	

5. VOLUNTEER & AUXILIARY PROGRAM

Office or Division:		Welfare and Relief Division		
Classification:		Complex		
Type of Transaction:		G2C - Government to Client		
Who May Avail of the Service:		Identified individuals (18 years and above) from the conducted Family Survey who are willing to render voluntary service in the community		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> Filled-up Personal Data Sheet (PDS) with picture 		<ul style="list-style-type: none"> Social Services Development Department under Welfare and Relief Division –District Social Worker 		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
	1. Process the names of identified volunteers 1. Coordinates with Day Care Workers for evaluation 1.2 Prepare schedule of activities 1.3 Inform client on the schedule of home visit	None	7 working days	<i>Social Worker</i>
2. Provide additional information	2. Conducts home visit 1. Assess capacity of volunteers		7 working days	
3. Attends orientation	3. Inform client on the schedule of orientation 3.1 Conducts orientation Prepares and submits masterlist of would be participants Prepares Project Proposal, Training Design and resources needed for the training		7 working days	
4. Attends and Participate in the training Receives Certificate of Completion	4. Conducts training program 1. Monitors progress during training 2. Provides Certificate of Completion		22 days	

5. Submit Post-training Evaluation Form	5. Conducts post evaluation 1. Analyze data from the result of evaluation		1 day	
6. Performs volunteer work in the community	6. Conducts monitoring 1. Conducts regular meetings (monthly, quarterly, annual) 2. Recommends additional trainings for volunteers			
		TOTAL:	44 days	

6. FINANCIAL ASSISTANCE

Office or Division:		Welfare and Relief Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Client		
Who May Avail of the Service:		Individuals in crisis situation		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> • Medical Assistance <ul style="list-style-type: none"> • Original / Certified True Copy of updated Clinical Abstract / Medical Certificate (duly signed by the Attending Physician, reflecting full name and license number) • Original copy of updated Prescription Slip (duly signed by the Attending Physician, reflecting full name and license number) • Original copy of Barangay Certificate of Indigency • Valid ID of Patient, and claimant / representative (preferably QC Citizen's ID) 		<ul style="list-style-type: none"> • Hospital / Health Center • Barangay Hall 		
<ul style="list-style-type: none"> • Burial Assistance <ul style="list-style-type: none"> • Certified True Copy of duly registered Death Certificate • Original copy of duly notarized Funeral Contract • Original copy of Barangay certificate of Indigency • Valid ID of Representative 		<ul style="list-style-type: none"> • Local Civil Registry Office • Funeral Service • Barangay Hall 		
Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Precautionary measures to all clients	1. Accomplish the visitor's checklist (Health Checklist)	None	5 minutes	<i>Officer on duty</i>
2. Presents self to	2. Accommodates client's query with		10 minutes	<i>Social</i>

Information Desk	Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 1. Conducts initial assessment of documentary requirements 2. Assists client for queuing			<i>Welfare Aide</i>
3. Presents documentary requirements	3. Checks the authenticity of the documents		30 minutes	<i>Social Worker</i>
4. Undergoes intake interview and provide accurate information	4. Conducts Intake Interview with Health Safety Protocol which is strictly observed thus, all must wear facemasks before entering the interviewing area with social distancing (at least 1 meter apart) and availability of alcohol/hand sanitizer at the interviewing area. 1. Identifies other needs of the client 2. Prepares Report on Findings 3. If applicable, prepare Referral Letter to other welfare agencies 4. Prepare Certificate of Guarantee		1 hour	
5. Receives Certificate of Guarantee	5. Extends Certificate of Guarantee		20 minutes	
		TOTAL:	2 Hours and 5 minutes	

VII. FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the client feedback form and drop it at the designated dropbox of the SDD
How feedback are processed	Every Friday, the Administrative Division opens the drop box and complies and records all feedback submitted Feedback requiring answers are forwarded to the concerned Division and required to answer within 7 working days Feedback is then forwarded to the proponent
How to file a complaint	Answer the feedback form and drop the form in the designated dropbox
How complaints are processed	The Administrative Division opens the drop box every Friday and evaluates the complaint Feedback requiring answers are forwarded to the concerned Division and required to answer within 7 working days
Contact Information	

Administrative Division	8710-1294
Community Outreach Division	8703-2840
Special Projects Division	8703-6803 8703-3576
Vocational Development Division	8703-6823 8703-1350
Welfare and Relief Division	rrd.ssdd@quezoncity.gov.ph
Molave Youth Home	8703-9006 rrd.ssd@quezoncity.gov.ph
Reception and Action Center	8400-0169
Bahay Kalinga for Children	
Bahay Aruga	

QUEZON CITY DRUG TREATMENT AND REHABILITATION CENTER “TAHANAN”

Quezon City Drug Treatment and Rehabilitation Center

Frontline Services

1. Admission for Treatment and Rehabilitation for Voluntary Submission of Person Who Use Drugs (PWUDs)

Quezon City Drug Treatment and Rehabilitation Center facilitates evaluation and admission of Person Who Use Drugs (PWUDs) who are residents of Quezon City who voluntarily submit themselves or through their relatives for treatment and rehabilitation.

Office or Division:	Screening and Intake Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons Who Use Drugs who are residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Valid ID: (Preferably QCitizen ID), SSS, GSIS, BIR and others.				
• Birth Certificate for minors or those who does not have a valid ID.		PSA / Local Registry		
• Case summary report and endorsement from SSDD for 14 years old below		SSDD		
• Barangay certificate of residency (6 months validity) or endorsement from Barangay Captain.		Barangay Hall / Office		
• Proof of billing				
• One(1) 2x2 ID picture				
• Prosecutors / Court Clearance		Prosecutors Office of Quezon City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed/walk-in to Quezon City Drug Treatment and Rehabilitation Center for Screening and Intake Interview.	Receive the requirements and check for validity and completeness Intake interview	None	15 – 30 minutes	Front desk officer / Intake Officer
2. Submit all available requirements.				

3.b. PWUDs for Drug Counseling	Referral letter to QCADAAC outpatient section.	None	3 - 5 minutes	Medical Officer III
3.c. PWUDs who are not Physically fit due to co-morbidities	Referral letter to Hospital/Clinic for treatment of co-morbidities	None	3 - 5 minutes	Medical Officer III
3.d. PWUDs with psychiatric conditions	Referral letter to psychiatric facility	None	3 - 5 minutes	Medical Officer III

2. Admission for Treatment and Rehabilitation for Person Who Use Drugs (PWUDs) with criminal case/ Drug case/ Court Orders and Child In Conflict with the Law (CICLs)

Quezon City Drug Treatment and Rehabilitation Center admits PWUDs and CICLs with court order for their treatment and rehabilitation

Office or Division:	Screening and Intake Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PWUDs with court cases / Orders and CICLs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Copy of Court Orders • Results of laboratory examination • Case summary report for CICLs referred by Social Services and Development Department 		Court, BJMP, Police Statements Bureau of Corrections, SSDD Respective laboratories SSDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transfer/Proceed to Quezon City Drug Treatment and Rehabilitation Center for screening and intake interview 2. Submit all available requirements.	Receive the requirements and check for validity and completeness Intake interview	None	15 –30 minutes	Front desk officer / Intake Officer

1. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination.	Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination	None	30 - 45 minutes	Medical Officer III
2. Subsequent admission				Medical Officer III

3. Re-Admission process for Relapse Case

Quezon City Drug Treatment and Rehabilitation Center facilitates re-admission process of relapse caseclients for treatment and rehabilitation.

Office or Division:	Aftercare and Follow up Section and Screening and Intake Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Recovering Person Who Use Drugs (RPWUDs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Court clearance • Barangay certificate of residency • Laboratory requirements • 2pcs 2x2 latest ID picture • Any valid ID of client • Proof of Billing 		RTC Barangay Respective Laboratories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If the client is found positive for two to three times in a narco urine test either on shabu/marijuana, an assessment from the Case Manager shall recommend the	1. Initial assessment of the case manager to determine the client's re-admission to the center	None	20-30 mins	Aftercare Case Manager and Social Welfare Officer II

<p>client for recommitment and will schedule for the evaluation of the Center's DOH accredited physician</p> <p>2. Intake interview - shall be done first by the Case Manager and refer the client/legal guardian/relative to the Intake Section for screening/interview</p>	<p>2. Interview and fill-out the Psychosocial profile of Aftercare Client form</p> <p>2.1 Refer the client and legal guardian/relative to the Intake and Referral Section for screening/interview</p>	None	20-30 mins	Aftercare Case Manager Screening/Intake Officer Client/Relatives
<p>3. Drug Dependency Examination/ Mental Status Evaluation- If the client is deemed fit for re-admission shall secure the necessary requirements, however if the client is found to be mentally unfit for rehabilitation she/he is referred to the psychiatric facility of family's choice, or if for furtherance of the aftercare program</p>	<p>3. Conduct Drug Dependency Examination and Mental Status Evaluation</p> <p>3.1 If for rehabilitation – Intake Officer shall furnish the relative/legal guardian of the list of the requirements for re-admission of the client</p> <p>3.2 If for furtherance of the aftercare program – Case Manager will re-schedule the date of client's aftercare reporting session and extend the aftercare program</p> <p>3.3 If for further psychiatric management – Intake Officer shall refer the client to the psychiatric facility of family's choice</p>	None	30-45 mins	DOH Accredited Physician
		None	5 to 10 mins	Screening/Intake Officer
		None	10 to 20 mins	Aftercare Case Manager
		None	10 to 20 mins	Medical Officer
4. Physical/	4. Gather all the	None	10 mins	Legal guardian/relative

<p>Laboratory Examination/ Medical Certification and Securing of other necessary requirements- If for re-admission, the client is still in the custody of the legal guardian/relative/brangay while securing the requirements such as court clearance, 2pcs 2x2 latest ID picture, brgy certificate of residency, any valid ID of client, billing statement, laboratory requirements)</p>	<p>necessary requirements upon submission</p> <p>4.1. Preparation for the filing of Request for Recommitment to the court</p>	<p>Laboratory and Court clearance fees to be shouldered by the client's legal guardian/relative direct payment of fees to RTC and respective diagnostic laboratories of their choice</p>	<p>upon the submission of the necessary requirements by the relative/ legal guardian</p> <p>30 to 40 mins upon the submission of the necessary requirements by the relative/ legal guardian</p>	<p>Aftercare Case Manager</p> <p>Legal guardian/relative Aftercare Case Manager</p>
<p>5. Re- admission for Treatment and Rehabilitation (Processing of the Re-commitment Order)</p> <p>-Upon completion of the necessary requirements, signing of the "Waiver for Temporary Confinement" while waiting for the Re-commitment Order to be issued to the client by his/her respective branch/court</p> <p>-Submission of</p>	<p>5. Facilitate the re-admission of the client and signing of Waiver for Temporary Confinement</p> <p>5.1 Filing of Request for Recommitment to the court with DDE/MSE/drug test results attachment</p> <p>Repeat Steps 2 to 5 except for Step 4.1 & 5.1</p>	<p>None</p>	<p>20 to 30 mins</p> <p>1 to 2 days</p>	<p>Intake Officer Aftercare Case Manager Residential Program Case Manager</p> <p>Aftercare Case Manager and Social Welfare Officer II</p>

<p>Request for Recommitment to the court shall be done by the Aftercare Case Manager</p> <p>-If the Order of Recommitment has already been issued to the client, the Case Manager is no longer required to file the request for reconfinement/recommitment to the court.</p>				
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FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Answer the client Feedback Form and drop it at the designated drop box located at the Admission Office of the Quezon City Drug Treatment and Rehabilitation Center "Tahanan".</p> <p>Contact info: 8400-5025 or complaints at QCDTRC@quezon city.gov.ph</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, Administrative Section Head opens the drop box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8400-5025.</p>
<p>How to file a complaint?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box located at the Admission Office of the Quezon City Drug Treatment and Rehabilitation Center "Tahanan".</p> <p>Make sure to provide the following</p>

	<p>information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the telephone number: 8400-5025.</p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaint Officer will create a report after the investigation and shall submit it to the Administrative Section Head and Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: 8400-5025.</p>
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: complaints@arta.gov.ph 8478 5093</p>

QUEZON CITY TOURISM DEPARTMENT

Services

1. ISSUANCE OF TOURISM CERTIFICATE OF REGISTRATION/ ENDORSEMENT FOR ACCREDITATION TO DEPARTMENT OF TOURISM (DOT)

The Tourism Certificate of Registration/Endorsement for Accreditation is issued to tourism establishments that submitted the minimum requirements and paid the corresponding registration fee. The certification contains basic information about the tourism establishment and certifies that the establishment is registered with QC Tourism Department.

Office/Department:	Q.C. Tourism Department
Classification:	Complex
Type of Transaction:	G2B – Government to Business Entity
Who May Avail:	QC Tourism Establishments' Owners/Operators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Applicant-Tourism Establishments (As submitted to BPLD)	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy)	Business Permits and Licensing Dept., QC Hall
Department of Trade and Industry/ Securities and Exchange Commission Registration (1 photocopy, present original copy/ecopy)	Department of Trade and Industry / Securities and Exchange Commission
Barangay Clearance (1 photocopy, present original copy/ecopy)	Barangay Hall where the business address is located
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy /ecopy)	QC Treasurer's Department Assessment Windows and Cashier

Additional Requirement for Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies
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B. For Renewal of Certificate of Registration – Tourism Establishments (As submitted to BPLD)	
Unified Business Permit Application Form (1 photocopy, present original copy/ecopy)	Business Permits and Licensing Dept., QC Hall
Current/Previous Business Permit (1 photocopy, present original copy/ecopy)	Business Permits and Licensing Dept., QC Hall
Tax Bill and Official Receipt for the Current Year that includes Tourism Registration Fee (1 photocopy, present original copy/ecopy)	QC Treasurer's Department Assessment Windows and Cashier

Additional Requirement for Travel Agency Only Surety Bond (1 Original Copy) (Insurance Coverage: P500,000.00)	Bonding Agencies/Companies
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CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSI	PERSON
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		PAID	NG TIME	RESPONSIBLE
1. Log on to https://gceservices.quezoncity.gov.ph/bpld/ and submit the accomplished Unified Business Permit Application Form online together with the necessary supporting documents, depending on your application type.	The BPLD forwards the same to the ancillary departments and evaluate completeness of requirements.	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for email reply.	Acknowledge receipt of complete documents/ application or ask for lacking document through email	none	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
3. Wait for email on details of release of Certificate of Registration/ Endorsement to DOT	Process the application for Tourism Certificate of Registration/ Endorsement to DOT (may need inspection of establishment and/or verification of submitted records)	None	4 days and 7 hours	<i>Tourism Assistant, Tourism Officer and Division Head (Tourism Services Division)</i>
	Approve/sign the requested Certificate of Registration/ Endorsement for DOT Accreditation	None	1 day	<i>City Mayor, Department Head and Division Head (Tourism Services Division)</i>
	Email/message the client that Tourism Certificate of Registration/ Endorsement is ready for pick-up or delivery.	None	30 minutes	<i>Tourism Receptionist, Tourism Assistant, (Tourism Services Division)</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Inform QCTD if Tourism Certificate of Registration/ Endorsement will be picked-up or delivered. (Courier of Choice with cost charged to the receiver/ applicant)	Wait for the client to pick-up or process the delivery of Tourism Certificate of Registration/ Endorsement	None	1 day	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>

5. Wait/claim Tourism Certificate of Registration/ Endorsement	Release Tourism Certificate of Registration/ Endorsement through delivery or pick-up	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
TOTAL		None	7 days	

Note

- Processing time starts upon acceptance of application with complete requirements.
- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 branches/companies and above) maybe entertain as “walk-in applicants”

2. ISSUANCE OF TOUR GUIDE’S I.D./CERTIFICATE

The Tour Guide’s ID/Certificate of Registration is issued to tour guides that submitted the minimum requirements and paid the corresponding identification card/ registration fee. The I.D./certificate contains basic information about the tour guide and certifies that the guide is registered with QC Tourism Department.

Office/Department:	Q.C. Tourism Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Tour Guides
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Applicant - Tour Guide	
Registration/ID Application Form (1 Original Copy/ecopy)	Tourism Desk, QC Tourism Department QC Hall/ or Download Application Form at https://bit.ly/2YybHT5
NBI or Police Clearance (1 photocopy, present original copy/ecopy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Certificate of Tour Guiding Seminar or Accreditation from Dept. of Tourism (1 photocopy, present original/ecopy)	Department of Tourism (DOT), Makati City
Official Receipt for the Current Year that includes Tourism Registration/I.D. Fee (1 photocopy, present original /ecopy)	QC Treasurer’s Department Cashier

B. For Renewal of Certificate of Registration/I.D. - Tour Guide	
Registration/ID Application Form (1 Original Copy/ecopy)	Tourism Desk, QC Tourism Department Or Download Application Form at https://bit.ly/2YybHT5
NBI or Police Clearance (1 photocopy, present original /ecopy)	NBI Office or QC Police Department, NGA Bldg., QC Hall
Official Receipt for the Current Year that includes Tourism Registration/ID Fee (1 photocopy, present original/ecopy)	QC Treasurer’s Department Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download Application Form at https://bit.ly/2YybHT5 Fill-out the application form and submit copy of all requirements to TourismAccreditation@quezoncity.gov.ph	Evaluate completeness of requirements.	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for email reply.	Acknowledge receipt of complete documents/ application or ask for lacking document through email	none	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
3. Wait for email on details of release of Tour Guide's I.D./ Certificate	Process the application for Tour Guide's I.D./certificate (may need verification of submitted records)	None	4 days and 7 hours	<i>Tourism Assistant, Tourism Officer and Division Head (Tourism Services Division)</i>
	Approve/sign the requested Tour Guide's ID/ Certificate	None	1 day	<i>City Mayor, Department Head and Division Head (Tourism Services Division)</i>
	Email/message the client that Tour Guide's I.D. / Certificate is ready for pick-up or delivery.	None	30 minutes	<i>Tourism Receptionist, Tourism Assistant, (Tourism Services Division)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Inform QCTD if Tour Guide's I.D. / Certificate will be picked-up or delivered. (Courier of Choice with cost charged to the receiver/ applicant)	Wait for the client to pick-up or process the delivery of Tour Guide's I.D./ Certificate	None	1 day	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>

5. Wait/claim Tour Guide's ID/ Certificate	Release Tour Guide's I.D./Certificate through delivery or pick-up	None	10 minutes	<i>Tourism Receptionist/ Tourism Assistant (Tourism Services Division)</i>
TOTAL		None	7 days	

Note

- Processing time starts upon acceptance of application with complete requirements.
- Senior citizens, pregnant women, persons with disabilities and liaison officers with multiple transactions (10 tour guides and above) maybe entertain as “walk-in applicants”

3. IMPLEMENTATION OF PROGRAMS / ACTIVITIES / PROJECTS

The Quezon City Tourism Department implements/coordinates tourism, historical, culture and arts programs, activities and projects.

Office/Department:	Q.C. Tourism Department
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G - Government to Government
Who May Avail:	Government Agencies/Organizations Non-Government Organization/Associations Civic Organizations All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Communication/Letter from concerned Party (1 original copy/ ecopy)(letter/Transmittal/ Endorsement/Referral)	Written by concerned party/ requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
1. Forward/email the letter/ communication/ endorsement/ referral/ request/ transmittal to Receiving Desk/ qctd@quezoncity.gov.ph	Welcome the client and receives/ evaluates communication/ endorsement/ referral/request/ transmittal Acknowledge the email	None	1 minute	<i>Receiving Clerk Administrative Support Group</i>
2. Leave the Office/ Wait for the action on the request	Forward the endorsement/ referral/ request to the Head of Office/Action Officer	None	1 minute	<i>Receiving Clerk Administrative Support Group</i>
3. None	Refer the matter to the concerned division head/s	None	1 day	<i>Head of Office/ Action Officer</i>
4. Attend to the queries or coordination	Process the request/ referral etc. (which may include communicating	None	4 days	<i>Concerned Division Heads</i>

meetings.	with the requesting party) Give evaluation/ recommendation to the Head of Office			
5. None	Head of Office/Action Officer act on the recommendation and inform the concerned division head	None	2 days	<i>Head of Office/Action Officer</i>
6. Wait for coordination/ feedback	Inform the requesting party of the action taken	None		<i>Concerned Division Head</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES-SING TIME	PERSON RESPONSIBLE
7.Participate in Preparation of Event/ Activity/ Projects	Start preparation of event/ activity Coordinate with concerned agencies/offices/ individuals Holds Meetings Conducts Dry-Runs/ Rehearsals, etc.	None	60 days	<i>Concerned Division Head</i>
8. Participates / implements event	Implementation / Execution of Event/Activity/Project	None	2 days	<i>Concerned Division Head</i>
9.None	Post-event task	None	1 day	<i>Concerned Division Head</i>
TOTAL		None	70 days	

(Implementation of Program/Activity/Project) qualified for multi-stage processing. Total days dependent on date, type and magnitude of program/activity/project and the requesting party)

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Write a letter stating the feedback or answer the service experience form and drop it in a box at the Tourism Desk at QC Tourism Department Office. Contact Information: 89884242 loc. 8841 to 8846 or qctd@quezoncity.gov.ph
How feedbacks are processed	Every end of the week, the staff in-charge compile and record all feedback submitted. Feedback is given to the concerned division and are given 3 days to reply to feedbacks that need to be addressed. The administrative officer then sends the reply to the concerned party.

How to file a complaint	Write a letter stating the complaint or answer the service experience form and drop it in a box at the Tourism Desk at QC Tourism Department Office or send an email at gctd@quezoncity.gov.ph or call 89884242 local 8841 to 8846. State the name of person being complained, the scenario/incident, date (with time) of incident and evidence. For inquiries and follow-up, please contact gctd@quezoncity.gov.ph or call 89884242 local 8841 to 8846.
How complaints are processed	The staff-in-charge collect and evaluate the complaint daily. Upon evaluation the staff-in-charge and the administrative officer will investigate and forward the complaint to the concerned division for explanation. The staff-in-charge and the administrative officer will prepare a report after investigation and submit it to the head of the department for appropriate action. The administrative officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	CCB: 0908 881 6565 (SMS) PCC: 8888 ARTA: complaints@arta.gov.ph 1-ARTA (2782)

TASK FORCE CONTROL AND PREVENTION AND REMOVAL OF ALL ILLEGAL STRUCTURES AND SQUATTING

1. ANTI-SQUATTING AND ILLEGAL STRUCTURES

Monitor the illegal activities such as construction of structures, buying and selling of lands introduced by professionalsquattersand squatting syndicates on different areas for Quezon City.

Clearing of illegal structures built within the City.

OFFICE OR DIVISION:	TF COPRISS			
CLASSIFICATION:	Complex, Highly Technical			
TYPE OF TRANSACTION:	G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government)			
WHO MAY AVAIL:	Q.CLot owners, different agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. TCT 2. Updated Real Estate Tax Clearance 3. Latest Tax Declaration 4. Special Power of Atty. (when applicable) 5. Location Map 6. Other documents required 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Letter Request	1.Receiving and processing documents	None	3 Minutes	<i>Receiving Section</i>
	2.Evaluation of the Documents	None	1 to 3 days	<i>Office Head</i>
	3.Dissemination of the documents to assigned coordinators	None	1 day	<i>Office Head</i>
	4.Conduct ocular investigation and issuance of "Paanyaya"	None	14 days	<i>District Coordinator</i>
	5. Conduct (3) consecutive dialogues with the complainant and the affected structure owners.	None	4 weeks	<i>Mediator</i>
	6. Submit corresponding report	None	1 day	<i>Mediator</i>
	7. Prepared a request for the issuance of an Order address to the Office of the City Attorney.	None	3 to 5 days	<i>Office Head</i>
	8. Processing of the	None	12 Months	<i>Office of the City</i>

	request			<i>Attorney</i>
	9. Upon receiving the Memorandum Order issued a 30 days' Notice/Notices	None	10 days	<i>District Coordinator</i>
	10. Request for a Certificate of Compliance (COC)	None	7 days	<i>Office Head</i>
	11. Request for a conduct of Pre-Demolition Conference (PDC)	None	5 days	<i>Office Head</i>
	12. Request for a Certificate of Compliance (COC)	None	7 days	
	13. Request for Police Assistance	None	1 to 2 Months	<i>Office Head</i>
	14. Implementation of the Memorandum	None	5 days	<i>Task Force COPRISS</i>
	15. Submission of After dismantling operation from the Office of the Mayor	None	1 day	<i>Office Head</i>
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint	<p>Complaints can also be filed personal or via email at the office. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Letter request of the said complaint providing their contact information. • Attached the photo and location of the said property or structures.

<u>Contact Information:</u>	
<i>Contact Center ng Bayan (CCB) Civil Service Commission</i>	0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph
<i>Presidential Complaints Center (PCC), Office of the President</i>	8888
<i>Anti-Red Tape Authority (ARTA)</i>	complaints@arta.gov.ph 8478-5043

DEPARTMENT OF SANITATION AND CLEANUP WORKS OF QUEZON CITY

Administrative Affairs and Property Management Internal Services

1. Receiving of Documents within the Department and Departments within Local Governments of Quezon City

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Administrative Affairs Section provides a Central Receiving system for hand-delivered documents addressed to the Department and ensures that these will be distributed as instructed and there is circulation of documents between Department Chiefs.

Office or Division:	Administrative Affairs and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All documents addressed to the Department.		Department of Sanitation and Cleanup Works of Quezon City (DSQC) or all departments within the city's local government.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents addressed to the Department Head	1.1. Stamped and received by the Receiving Clerk to be routed to the Office of the Head. Date, subject and origin of the document will be recorded in a log book.	None	3 to 5 Minutes	Administrative Clerk
	1.2. Department Head will indicate instructions in the routing slip.	None	3 to 5 Minutes	Chief Administrative Officer

	1.3. Receiving Clerk will note in the logbook all the instructions and refer the letter to the concerned division/office	None	15 Minutes	Administrative Clerk
	1.4 Execute all the instruction as indicated by the Department Head. 1.5 The Receiving Clerk from the division will forward the instruction to the Receiving Clerk of the division involved. 1.6 The Chief of the division involved shall execute all the instructions indicated by the department head.	None	3 to 5 Minutes	Administrative Clerk
2. Follow-up regarding the status of the documents	2.1 Receiving Clerk will forward the query to the concerned division/office	None	3 to 5 Minutes	Administrative Clerk
	TOTAL	None	35 minutes	As mentioned above

Administrative Affairs and Property Management Division External Services

1. Recruitment and Hiring of DSQC Personnel

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Administrative Affairs Section conducts hiring of individual applicants for recruitment of personnel.

Office or Division:	Administrative Affairs and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All; of legal age and possesses qualifications needed for the position			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent/application – 1 Copy(Original) 2. Personal Data Sheet – 1 Copy(Original).		Applicant		
3. Diploma – 1 Copy (Certified Photocopy) 4. Transcript of Record – 1 Copy(Certified Photocopy)		School		
5. Eligibility – 1 Copy (Certified Photocopy) (if applicable)		Civil Service Commission (CSC)		
6. Birth Certificate – 1 Copy		Philippine Statistics Authority (PSA)		
7. NBI Clearance – 1 Copy		National Bureau of Investigation (NBI)		
8. Other supporting documents required		Government office will issue the required documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter with PDS at the DSCQ Office or; Send via email at dsqc@quezoncity.gov.ph or admin.dsqc@quezoncity.gov.ph	1.1 Receive and record applications or referrals, and forward to the office of Chief Administrative Officer. Acknowledge receipt of the email and forward to the office of Chief Administrative Officer.	None	3 to 5 Minutes	Administrative Clerk

	1.2 Asses qualifications of the applicants based on the documents submitted and position applied for.	None	Within 2 hours	Chief Administrative Officer
	1.3. If the applicant qualifies to the qualification standard of the position applied for, contractual or permanent, the Chief Administrative Officer shall notify the Office of the Head and the Division Chief involved and proceed to schedule for an interview for the applicant. If the applicant did not qualified, the Chief Administrative Officer shall notify the applicant citing the qualifications he/she did not meet.	None	Within 1 hour	Chief Administrative Officer
	1.4 Inform applicants on the date and time of interview through email or text message or call.	None	3 to 5 minutes	Administrative Clerk
1. The applicant shall proceed and appear for interview.	2.1. Interviews applicants	None	Within 1 hour	Chief Administrative Officer and Division Chief involved

	<p>2.2. Evaluate the result of the Interview to the Head for instructions</p> <p>If the applicant passed the interview, the Chief Administrative Officer shall notify the Office of the Head.</p> <p>If the applicant did not pass the interview, the Chief Administrative Officer shall justify the reason why the applicant did not qualify for the position</p>	None	30 minutes	Chief Administrative Officer
	2.3. Instruct Chief Administrative Officer to set final interview for the applicants who passed the initial interview	None	3 to 5 minutes	Department Head
	2.4. Inform applicants on the date and time of interview through email or text message or call.	None	10 minutes	Administrative Clerk
2. Submit all the documentary requirements	3.1 Interview applicants and advises them to wait for further instruction.	None	Within 1 to 2 hours	Department Head, Assistant Department Head, Chief Administrative Officer, Division Chief involved
	<p>3.2. Evaluate the result of the interview.</p> <p>If the applicant passed the final interview,</p>	None	30 minutes	Chief Administrative Officer

	they will be notified. If not, the Chief Administrative Officer will prepare a letter			
	3.3. Inform successful applicants who passed the final interview and instruct to submit all documentary requirements within 5 days	None	5 minutes	Administrative Clerk
3. Submit all the documentary requirements	4.1. Receive and check on the completeness of the documents and advises them to report for the signing of contract and for the general orientation.	None	Within 10 minutes	Administrative Clerk
	4.2. Prepare Contract of Service for the newly hired applicants.	None	1 hour	Administrative Clerk
4. Report on the specified date for contract signing and orientation	5.1. Have the newly hired personnel sign contract as Contract of Service employees.	None	10 minutes	Administrative Clerk
5. Attend orientation and training for newly hired personnel	6.1. Conduct general orientation on all related services of the department	None	Within 2 hours	Administrative Affairs and Property Management Division.
	TOTAL	None	10 hours and 83 minutes	As mentioned above

2. Request for Services Related to DSQC

The Department of Sanitation and Cleanup Works of Quezon City through the Administrative Affairs and Property Management Division provides services included but not limited to requesting of resource speakers, conducting seminars, and procuring data that are requested by concerned individuals.

Office or Division:	Administrative Affairs and Property Management Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All documents addressed to the Department.		Department of Sanitation and Cleanup Works of Quezon City (DSQC) or all departments within the city's local government.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documents addressed to the Department Head	1.1 Stamp and receive by the Receiving Clerk to be routed to the Office of the Head. Date, subject and origin of the document will be recorded in a log book.	None	3 to 5 Minutes	Administrative Clerk
	1.2 Department Head will indicate instructions in the routing slip.	None	3 to 5 Minutes	Chief Administrative Officer
	1.3 Receiving Clerk will note in the logbook all the instructions and refer the letter to the concerned division/office	None	15 Minutes	Administrative Clerk
	1.4 Execute all the instruction as indicated by the Department Head.	None	3 to 5 Minutes	Administrative Clerk

	1.5 The Receiving Clerk from the division will forward the instruction to the Receiving Clerk of the division involved.	None	3 to 5 Minutes	Administrative Clerk
	1.6 The Chief of the division involved shall execute all the instructions indicated by the department head.	None	3 to 5 Minutes	Administrative Clerk
2. Follow-up regarding the status of the documents	2.1 Receiving Clerk will forward the query to the concerned division/office	None	3 to 5 Minutes	Administrative Clerk
	TOTAL	None	45 minutes	As mentioned above

Waste Management Operations External Services

1. Barangay Dedicated Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operations Division provides regular waste collection service to all Quezon City Barangays and Households following a separate schedule for biodegradables and non-biodegradable as part of segregation-at-source policy.

Office or Division:	Waste Management Operations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None required		None required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Follow the waste collection schedule <ul style="list-style-type: none"> Monday, Wednesday & Friday (Biodegradablewaste) Tuesday, Thursday & Saturday (Non-biodegradablewaste) 	1.1 Deployment of waste collection vehicles	None	1 to 2 hours; may vary per location	Monitoring Officer
TOTAL		None	2 hours	As mentioned above

2. Bulky Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City through Waste Management Operation Division provides service for bulky wastes deemed too large for regular waste collection, such as, but not limited to, tree trunk, discarded furniture, and large appliances.

Office or Division:	Waste Management Operations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	Residents and barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Barangay Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The barangay officer shall submit bulky waste collection request using the proforma request letter via DSQC@quezoncity.gov.ph or wastemanagement. DSQC@quezoncity.gov.ph or at DSQC Office All residents may request bulky waste collection through barangay.	1.1. If received through email, the email shall be acknowledged or, If received at the Central Receiving of DSQC office, it shall be received and recorded in approved DSQC document recording system.	None None	3 to 5 minutes 3 to 5 minutes	Public Affairs Officer Administrative Clerk

	1.2	<p>If received through email, refer to Waste Management Operations Division through online referral system or</p> <p>If received at the Central Receiving of DSQC office, forward to the office of the Head.</p> <p>Refer to Waste Management Operations Division. Forward to Waste Management Operations Division.</p>	None	3 to 5 minutes	Public Affairs Officer
			None	3 to 5 minutes	Administrative Clerk
			None	3 to 5 minutes	Department Head
			None	3 to 5 minutes	Administrative Clerk
	1.3	Forward the request letter to the Division Chief of Waste Management Operations Division	None	3 to 5 minutes	Receiving Clerk, Waste Management Operations Division
	1.4	Carry out the instructions as indicated in the routing slip	None	3 to 5 minutes	Division Chief, Waste Management Operations Division
	1.5	Inspect the site and bulky waste to be collected	None	15 minutes	Monitoring Officer
	1.6	Schedule the collection	None	3 to 5 minutes	Monitoring Officer
	1.7	Send a notice of schedule of the collection to Barangay Official in-charge	None	3 to 5 minutes	Monitoring Officer
2. Follow the waste collection schedule every Sunday.	2.1	Deployment of waste collection vehicles.	None	1 to 2 hours, depending on the location	Monitoring Officer
	TOTAL		None	2 hours and 55 minutes	As mentioned above

3. Main Road Collection

The Department of Sanitation and Cleanup Works of Quezon City through the Waste Management Operation Division provides waste collection service along major thoroughfares and other areas as identified by the City.

Office or Division:	Waste Management Operations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None Required		None Required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow the waste collection schedule (Daily Collection) From 9:00 PM to 12:00 MN	1.1 Deployment of waste collection vehicles	None	1 to 2 hours; may vary per location	Monitoring Officer
	TOTAL	None	2 hours	As mentioned above

4. Identified Markets, Schools and Other Institutions Waste Collection

The Department of Sanitation and Cleanup Works of Quezon City through the Solid Waste Management Division provides stationary collections for specific institutions within the City.

Office or Division:	Waste Management Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Residents and barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None Required		None Required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow the waste collection schedule; May vary depending on the identified markets, schools, and other institutions.	1. Deployment of waste collection vehicles	None	1 to 2 hours; may vary per location	Monitoring Officer

	TOTAL	None	2 hours	As mentioned above

5. Disaster-Relief and Cleanup Support

The Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Waste Management Operations Division provides the deployment of support vehicles for waste collection or transportation in response to any crisis or requirement of the city government and other requesting organizations/agencies. The service provides the collection and disposal of disaster-relief operations such as but not limited to, debris from fire incidents, emergency/crisis-response, demolition/clearing activities and typhoons, and bulky waste as may be determined by DSQC;

Office or Division:	Waste Management Operations Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Barangay Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disaster-relief and cleanup support request via DSQC@quezoncity.gov.ph or wastemanagement.DSQC@quezoncity.gov.ph or at Central Receiving at the DSQC office	1.1. If received through email, the email shall be acknowledged. If received at the Central Receiving of DSQC office, it shall be received and recorded in approved DSQC document recordingsystem	None	3 to 5 minutes	Public Affairs Officer Administrative Clerk
	1.2 If received through email, refer to Waste Management Operations Division through online referral system or If received at the	None	3 to 5 minutes	Public Affairs Officer Administrative Clerk

	Central Receiving of DSQC office, forward to the office of the Head. Refer to Waste Management Operations Division. Forward to Waste Management Operations Division.	None None None	3 to 5 minutes 3 to 5 minutes 3 to 5 minutes	Department Head Administrative Clerk
	1.3 Forward the request letter to the Division Chief of Waste Management Operations Division	None	3 to 5 minutes	Receiving Clerk, Waste Management Operations Division
	1.4 Carry out the instructions as indicated in the routing slip	None	3 to 5 minutes	Division Chief, Waste Management Operations Division
	1.5 Inspect the affected area and disaster-related waste to be collected	None	15 minutes	Monitoring Officer
	1.6 Schedule the collection	None	3 to 5 minutes	Monitoring Officer
	1.7 Send a notice of schedule of the collection to Barangay Official in-charge	None	3 to 5 minutes	Monitoring Officer
2. Follow the waste collection schedule every Sunday.	2.1 Deployment of waste collection vehicles.	None	1 to 2 hours, depending on the location	Monitoring Officer
	TOTAL	None	2 hours and 55 minutes	As mentioned above

Permits and Compliance External Services

1. Processing and Issuance of Environmental Clearance

Environmental Clearance is issued by the Quezon City Government thru the Department of Sanitation and Cleanup Works of Quezon City (DSQC) through the Permits and Compliance Division to establishments that are compliant with the QC Environment Code and other national government sanitation and environmental standards. An Environmental Clearance is valid one (1) year from the date of its issuance and must be renewed annually.

Office or Division:	Permits and Compliance Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All business establishments in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Initial Requirements: 1. Unified Business Permit Application Form Supporting Documents: (If Applicable) 1. Environmental Compliance Certificate (ECC) 2. Certificate of Non-Coverage (CNC) 3. Pollution Control Officer (PCO) Accreditation 4. Hazardous Waste Generator's ID 5. Permit to Operate Emission Source Installation (PO-ESI) 6. LLDAClearance 7. Discharge Permit 8. Service Agreement with an Accredited Service Provider (hauling and disposal of solid waste and/or hazardous waste)		Initial Requirements: 1. Business Permit and Licensing Department (BPLD) thru BOSS (https://qceservices.quezoncity.gov.ph/) Supporting Documents: (If Applicable) 1-5: Department of Environment and Natural Resources (DENR) 6-7: Laguna Lake Development Authority (LLDA) 8: Private firm accredited by DENR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File an application thru CCG	1. BPLD shall forward all applications thru	Environmental Clearance Inspection Fee and EPO Fee	Within 1 hour	DSQC Permits and Compliance

<p>Business-One-Stop-Shop (BOSS) website (https://qceservices.quezoncity.gov.ph)</p>	<p>Business-One-Stop-Shop (BOSS) Website (https://qceservices.quezoncity.gov.ph) for initial evaluation.</p> <p>2. Applications with deficient requirement/s will be immediately notified thru e-mail.</p>	<p>is already integrated in the tax billing assessment:</p> <p>(1) Inspection Fee:</p> <ul style="list-style-type: none"> • All big-scale Manufacturing Industries – P1,800.00 • Funeral Parlor with crematorium/embalming services and other similar activities – P1,500.00 • Sewage/Hazardous waste collector/transporter and treater – P1,500.00 • Fuel Depot and Fuel Storage Facilities – P1,000.00 • Sanitary waste landfills & Toxic waste Treatment Disposal Sites – P1,000.00 • Hotels/Motels/Apartel le/Inns –P1,000.00 • Welding Shops/Auto Repair and Painting Shops/Printing Shops/Machine Shops – P1,000.00 • Furniture Shops/Refrigerator Repair Shops – P1,000.00 • Garbage Contractors/Garbage Truck Terminals/Transfer Stations –P800.00 • Private Hospitals and LaboratoriesP800.00 • Shopping Centers/Malls/Market s/Talipapa –P800.00 • Housing Dev. Projects(Residential 	<p>Division (Permits and Evaluation Section)</p>
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		<p>Subd., Parks, Memorial Parks)/ Condominiums – P800.00</p> <ul style="list-style-type: none"> • High-Rise Buildings – P800.00 • Private Schools – P800.00 • Fast food Chains/Restaurants – P800.00 • Amusement/Recreational Places, Sports Centers, KTV, Videoke, Golf Courses and similar establishments – P600.00 • Small Scale Manufacturing Industry –P500.00 • Transport Terminals/Garage/Trucking Services – P500.00 • Filling Stations and LPG Filling Stations – P500.00 • Substations/Cell Sites –P500.00 • Foundry Shops/Molding or Heating process/Melting of Metals –P500.00 • Animal Farms/Piggery exceeding 25heads – P500.00 • Carwash/Laundry Services/Funeral Parlors –P500.00 • Junkshops –P500.00 • LPG Retailers (10 tanks and above) – P300.00 • Medical Clinics/with Lying-in Clinics – P300.00 		
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		<ul style="list-style-type: none"> Other activities, projects as maybe determined by the DEPARTMENT, has been the subject of complaints/inspection – P300.00 <p>(2) EPO FEE – P300.00 (applicable to all applicants)</p> <p>Note: Failure to renew such clearance within the prescribed period shall pay a fine of P5,000.00 and P5,000.00 for every succeeding year of non-renewal.</p>		
3. Receive the results of the evaluation of the application via email	3.1 DSQC will process and prepare the Environmental Clearance including its signatory	None	within 1 business day	DSQC Permits and Compliance Division (Permits and Evaluation Section)
	<p>3.2. The approved and signed Environmental Clearance (e-copy) will be sent to the e-mail address provided by the taxpayer/applicant</p> <ul style="list-style-type: none"> Hard copy of Environmental Clearance for Low Risk Category is officially forwarded to the BPLD for the inclusion to the Automated DocumentDelivery 		within 1 business day	DSQC Permits and Compliance Division (Permits and Evaluation Section)

	System (ADDS) <ul style="list-style-type: none"> Establishments under the High Risk Category are subject to mandatory inspection to further validate their compliance. The result shall be the basis for the on-site issuance/non-issuance of Environmental Clearance. 			
	TOTAL	As mentioned above	3 days	As mentioned above

2. Payment of Environmental Violation Receipt (EVR) and Ordinance Violation Receipt (OVR)

EVR and OVR that were issued by the Department of Sanitation and Cleanup Works of Quezon City (DSQC) – Permits and Compliance Division and any other authorized personnel must be processed by the violator and pay the corresponding penalties based on City Ordinance SP 2350S-2014.

Office or Division:	Permits and Compliance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned/E-copy of the EVR/OVR		Department of Sanitation and Cleanup Works of Quezon City (DSQC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Present issued EVR at the Redemption Area of DSQC for validation/verification</p>	<p>1.DSQC will evaluate the issued EVR and issue an Order of Payment</p>	<p>QC Environment Code (City Ordinance No. SP-2350, S-2014)</p> <p>Chapter IV. Solid Waste Management</p> <p>(1) Dirty Premises</p> <p> 1st Offense – 1,000.00</p> <p> 2nd Offense – 3,000.00</p> <p> 3rd Offense – 5,000.00</p> <p>(2.1) Non-segregation of waste at source</p> <p>(2.2) No Separate Garbage Bins</p> <p>(2.3) No Proper Garbage Storage</p> <p>(2.4) No Proper marking on Bins/Storage Area</p>	<p>Within 1 day</p>	<p>DSQC Permits and Compliance Division (Permits and Evaluation Section)</p>
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		<p>(2.5) Setting out garbage not in front of premises (2.5) Collection of recyclables (contractors) (2.6) Collection of PCM (contractors) (2.7) Hiring illegitimate haulers (2.8) Setting out unsegregated waste (2.9) Setting out during non-collection (2.10) Waste not properly packed & tied (2.11) Unauthorized collection</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + non-collection of Garbage</p> <p>(3) Unauthorized collection (3.1) Scavenging 1st Offense – 1,000.00 or 1 day CS 2nd Offense – 3,000.00 or 3 days CS 3rd Offense – 5,000.00 or 5 days CS</p> <p>(4) Unsegregated bulky waste (4.1) Improper tree cuttings/Unpacked yardwaste (4.2) Improper disposal of construction debris (4.3) Unsegregated HHW (4.4) Collection of THW (contractor) (4.5) Hiring unauthorized waste treaters (4.6) Unsegregated Electronic Waste (4.7) Collection of Electronic Waste (contractor)</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00 3rd Offense – 5,000.00</p>		
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		<p>(5) Unregistered collection equipment</p> <p>(5.1) No proper markings</p> <p>(5.2) Not in good running condition</p> <p>-No tools/spare tires</p> <p>-Hanging sacks</p> <p>(5.3) Dirty truck</p> <p>(5.4) Improperly cover truck</p> <p>-Spillage of garbage</p> <p>-Foul odor on truck</p> <p>(5.5) No functional device</p> <p>(5.6) No cleaning/clearing tools</p> <p>(5.7) Smoke Belching GT</p> <p>(5.8) Unauthorized garbage collector</p> <p>(5.9) Unsanitary GT</p> <p>(5.10) No proper uniform/ID</p> <p>(5.11) Pamumulasi/ sorting</p> <p>(5.12) Causing damage to Garbage Container</p> <p>(5.13) Reckless driving</p> <p>-Under influence of alcohol/drugs</p> <p>(5.14) Solicitation</p> <p>1st Offense – 1,000.00 or 1 day CS + 1 day seminar</p> <p>2nd Offense – 3,000.00 or 1 week CS + 1 day seminar</p> <p>3rd Offense –</p> <p>a. 5,000.00 and/or 1 month imprisonment</p> <p>b. Revocation of BP</p> <p>c. Disqualification</p> <p>1st Offense – 1,000.00 or 1 day CS + 1 day seminar</p> <p>2nd Offense – 3,000.00 or 1 week CS + 1 day seminar</p> <p>3rd Offense –</p> <p>a. 5,000.00 and/or 1 month imprisonment</p> <p>b. Revocation of BP</p> <p>c. Disqualification</p>		
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		<p>(6) No garbage receptacles on PUV (6.1) No proper Label on receptacles 1st Offense – 500.00 2nd Offense – 1,000.00 3rd Offense – 2,000.00</p> <p>(7) Littering 1st Offense – 500.00 or 1 day CS 2nd Offense – 1,000.00/3 days CS 3rd Offense– 2,000.00/5 days CS</p> <p>(8) Illegal Dumping (8.1) Illegal storing of garbage (8.2) Illegal Dumpsite</p> <table border="0"> <thead> <tr> <th></th> <th>1ST</th> <th>2ND</th> <th>3RD</th> </tr> </thead> <tbody> <tr> <td>VOL</td> <td>OFF.</td> <td>OFF.</td> <td>OFF.</td> </tr> <tr> <td>UME</td> <td></td> <td></td> <td></td> </tr> <tr> <td><1</td> <td>0.00</td> <td>4,00</td> <td>5,000.</td> </tr> <tr> <td>CU.</td> <td>0.00</td> <td>0.00</td> <td>00</td> </tr> <tr> <td>M</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>5,000+ 5,000+</td> </tr> <tr> <td>1</td> <td></td> <td>NOT</td> <td>NOT</td> </tr> <tr> <td>CU</td> <td>5,00</td> <td>LESS</td> <td>MORE</td> </tr> <tr> <td>M/</td> <td>0.00</td> <td>THAN</td> <td>THAN1</td> </tr> <tr> <td></td> <td></td> <td>6MOS</td> <td>YR.</td> </tr> <tr> <td></td> <td></td> <td>IMPRI.</td> <td>IMPRI.</td> </tr> <tr> <td></td> <td></td> <td>5,000+</td> <td>5,000+</td> </tr> <tr> <td>1</td> <td></td> <td>NOT</td> <td>NOT</td> </tr> <tr> <td>CU</td> <td>5,00</td> <td>LESS</td> <td>LESS</td> </tr> <tr> <td>M</td> <td>0.00</td> <td>THAN</td> <td>THAN6</td> </tr> <tr> <td></td> <td></td> <td>1MOS</td> <td>MOS</td> </tr> <tr> <td></td> <td></td> <td>IMPRI.</td> <td>IMPRI.</td> </tr> <tr> <td></td> <td></td> <td>5,000+</td> <td>5,000+</td> </tr> <tr> <td></td> <td></td> <td>NOT</td> <td>NOT</td> </tr> <tr> <td>8CU</td> <td>5,00</td> <td>LESS</td> <td>MORE</td> </tr> <tr> <td>.M</td> <td>0.00</td> <td>THAN</td> <td>THAN1</td> </tr> <tr> <td>/></td> <td></td> <td>6MOS</td> <td>YR.</td> </tr> <tr> <td></td> <td></td> <td>IMPRI</td> <td>IMPRI.</td> </tr> </tbody> </table> <p>(9) Open Burning 1st Offense– 500.00/1 day CS 2nd Offense– 1,000.00/3 days CS</p>		1 ST	2 ND	3 RD	VOL	OFF.	OFF.	OFF.	UME				<1	0.00	4,00	5,000.	CU.	0.00	0.00	00	M							5,000+ 5,000+	1		NOT	NOT	CU	5,00	LESS	MORE	M/	0.00	THAN	THAN1			6MOS	YR.			IMPRI.	IMPRI.			5,000+	5,000+	1		NOT	NOT	CU	5,00	LESS	LESS	M	0.00	THAN	THAN6			1MOS	MOS			IMPRI.	IMPRI.			5,000+	5,000+			NOT	NOT	8CU	5,00	LESS	MORE	.M	0.00	THAN	THAN1	/>		6MOS	YR.			IMPRI	IMPRI.	
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		<p>3rd Offense – 2,000.00 or 5 days CS</p> <p>(10) Urinating (10.1) Spitting/ “Singa” (10.2)Defecating</p> <p>1st Offense – 500.00 or 1day CS 2nd Offense – 1,000.00 or 3 days CS 3rd Offense – 2,000.00 or 5 days CS</p> <p>(11) No Environmental Clearance (11.2) No sufficient space (11.3) No separate sorting or storage area (11.4) No septic tank (11.5) No parking area (11.6) No proper signboard (11.7) Non display of EC (11.8) No uniform/ID of Junkshop personnel (11.9) No proper marking on collection equipment (11.10) Not color-coded collection equipment (11.11) Unsanitary/Unclean Junkshop (11.12) No Permit to Trade Recyclables (11.13) Untimely trading (trading time: 6am-6pm) (11.14) Improper dis. of post- consumer mat'l/Hiring illegitimate haulers (11.15)Using sidewalk as weighing & sorting area (11.16) Using sidewalk & roof as storage area (11.17)Using sidewalk /roadside as parking area (11.18) Untimely trading prohibited time:6pm-6am</p> <p>1st Offense – 1,000.00 2nd Offense – 3,000.00</p>		
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		<p>3rd Offense – 5,000.00 + cancellation of BP or 30- 60 days imprisonment or both for 3rd & subsequent offense</p> <p>(12) Using Polyethylene materials (12.1) Transporting PE materials –Selling PE materials –In possession of PE materials</p> <p>1st Offense – NOV 2nd Offense – 3,000.00 + 3 days CS 3rd Offense – 5,000.00 + 3 days CS (FIRM) 1st Offense – NOV 2nd Offense – 3,000.00 3rd Offense – 5,000.00 + Revocation of BP</p> <p>(13) No environmentfriendly notice (13.1) Distribution of plastic bags below 15 microns (13.2) Not imposing Plastic Recovery System fee -No transaction receipt (13.3) Distribution of plastic carryout bags w/ handles, holes/string (13.4) Not charging P2/plastic bag -Non submission of annual audited financial Report -Non submission of Quarterly Report (13.5) Improper use of Green Fund (13.6) Non provision of reusable carryout bags (13.7) No green lane (13.8) No Recyclablestrading activity</p> <p>1st Offense – 1,000.00</p>		
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		<p>2nd Offense – 3,000.00 3rd Offense – 5,000.00+ Cancellation of BP</p> <p>(14) Using plastic bag in Gov't Institution - Using styro in Gov't Inst.</p> <p>(14.1) Vendors utilizing/offering/selling plastic bag/styro</p> <p>(14.2) Vendor utilizing plastic bag/styro as packaging for food & drinks</p> <p>(14.3) Bringing/using plastic bags/styro by employees/students/clients/visitors</p> <p>(14.4) Serving food& drinks on plastic bags/styro</p> <p>(CONCESSIONAIRES) 1st Offense – 500.00 2nd Offense – 1,000.00 3rd Offense –2,000.00 + Cancellation of BP</p> <p>(EMPLOYEES) 1st Offense – Warning from CP 2nd Offense –Warning from EPWMD & Office Head 3rd Offense – 2,000.00 + Reprimand from EPWMD& Officehead</p> <p>(VISITORS) 1st Offense – Warning from EPWMD 2nd Offense –P500.00 3rd Offense – P1,000.00</p> <p>AIR POLLUTION</p> <p>(1) Ban on Smoking in Public Places</p> <p>One Thousand Pesos (P1, 000.00), or one (1) month and one (1) day to three (3) months imprisonment or both at the discretion of the court.</p>		
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		<p>(2) Violation for Standards for Stationary Sources</p> <ol style="list-style-type: none"> 5. First Offense – One thousand (P1,000) and issuance of Notice of Violation 6. Second Offense – Three thousand (P3,000) and issuance of Cease and Desist Order (CDO) for the pollution source. 7. Third Offense – Five thousand (P5,000) and recommendation for the issuance of a Closure Order to the BPLO. <p>WATER POLLUTION</p> <p>(1) Illegal discharge/ deposit of garbage, oil into drainage outlets, etc.</p> <p>(1.1) Illegal discharge, injecting, seeping of any substance into soil</p> <p>(1.2) Operating facilities that discharge or allow to seep or by gross negligence, prohibited chemicals, substances or pollutants into bodies of water</p> <p>(1.3) Illegal transport, dumping or discharge of prohibited chemicals</p> <p>(1.4) Discharging regulated water pollutants without discharge permit</p> <p>(1.5) Operating facilities that discharge regulated water pollutants without valid permits</p> <p>(1.6) Unauthorized transport or dumping of sewage sludge or solid waste</p> <p>1st Offense – P1,000.00 + issuance of NOV</p> <p>2nd Offense – P3,000.00</p> <p>3rd Offense – P5,000.00</p> <p>(2) No Waste Water Treatment Plant or WWTP</p>		
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		<p>(2.1) No Septic Tank / Sewerage Treatment Plant (2.2) No Grease Trap / Grease Interceptor (2.3) No Oil and Water Separator (2.4) No Sealed Concrete Holding Tank (2.5) No Sealed Container</p> <p>1stOffense – P1,000.00 + issuance ofNOV 2nd Offense – P3,000.00 + issuance ofCDO 3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(3) Refusal to de-sludge (3.1) Refusal to connect its sewage (ESTABLISHMENTS) 1stOffense – P1,000.00 + issuance ofNOV 2ndOffense – P3,000.00 + issuance ofCDO 3rd Offense – P5,000.00 + recommendation for the issuance of CO (RESIDENCES) P1,000.00 for every count of violation</p> <p>(3) Dumping/Discharging of sludge and septage (3.1) Dislodging and transporting septage w/o permit (3.2) Hiring illegal dislodge (PERSON/ESTABLISHMENTS) P5,000.00 + 3-6 months imprisonment + confiscation of equipment/paraphernalia used</p> <p>NUISANCE</p> <p>(1) Excessive noise (1.1) Foul odor from motor vehicle (1.2) Foul odor from residence or business (1.3) Obstruction</p>		
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		<p>(1.4) Illegal dumpsite (1.5) Illegal pens or cages (1.6) Disturbance of peace caused by pets/livestock -Foul odor from pets/livestock (1.7) Allowing pets to defecate in public places (1.8) Storing and drying of manure/annoying materials/merchandise (1.9) Growth weeds, grasses and bushes (1.10) Animal excreta</p> <p>1st Offense – P1,000.00 + issuance of NOV 2nd Offense – P3,000.00 + issuance of CDO 3rd Offense – P5,000.00 + recommendation for the issuance of CO</p> <p>(2) Excessive noise not permissible (2.1) Use of loud sound-producing equipment or machine (2.2) No sound-proofing</p> <p>1st Offense: P1, 000+ issuance of NOV 2nd Offense: P3, 000+ issuance of CDO 3rd Offense: P5, 000 + issuance of CO and confiscation of sound source</p> <p>FOR NON-COMPLIANCE</p> <p>1st Offense: An imprisonment of not less than fifteen (15) days, or more than thirty (30) days 2nd Offense: An imprisonment of not less than forty-five(45) days, but not more than sixty (60) days 3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p>		
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		<p>(3) Indiscriminate usage of music devices, horns, etc. (motor vehicle) -No permit for using PA system (gatherings) -Emitting loud, excessive, disturbing sound(tricycles)</p> <p>1st Offense: P 500 2nd Offense: P1,000 3rd Offense: P1,500</p> <p>FOR NON-COMPLIANCE</p> <p>1st Offense: An imprisonment of not less than fifteen (15) days, or more than thirty (30) days 2nd Offense: An imprisonment of not less than forty-five(45) days, but not more than sixty(60) days 3rd Offense: An imprisonment of not less than ninety (90) days, but not more than 120 days</p>		
2. Settle the Order of Payment at the City Treasurer's Office then provide the Office a photocopy of the following documents (Official Receipt, valid ID, and issued EVR).	2.DSQC will update its record.		n/a	DSQC Permits and Compliance Division (Permits and Evaluation Section)
	TOTAL	As mentioned above	1 day	As mentioned above

3. Request for Deputation Seminar

The conduct of Deputation Seminar aims to continuously strengthen the enforcement capability of all relevant City Personnel in the implementation of City's existing sanitation and environmental laws and ordinances.

Office or Division:	Permits and Compliance Division			
Classification:	Simple			
Type of Transaction:	G2G–Government to Government			
Who may avail:	All relevant City Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Deputation Seminar		Department of Sanitation and Cleanup Works of Quezon City (DSQC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the receiving area of DSQC for the filling of the request letter	1. The letter will be routed to the Permits and Compliance Division to accommodate the request and to identify the date of the conduct of the seminar	None	Within 1 day	DSQC Permits and Compliance Division (Permits and Compliance Division)
2. Confirm attendance to the specified date and time of the actual seminar once informed by personnel-in-charge.	2. Inform the requesting party of the date and time of the deputation seminar.	None	Within 1 day	DSQC Permits and Compliance Division (Permits and Compliance Division)
3. Participate and complete the eight (8) hour conduct of deputation seminar	3. Provide an appropriate speaker with vast knowledge and experience in lieu with the City's Environment Code, and national environmental management laws,	None	Within 1 day	DSQC Permits and Compliance Division (Permits and Compliance Division)

	<p>together with the Department's Standard Operating Procedure (SOP) on inspection and apprehension, that will lead the deputationseminar.</p> <p>Issue a written examination at the latter part of the deputationseminar</p>			
4. Receive the Official Deputation Order issued by the Honorable Mayor, and the Official EVR and ID for Newly Deputized Personnel	4.1 Coordination to those personnel who have passed the written examination for the issuance of Deputation Order, EVR, and ID.	None	Within 1 day	DSQC Permits and Compliance Division (Permits and Compliance Division)
	TOTAL	None	4 days	As mentioned above

4. Environmental and Sanitation Compliance Assistance

Providing assistance in resolving concerns on violations of environmental and sanitation standards through the conduct of ocular inspection/investigation.

Office or Division:	Permits and Compliance Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business G2G–Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal letter of complaint or electronic mail with attached photographic evidence/s (if applicable)		Department of Sanitation and Cleanup Works of Quezon City (DSQC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Proceed to the receiving area of DSQC for the filling of the complaint.	1.1 Stamped and received by the Receiving Clerk to be routed to the Permits and Compliance Division.	None	10 minutes	DSQC's Receiving Clerk

Send the formal letter of complaint to DSQC@quezoncity.gov.ph	The Personnel of Permits and Compliance Division will acknowledge the email.			DSQC Permits and Compliance Division (Permits and Compliance Division)
	1.2 Deployment of Compliance Officers to conduct an ocular inspection and thorough investigation in the area to identify the veracity of the complaint. Submit reports regarding the findings of the conducted ocular inspection, together with the issued directives and/or recommendation.	None	Within 2 days	DSQC– Compliance Officers (Compliance and Enforcement Section)
	TOTAL	None	2 days and 10 minutes	As mentioned above

Public Affairs External Services

1. File a complaint or submit query via email or Facebook

The Public Affairs section regularly screens DSQC's official e-mails and official Facebook page for messages from stakeholders to efficiently address their complaints or queries related to the services of the Department.

Office or Division:	Public Affairs and Special Concerns Division (PASCD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter stating the complaint or query		DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or official Facebook page @DSQCOfficialpage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. File a complaint or submit query via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or DSQC's official Facebook page @DSQCOfficialpage.</p>	<p>1.1 Comprehensive understanding of the stakeholder's complaint or query and acknowledging the receipt of the complaint or query.</p>	<p>None</p>	<p>3 to 5 minutes</p>	<p>Public Affairs Officer</p>
	<p>1.2 Gather all the necessary information from the stakeholder.</p>	<p>None</p>	<p>5 to 10 minutes</p>	<p>Public Affairs Officer</p>
	<p>1.3 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data.</p>	<p>None</p>	<p>5 minutes</p>	<p>Public Affairs Officer</p>
	<p>1.4 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case.</p>	<p>None</p>	<p>5 to 10 minutes</p>	<p>Public Affairs Officer</p>
<p>1. Follow-up complaint or query via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph or message in official Facebook page @DSQCOfficialpage.</p>	<p>2.1 In case of a follow-up from the stakeholder, the same should be made by the PA officer to the concerned division or office.</p>	<p>None</p>	<p>5 to 10 minutes</p>	<p>Public Affairs Officer</p>

	2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online Complaints Tracker	None	2 to 3 minutes	Public Affairs Officer
	TOTAL	None	42 minutes	As mentioned above

2. File a complaint or submit query via QCitizen 122 Helpline

To facilitate immediate response or solution, DSQC screens QCitizen 122 Ticketing System for referred case to address the complaints or queries of QCitizens.

Office or Division:	Public Affairs and Special Concerns Division (PASCD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone call stating complaints or queries related to DSQC's services		QC122 Hotline		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call QC 122 hotline to file a complaint or submit query related to DSQC's services.	1.1 Comprehensive understanding of the complaint or query from stakeholder as referred by QC 122 Ticketing System and acknowledging the receipt of the complaint or query.	None	3 to 5 minutes	Public Affairs Officer
	1.2 Gather all the necessary information from the stakeholder.	None	5 to 10 minutes	Public Affairs Officer

	1.3 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data.	None	5 to 10 minutes	Public Affairs Officer
	1.4 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case.	None	3 to 5 minutes	Public Affairs Officer
2. Follow-up the complaint or query raised via QC 122 hotline.	2.1 In case of follow-up from the stakeholder, the same should be made by the PA officer to the concerned division.	None	5 to 10 minutes	Public Affairs Officer
	2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online Complaints Tracker	None	2 to 3 minutes	Public Affairs Officer
	TOTAL	None	43 minutes	As mentioned above

3. File a complaint or submit query via DSQC Call Center or queries

Stakeholders may call DSQC's phone number 8988-4242 local 8311 to lodge complaint or query related to DSQC's services.

Office or Division:	Public Affairs and Special Concerns Division (PASCD)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Phone call stating complaints or queries related to DSQC's services		Call Center 8988-4242 local 8311

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call DSQC Call Center 8988-4242 local 8311 and file a complaint or raise query related to DSQC's services.	1.1 Handle the call, understand the complaint or query and gather all necessary information.	None	5 to 10 minutes	Public Affairs Officer
	1.2 Refer the case to the appropriate Division in the Online complaints referral system utilized by DSQC observing the completeness of the data.	None	5 to 10 minutes	Public Affairs Officer
	1.3 Fill in all the necessary information in Online Complaints Tracker to monitor the progress of the case.	None	3 to 5 minutes	Public Affairs Officer
2. Follow-up the complaint or query raised via DSQC Call Center.	2.1 In case of follow-up from the stakeholder, the same should be made by the Officer to the concerned division.	None	5 to 10 minutes	Public Affairs Officer
	2.2 Once the complaint is resolved or query has been answered, tag the case as resolved in Online complaints tracker.	None	2 to 3 minutes	Public Affairs Officer
	TOTAL	None	38 minutes	As mentioned above

4. QC Basuhero Recyclables Trading

QC Basuhero Recyclables Trading aims to reduce landfill waste. QCitizen may request house to house collection of their recyclable materials and trade it to cash thru the QC Basuhero's partner recycler.

Office or Division:	Public Affairs and Special Concerns Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to gVernment G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requesting collection of recyclable materials		DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting recyclable trading via email at DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office indicating preferred schedule, time, location, estimated volume, and other necessary information.	1.1 Check for the completeness of data in the request and acknowledge receipt of the e- mail sent by the stakeholder.	None	5 to 10 minutes	Public Affairs Officer
	1.2 PA officer will confirm the schedule of pick- up and provide other necessary information.	None	10 to 15 minutes	Public Affairs Officer
	1.3 Available dates of pick-up will be sent when the preferred schedule is not available.			

	1.4 On the day of actual pick-up, the partner recycler supervised by PA Officer will weigh and collect the recyclable materials in exchange to cash.	None	2 to 8 hours	
	1.5 A certificate will be issued to the stakeholder indicating the weight or volume of the recyclable materials traded and its cash equivalent signed by the Partner Recycler and PA officer.	None	5 to 10 minutes	Public Affairs Officer
	TOTAL	None	8 hours and 35 minutes	As mentioned above

Special Concerns External Services

1. Special Waste Collection request

To aid in rising quantity of special wastes and address the concern of cross- contamination, the Department of Sanitation and Cleanup Works implements Special Waste Collection to facilitate collection in COVID facilities, community- based testing centers, areas under Special Concerns Lockdown, and other interim location identified by the city government.

Office or Division:	Public Affairs and Special Concerns Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Request Letter for collection of special waste	DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph , official Facebook page @DSQCOfficialpage or at DSQC office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a Letter requesting for Special Waste Collection indicating all the necessary information signed by the Barangay Chairman and Medical Officer and submit to DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office.	1.1 Check for the completeness of data in the request and acknowledge receipt of the e-mail sent by the stakeholder.	None	5 to 10 minutes	Public Affairs Officer
	1.2 Refer the request to Special Concerns Monitoring Team.	None	5 to 10 minutes	Public Affairs Officer
	1.3 Coordinate with the barangay for the schedule of inspection and collection.	None	Within 24 hours	Special Concerns Monitoring Officer
	1.4 Deployment of special waste collection vehicles.	None	14 days	Special Concerns Monitoring Officer
	TOTAL	None	15 days and 20 minutes	As mentioned above

2. Sanitation Operations Request

To ensure safety of QCitizens from the threats of spreading diseases or control the disease outbreak, DSQC conducts regular sanitation operations within Quezon City such as HOPE facilities, COVID facilities or quarantine facilities, QC Hall Complex and offices and other interim location as identified by the city government.

Office or Division:	Public Affairs and Special Concerns Division (PASCD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for sanitation operations		DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish a Letter requesting for Sanitation Operations indicating all the necessary information and submit to DSQC@quezoncity.gov.ph or publicaffairs.DSQC@quezoncity.gov.ph, official Facebook page @DSQCOfficialpage or at DSQC office.	1.1 Check for the completeness of data in the request and acknowledge receipt of the e-mail sent by the stakeholder.	None	3 to 5 minutes	Public Affairs Officer
	1.2 Refer the request to Special Concerns Monitoring Team.	None	5 to 10 minutes	Public Affairs Officer
	1.3 Coordinate with the stakeholder for the schedule of inspection and sanitation operations.	None	Within 3 to 4 hours	Special Concerns Monitoring Team

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Resident/s may submit their feedback, comments or suggestions to DSQC e-mail address: (DSQC@quezoncity.gov.ph , official Facebook page @DSQCOfficialpage, or at DSQC office)
How to file a complaint	
How feedbacks are processed	DSQC will acknowledge receipt of the feedback. The details will be relayed to the concerned division for appropriate action. Online feedback will be provided.
How complaints are processed	DSQC will acknowledge receipt of the feedback. The details will be relayed to the concerned division which will send authorized personnel to conduct inspection and verify the complaint. If necessary, Environmental Violation Receipt (EVR) may be issued. Online feedback will be provided to the complainant
Contact Information of CCB, PCC, ARTA	Department of Sanitation and Cleanup Works of Quezon City (DSQC) 8988-4242 loc. 8362 DSQC@quezoncity.gov.ph