



Department of Health
SAN LAZARO HOSPITAL



**CITIZEN'S CHARTER
 MANUAL**

DOCUMENT CODE:

CC - EFMD - 001

REVISION NO.

0

DATE EFFECTIVE

June 1, 2019

**DEPARTMENT: ENGINEERING AND FACILITIES MANAGEMENT
 DEPARTMENT**

PROCESS 1: CORRECTIVE MAINTENANCE PROCEDURES

Schedule of Services:

Monday to Friday: 8:00am – 5:00pm (NO NOON BREAK)

Services Provided to:

Employees

Requirements Needed:

QR-HOPSS-EFMD 001 to 005, QR-HOPSS-EFMD-027, WI-HOPSS-EFMD-001 to 003
 FM-HOPSS-EFMD-001, FM-HOPSS-EFMD-002, FM-HOPSS-EFMD-003

Duration:

2 CD 11 mins. – 9 CD 20 mins.

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Receive the filled-up Job Order form	FM-HOPSS-EFMD-001, QR-HOPSS-EFMD-001 to 005	N/A	1-5 mins.	EFMD Staff concerned
2	Check the Job Order Request, assign staff and request supplies and materials	QR-HOPSS-EFMD-027, WI-HOPSS-EFMD-001, WI-HOPSS-EFMD-003	N/A	1-2 CD	Unit Head concerned
3	Perform Duties and Submit the accomplished Service Order and Report form	FM-HOPSS-EFMD-002, WI-HOPSS-EFMD-004	N/A	1-7 CD	EFMD Staff (Unit concerned)
4	Validate the accomplished job and filing-up of Service Order and Report	None	N/A	10-15 mins.	Unit Head Concerned
END OF TRANSACTION					