



Department of Health  
**SAN LAZARO HOSPITAL**



**CITIZEN'S CHARTER  
 MANUAL**

DOCUMENT CODE:  
 CC-GSD-SU-001  
 REVISION NO.  
 0  
 DATE EFFECTIVE  
 June 1, 2019

**DEPARTMENT:** GSD – Security Unit  
**PROCESS 1:** Closed Circuit Television Access  
**Schedule of Services:** Monday to Friday: 8:00am – 5:00pm  
**Services Provided to:** San Lazaro Hospital  
**Requirements Needed:** CCTV Access Request Form  
**Duration:** 4mins.-20mins. (Total of Response Time)

Step (no.)	Activities (procedure, start with verb, present tense, with direct contact with clients)	Forms (reference link, docs)	Fees	Response Time	Person Responsible
1	Received Approved Request	CCTV Access Request Form	None	1-5mins.	Security Unit
2	Filling the log sheet upon entering the CCTV Room	Log book	None	1-5mins.	CCTV Custodian
3	Previewing of the CCTV Footage	-	None	1-5mins.	CCTV Custodian
	Requesting copy of CCTV Footage	Request letter	None	1-5mins.	CCTV Custodian
END OF TRANSACTION					