



Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
 MANUAL**



DOCUMENT CODE:
 CC-GSD-SU-002
 REVISION NO.
 0
 DATE EFFECTIVE
 June 1, 2019

DEPARTMENT: GSD – Security Unit

PROCESS 2: Pay Parking System

Schedule of Services: Monday to Sunday: 24hrs

Services Provided to: San Lazaro Hospital

Requirements Needed: Parking Ticket and Official Receipt

Duration: 3minutes and 30seconds – 6minutes (Total of Response Time)

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Inspect and log the entry of vehicle	Log book	None	1-2mins	Security Guard on duty (Gate 1)
2	Issues parking ticket and advised to pay to the parking cashier	Parking ticket	None	30secs-1min	Security Guard on duty (Gate 2)
3	Issuance of official Receipt	Official Receipt	php20.00 php25.00	30secs-1min	Collecting Officer
4	Direct vehicle to the designated parking lot	-	None	1-2mins.	Security Guard on duty (Parking)
5	Check the parking ticket and official receipt upon exit of vehicle	Parking ticket and Official Receipt	None	30secs-1min	Security Guard on duty (Gate 2)
END OF TRANSACTION					

Handwritten signature

