



Department of Health  
**SAN LAZARO HOSPITAL**

**CITIZEN'S CHARTER  
MANUAL**



DOCUMENT CODE:  
CC - OCAO – 001

REVISION NO.  
0

DATE EFFECTIVE  
June 1, 2019

**DEPARTMENT: OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER**

**PROCESS 1: PROCESSING OF DOCUMENTS**

**Schedule of Services:**

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

**Services Provided to:**

Internal and External Clients

**Requirements Needed:**

Request for actions, Logbooks

**Duration:**

12 mins. – 2 hours 10 mins.

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Receive the document	QR-HOPSS-OCAO-001-026	N/A	1-5 mins.	Receiving/Releasing Clerk
2	Review and process the received documents	N/A	N/A	5 mins.-1 hour	Designated Assistant/Personnel
3	Read and review documents for final disposition/action	N/A	N/A	5 mins.-1 hour	Chief Administrative Officer
4	Release the documents	QR-HOPSS-OCAO-001-026	N/A	1-5 mins.	Receiving/Releasing Clerk
END OF TRANSACTION					