



**Department of Health
SAN LAZARO HOSPITAL**

**CITIZEN'S CHARTER
MANUAL**



DOCUMENT CODE:
CC - OCAO - 002

REVISION NO.

0

DATE EFFECTIVE
June 1, 2019

DEPARTMENT: OFFICE OF THE CHIEF ADMINISTRATIVE OFFICER

PROCESS 2: PROVISION OF LOGISTIC SUPPORT

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:

17 mins. – 3 hours 10 mins.

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Receive the PPMP under HOPSS	QR-HOPSS-OCAO-011	N/A	1-5 mins.	Receiving/Releasing Clerk
2	Review and process the PPMP	N/A	N/A	5 mins.-1 hour	Designated Assistant/Personnel
3	Consolidate the PPMP	N/A	N/A	5 mins.-1 hour	Designated Personnel
4	Review and sign the PPMP	N/A	N/A	5 mins.-1 hour	Chief Administrative Officer
5	Release the documents	QR-HOPSS-OCAO-011	N/A	1-5 mins.	Receiving/Releasing Clerk
END OF TRANSACTION					