CITIZEN CHAPTER
MEDICAL SUPPLIES DEPOT

THE MEDICAL SUPPLIES DEPOT OFFICE IS THE CITY DEPOSITORY WHICH ADMINISTERS THE RECEIPT, WAREHOUSING, FERRYING AND DISTRIBUTION OF DRUGS AND MEDICINES AND OTHER MEDICAL SUPPLIES PROCURED BY THE CITY / DONATED BY DOH FOR THE CONSUMMATION AND USE OF OTHER CITY OFFICES AND FACILITITES THAT ARE INVOLVED IN HEALTH CARE AND SERVICES.

OFFICE OR DIVISION	CITY HEALTH DEPARTMENT MEDICAL SUPPLIES DEPOT
CLASSIFICATION	
TYPE OF TRANSACTION	G2C – GOVERNMENT TO CITIZENS G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT
WHO MAY AVAIL	Pasig city residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ACCEPTANCE OF DELIVERY/DONATIONS FROM SUPPLIERS /DOH SIGNED/APPROVED P.O DELIVERY RECEIPT / SALES INVOICE GUARANTEE LETTER / ASSURANCE LETTER (IF NEEDED) PROPERTY TRANSFER REPORT (DOH)	KENNETH PROTACIO -DOCUMENTATION CLERK HERWIN BALINGIT -DOCUMENTATION CLERK NIELMARK CLEMENTE – INVENTORY CLERK (DOH)/DESIGNATED COLD CHAIN MANAGER
2. REQUESITION OF MEDICINES & MEDICAL SUPPLIES BY END-USERS (HOSPITAL, HEALTH CENTER, CHD SECTIONS, OTHER CITY OFFICES FACILITIES). RIS UTILIZATION REPORT INVENTORY REPORT	ROSALINA C. RAMIREZ – OFFICER-IN-CHARGE MARIDEL A. SORIANO - PHARMACIST JOFREDERICK C. OGARTE – WAREHOUSEMAN INCHARGE ROMEO C. LADIM – ASST. WAREHOUSEMAN NIELMARK M. CLEMENTE – INVENTORY CLERK (DOH)/DESIGNATED COLD CHAIN MANAGER MICHELLE F. ENRIQUEZ - CLERK RAM ISMAEL MIRA – WAREHOUSE CLERK

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For receipt of incoming deliveries. City Procured. Donation from DOH Donation from other Agencies/ facility.	Stakeholders inform the office of incoming Delivery.	None	2 to 5 mins	KENNETH PROTACIO - DOCUMENTATION CLERK JOFREDERICK C. OGARTE – WAREHOUSEMAN INCHARGE ROMEO C. LADIM – ASST. WAREHOUSEMAN
		Office prepares tools needed for he receipt of such delivery.	None	2 to 5mins	MARIDEL A. SORIANO - PHARMACIST JOFREDERICK C. OGARTE – WAREHOUSEMAN INCHARGE ROMEO C. LADIM – ASST. WAREHOUSEMAN
		Office ensures that all goods conveyed are tatamount to what is provided in the P.O.	None	Time consumption depends on the volume/ Quantity of goods received.	JOFREDERICK C. OGARTE – WAREHOUSEMAN INCHARGE ROMEO C. LADIM – ASST. WAREHOUSEMAN
		Office effects inspection of the goods through the city inspectors from the GSO-Asset Management Office to	None	Time consumption depends on the volume/	JOFREDERICK C. OGARTE – WAREHOUSEMAN INCHARGE ROMEO C. LADIM – ASST.

		ensure Correctness in the specifications and as compelling requirement.		Quantity of goods received.	WAREHOUSEMAN GSO Asset Inspectorate team
		After assuring correctness thereof, office head/pharmacist acknowledges receipt of the items through inscription of signature on the D.R / S.I / PTR.	None	2 to 5 mins	ROSALINA C. RAMIREZ – OFFICER-IN-CHARGE MARIDEL A. SORIANO - PHARMACIST
		Stakeholders shall secure one(1) copy such S.I / D.R / PTR.	NONE	1 TO 2 MINS	KENNETH PROTACIO - DOCUMENTATION CLERK NIELMARK M. CLEMENTE – INVENTORY CLERK (DOH)/DESIGNATED COLD CHAIN MANAGER
		Office prepares AIR for submission to GSO-Asset Management Office	None	1 TO 2 MINS	KENNETH PROTACIO - DOCUMENTATION CLERK
2	City Offices/facilities request for supplies through submission of Requisition and Issuance Slip (RIS) which would indicate the actual goods needed for their subsequent consummation and use, together with utilization and monthly inventory.	Once the RIS was received by the designated person(s), he will evaluate the monthly inventory report and utilization report, then proceed to quantification of RIS. The quantified RIS is the given to the warehouse-in-charge for preparation.	None	1 to 3 mins for receiving documents 30mins for evaluation of Documents.	MICHELLE F. ENRIQUEZ - CLERK RAM ISMAEL MIRA – WAREHOUSE CLERK
	Requisition of supplies of Hospitals and HC.	For hospitals and health centers it takes prolonged period to prepare request due to the corresponding volume. Conventionally, goods are ferried by the office depending on the preference of the recipients.	None	1 to 2 days	JOFREDERICK C. OGARTE – WAREHOUSEMAN INCHARGE ROMEO C. LADIM – ASST. WAREHOUSEMAN
	Requesting Supplies of Schools and Dental Facilities	For School and dental facilities, supplies are issued immediately considering the lesser quantity.	None	15-30mins	JOFREDERICK C. OGARTE – WAREHOUSEMAN INCHARGE ROMEO C. LADIM – ASST. WAREHOUSEMAN

FEEDBACKS AND COMPLAINTS MECHANISM	
How to send feedbacks Thru Email Thru Drop Box	Send to msdmedicasuppliesdepot@gmail.com
How Feedback is processed To validate thru email and read all the letters from dropbox	
How to file a complaint Thru Email Thru Drop Box	Send to msdmedicasuppliesdepot@gmail.com
How Complaint are processed To validate thru email and read all the letters from drobox	
Contact Information ROSALINA C. RAMIREZ – OFFICER-IN-CHARGE	C.P # 09605006562

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