



NCMH CART CORNER

APRIL - JUNE 2024 | ISSUE NO. 2

NATIONAL CENTER FOR MENTAL HEALTH COMMITTEE ON ANTI-RED TAPE OFFICIAL PUBLICATION



Conduct of Time and Motion Study at the Frontline Services – May 13 - 14, 2024



Q2 Process Owners Meeting (ARTA Point Persons) May 17, 2024



Newly established PACD at NCMH Main Gate

ABOUT US

The NCMH Committee on Anti-Red Tape (CART), chaired by the Medical Center Chief, oversees the implementation and monitoring of compliance with R.A. 11032, or the Ease of Doing Business and Efficient Delivery of Government Services. The law aims to streamline systems and procedures and promote transparency and accountability among public officials and employees.

For concerns, please contact us at:

QUALITY MANAGEMENT OFFICE (QMO)

Client Concerns Unit

8531-9001 loc. 477 | qmo@ncmh.gov.ph

Public Assistance and Complaints Desk (PACD)

8531-9001 loc. 304 | pacd@ncmh.gov.ph



CLIENT SATISFACTION RATING

Total Respondents: 1,326

April – 98% (578 respondents)

May – 98% (403 respondents)

June – 98% (345 respondents)



CLIENT CONCERNS

8888/CSC-CCB/ARTA/PACE/DOH-CART/PACD

Complaints - 22

Requests for Assistance - 2

Commendation - 4

Inquiry - 2

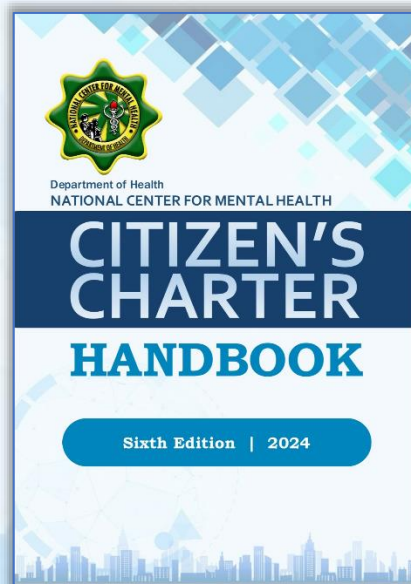


FOI REQUESTS

Freedom of Information

Top 3 Requests:

1. Hospital Statistics
2. Crisis Hotline Statistics
3. Manpower Complement



NCMH CITIZEN'S CHARTER

The NCMH CC, now in its sixth edition, comprises the detailed procedure, applicable fees, timeline, and responsible person for both internal and external services provided by the hospital. This will provide service users with the information they need to avail themselves of the different services of the hospital. For complete information, please scan the QR code.

complete information, please scan the QR code.



NATIONAL CENTER FOR MENTAL HEALTH

9 de Pebrero St., Mandaluyong City 1550

Trunkline: 8531-9001 | www.ncmh.gov.ph

THINGS TO KNOW ABOUT FILING AND HANDLING OF CLIENT CONCERNS



OVERVIEW

Client concerns, which may be in the form of complaints, inquiries, requests for assistance, recommendations, or commendations on NCMH-related services, can be filed with the NCMH Public Assistance and Complaints Desk (PACD) under the Quality Management Office or through the different concern centers such as the Presidential Action Center (PACE) through the 8888 Citizen's Complaint Hotline, the Civil Service Commission Contact Center ng Bayan (CSC-CCB), the Anti-Red Tape Authority (ARTA), and the Department of Health Committee on Anti-Red Tape (DOH CART).

Client concerns are classified as simple, complex, or highly technical, depending on their severity. They are responded to with the below processing time and are available from Monday to Friday, 7:00 a.m. to 5:00 p.m., excluding holidays and work suspensions.

PROCESSING TIME

 **3** working days
Simple Concerns

 **7** working days
Complex Concerns

 **20** working days
Highly Technical Concerns

PROCEDURE

Reference: *Citizens Charter on Handling of Client Concerns*



- The client sends or submits a concern.**
QMO receives, evaluates, and acknowledges the concern and transmits it to the concerned office.
- The client receives initial feedback, or concrete and specific action (for simple concerns).**
The concerned office investigates, and if necessary, communicates with the client to request additional information, if applicable, or provide concrete and specific action, and submit a report to the QMO. For anonymous concerns, the concerned office will only submit a report to the QMO.
- The client receives the resolution and final report of the concern.**
QMO provides the final report to the client and furnishes the concern center, if applicable.
- The client receives a communication from the concern center to verify the action provided by the concerned office or individual.**

For unresolved case or unsatisfied clients, concerns may be elevated to the proper authorities, depending on the nature of the concern.

REQUIREMENTS

- Written Concern (through the portal, sent via email, or through PACD - 1 original or scanned copy) that contains the client's contact information (full name, contact number, and/or email address) and name of the concerned office and/or individual.
- Supporting documents, if applicable or necessary, depending on the concerns lodged: authorization letter, valid identification card, notarized affidavit, birth certificate, and/or marriage certificate (1 original and/or photocopy).

CONTACT INFORMATION

NCMH PACD: 8531-9001 loc. 304 / pacd@ncmh.gov.ph

PACE or Citizen's Complaint Hotline: 8888

CSC-CCB: 0908-881-6565

ARTA: complaints@arta.gov.ph

DOH CART: cartcomplaints@doh.gov.ph



Please refer to the **Citizens Charter on Handling of Client Concerns**, for the complete information.

Email us at qmo@ncmh.gov.ph or pacd@ncmh.gov.ph or you may call 8531-9001 local 477 (QMO) or 304 (PACD).