



# **QUEZON CITY CITIZEN SERVICES DEPARTMENT**

## **CITIZEN'S CHARTER**

2023 (3<sup>rd</sup> Edition)



## I. Mandate

**City Ordinance No. 173, S-90**, created the Radio Communications Service Office under the Office of the City Mayor, defined, its organization and functions and appropriate funds for its operation.

**City Ordinance SP-2029, S-2010**, An ordinance mandating the establishment of an emergency and information helpline to be known as “QC 122” under the Radio Communications Service of the Office of the City Mayor defining its functions and responsibilities.

**Executive Order No. 24, S-2019**, re: Constituting the Quezon City Citizens’ Complaint Hotline 8888 Action Team, with the City Administrator as the Focal Person. The Head of Radio Communications Service was designated as the Alternate Focal Person with Radio Communications Staff as Secretariat and Technical Staff of 8888 software. Executive Committee meeting, City Administrator Michael Victor N. Alimurung as Chairperson, Ease of Doing Business, directed Radio Communications Service to manage the City’s Helpdesk for complaints and Public Services with official email domain as [helpdesk@quezoncity.gov.ph](mailto:helpdesk@quezoncity.gov.ph).

**City Ordinance SP03106, S-2022**, An Ordinance Creating the Quezon City Citizen Services Department (QCitizen Services Department), Thereby Replacing the Radio Communications Services Office (RCSO), Providing for its Mandate, Organizational Formation and Staffing Pattern and Appropriating Funds Thereof.

## II. Vision

To be an effective service provider on a 24/7 basis the integrated two-way communication system and emergency and information helpline QC122. To provide Quezon City officials and constituencies with ready, fast, and easy access to assistance from police, traffic, fire, EMS, rescue, and other emergency services in a timely and efficient manner.

## III. Mission

We provide fast, easy, reliable, and 24/7 integrated two-way communications via radio and Hotline 122, a special 3-digit contact number of Quezon City Government, as an emergency and information helpline.

## IV. Service Pledge

The Quezon City Citizen Services Department and Staff commit to take charge of the establishment of appropriate, fast, efficient, reliable, coordinated and/ or integrated communication system, and Emergency and Information Helpline by the City Government, 24/7. (City Ordinance No. 2029, S-2010), 8888 Permanent Action Team Citizen’s Complaint Hotline (Executive Order No. 24, S-2019) & management of City’s Helpdesk for complaints and public service with official email domain as [helpdesk@quezoncity.gov.ph](mailto:helpdesk@quezoncity.gov.ph).



Pledge to quality management of day-to-day operations and activities of the department.

Systematically acquire, install and/ or operate Radio Communications devices and facilities which are deemed necessary to carry out the goals, objectives, functions, and responsibilities of the department.



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### QUEZON CITY CITIZEN SERVICES DEPARTMENT

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## External Services

### 1. PROVIDE FAST AND EASY INTEGRATED TWO-WAY RADIO COMMUNICATIONS SYSTEM FOR THE CITY GOVERNMENT

Operates and maintain of a 24/7 integrated communications system for Quezon City Government.

<b>Department / Division:</b>	Quezon City Citizen Services Department / Radio/Telephone and Operation Division			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	24/7 Radio Base and Telephone Operations.			
<b>Who may Avail:</b>	Barangay Base Radio & Ambulances, (BHERT) Radio Network End-Users, & other Govt. Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send calls via radio or Trunkline 8988-4242 Loc. 8407/8416	1. Receives calls via two-way Base Radio or Telephone from a wide variety of cases such as Emergency, Covid 19 concerns, Complaints, Public Assistance, Inquiries & Other concerns.	None	2 minutes	Radio/Telephone Operators/Shift Supervisor
	2. Processing of calls by having the complete information from caller for immediate and appropriate responses and actions.		2 minutes	Radio/Telephone Operators
	3. Create incident ticket at Microsoft Dynamic 365 ticketing System.		2 minutes	Radio/telephone Operators
	4. Endorse to the Shift Supervisor for review.		2 minutes	Radio/Telephone Operator
	5. Coordinate via call or assign ticket to concerned Depts./		2 minutes	Radio/Telephone Operators/Shift Supervisor



	Offices thru Dynamic 365 Ticketing System users account for an appropriate actions.			
2. Receives updates, feedback, instructions, and clarifications or Information regarding on their concerns.	6. Follow-up ticket via call or messaging using Dynamic 365 Ticketing System to the action units and get feedback of the action taken.		2 minutes	Radio/Telephone Operators/Shift Supervisor
	7. Give feedback to the callers regarding to their concern.		2 minutes	Radio/Telephone Operators/Shift Supervisor
	8. Data base encoding and management system.		2 minutes	Radio/Telephone Operators/Shift Supervisor
Total		Total	16 minutes	



## 2. QCITIZEN HELPLINE CONTACT CENTER DIAL122

QCitizen Emergency Helpline & Complaint and Action Center.

<b>Department / Division:</b>		Quezon City Citizen Services Department / QC Helpline 122 Contact Center Division		
<b>Classification:</b>		Complex		
<b>Types of Transaction:</b>		24/7 QC Helpline122 Contact Center		
<b>Who may Avail:</b>		QCitizens, MMDA, Emergency 911, QCPD-Tactical Operations Center & Other Local Government Agency.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE		NONE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Make a call via 122 or back-up number: 09190670715 09190670096 09190670236	1. Receive calls via 122 or back-up numbers from a wide variety of cases such as Emergencies, Covid 19 Concerns, Complaints, Public Assistance/ Inquiries & Other Concerns.	None	2 minutes	Call Takers/Shift Supervisor
	2. Processing of calls by having the complete information from the caller for immediate and appropriate responses and actions.		2 minutes	Call Takers
	3. Create incident ticket via Microsoft Dynamic 365 Ticketing System.		2 minutes	Call Takers
	4. Endorse to the Shift Supervisor for review.		2 minutes	Call Takers
	5. Coordinate via call or assign a ticket to the concerned Depts./ Offices thru Dynamic 365 Ticketing System users account, for appropriate actions.		2 minutes	Call Takers/Shift Supervisor
	6. Follow-up ticket via call or chat/messaging.		2 minutes	Call Takers/Shift Supervisor



<p>2. Receives updates, feedback, instructions &amp; clarifications.</p>	<p>thru Dynamic 365 Ticketing System to the action unit and get feedback of their action taken.</p> <p>7. Give feedback to the callers regarding to their concerns.</p> <p>8. Data base encoding &amp; Management system.</p>		<p>2 minutes</p> <p>2 minutes</p>	<p>Call Takers/Shift Supervisor</p> <p>Call Takers/Shift Supervisor</p>
<p>Total</p>			<p>16 minutes</p>	





### 3. NTC SEMINARS ON RADIO LAWS AND REGULATION

Provide Seminars on Radio / Telephone Basic Operations to acquire Radio Operators NTC License/Certificate.

<b>Department / Division:</b>	Quezon City Citizen Services Department / Radio/Telephone and Operations Division			
<b>Classification:</b>	Simple			
<b>Types of Transaction:</b>	Seminar on Radio/ Telephone Basic Laws & Regulations			
<b>Who may Avail:</b>	Radio End-Users, Executive, Legislative, various Offices & Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for Training/ Seminar on Radio/Tel. Basic Operations.	1. Receives letter request.	None	5 minutes	QCCSD admin Personnel
	2. Evaluates if the minimum of 25person participants being met.			QCCSD admin Personnel
	3. Endorse letter request to the National Telecommunications Commission for a resource speaker and coordinates for a schedule of the seminar.		3 Days	Dept. Head
2. Receives feedback about the request.	4. Give feedback to the requesting party on approved schedule of seminar.		5 minutes	QCCSD admin Personnel
	5. Approval of Training/ Seminar request.		2 minutes	Dept. Head
3. Receives Training Certificate of Attendance	6. Facilitate the seminar and processing of application for Radio Operators NTC license Certificate.		2 hours	NTC resource person and QCCSD admin personnel





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## 5. QCCSD FACEBOOK PAGE

Monitoring and identify the type of Complaints/Inquiries & Other Concern.

<b>Department / Division:</b>	Quezon City Citizen Services Department / 8888 Citizens Complaint and Action Division			
<b>Classification:</b>	Complex			
<b>Types of Transaction:</b>	24/7 Helpdesk at QCCSD Facebook Page Management			
<b>Who may Avail:</b>	General Public within Quezon City, and other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send messages to QCitizen Help Desk@QCCSD Facebook Page with complete details of their complaints and inquiries.  2. Receives Update/ Feedback.	1. Answering all messages from Facebook page.	None	3minutes	Technical Support Staff/ Officer
	2. Processing of complaint/inquiries and identify the concerns.		3 minutes	Technical Support staff/ Officer
	3. Give immediate feedback/answers to the senders.		3 minutes	Technical Support staff/ Officer
	4. Coordinate any complaints and inquiries concerning with other Depts./Offices for their appropriate actions.		3 minutes	Technical Support staff/ Officer
	5. Give feedback to the senders.		3 minutes	Technical Support Staff
	6. Data base encoding and management system.		3 minutes	Technical Support Staff/Officer
	7. Submits regular reports to the City Administrator/ Permanent/Focal Person.		Weekly	Technical Support Staff/Officer/ Dept. Head



Total		1 week & 18 minutes	
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## Internal Services

### 1. ISSUANCE OF RADIO EQUIPMENT

Issuance of Radio Communications Equipment to various Department/Offices.

<b>Department / Division:</b>		Quezon City Citizen Services Department / Radio/Telephone and Operation Division		
<b>Classification:</b>		Simple		
<b>Types of Transaction:</b>		Issuance of Radio Communications Equipment		
<b>Who may Avail:</b>		Radio End-Users, Executive, Legislative, various Offices & Barangays		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of Request	1. Receive letter request.	None	2 minutes	Administrative Aide IV Dept.Head
	2. Determines, evaluates, and recommends for issuance of equipment.		1 day	
	3. Prepares Sub-Property Acknowledgement Receipt covering the communications equipment to be issue.		10 minutes	Administrative Assistant III
	4. Signs Sub-Property acknowledgement receipt as to acknowledge the receipt.		1 day	Requesting Party
	5. Signs/approves Sub-property acknowledgement receipt for issuance of Radio Equipment/ accessories.		3 minutes	Dept. Head
	6. Records and files Sub-Property Acknowledgement Receipt release.		2 minutes	Administrative Officer V



Total		2 days & 17 minutes	
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## 2. QUEZON CITY CITIZENS' COMPLAINT HOTLINE 8888 ACTION TEAM

Receive and coordinate a concrete and specific action on 8888 complaints within forty-eight (48) hours from receipt and make recommendations or decisions in relation to the feedback received through the 8888 portals.

<b>Department / Division:</b>	Quezon City Citizen Services Department Office / 8888 Citizens Complaint and Action Division			
<b>Classification:</b>	Complex			
<b>Types of Transaction:</b>	24/7 Quezon City Citizen Complaint from Hotline 8888 Management			
<b>Who may Avail:</b>	The General Public of Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Public files complaint and concerns on government services thru the Office of the President, Presidential Complaint Center (PCC) 8888 Hotline or Department of Interior Local Government Public Assistance Complaint Center or both	1. Receiving endorsement on various complaints from Office of the President, Presidential Complaint Center and Dept. of Interior Local Government Public Assistance Complaint Center course through 8888 Portal	None	3 minutes	Permanent/ Alternate Focal Person/Dept.Head
2. Office of the President, Presidential Complaint Center, Department of Interior and Local Government Hotline indorses the complaint to QC Local Government Unit	2. Processing and identify the complaints/inquiry/ other concerns and draft email of referral to various offices for their appropriate and immediate action/s.		3 minutes	Secretariat



Office of the Mayor, Chief of Staff, Office of the City Administrator 8888				
<p>3. Office of the Mayor forwards complains to QC complaint hotline 8888 for referral to various action units for appropriate immediate action</p> <p>4. Report the City's action on an 8888 complaint to 8888 Citizens' Complaint Center in the Office of the President.</p>	<p>3. Send transmittal to concerned Departments / Offices thru Zimbra Account.</p> <p>4. Receives Action taken and gives feedback to the complainant.</p> <p>5. Request Ticket Closure to 8888 Portal.</p> <p>6. Database encoding and management</p> <p>7. Submits regular reports to City Administrator/ Permanent Focal Person.</p>		<p>3 minutes</p> <p>3minutes</p> <p>3 minutes</p> <p>Weekly</p>	<p>Secretariat</p> <p>Permanent/ Alternate Focal Person/Dept. Head</p> <p>Secretariat/ Liaison</p> <p>Technical/Support Staff/Officer</p> <p>Permanent/ Alternate Focal Person/Dept. Head</p>
Total			1week 15 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send feedbacks	After a call was received and being properly assisted, the caller is asked a simple question? “Kamusta po ang aming serbisyo?” or advice to send an email at <a href="mailto:qccsd@quezoncity.gov.ph">qccsd@quezoncity.gov.ph</a> for feedback.
How feedback is being process	Every day the admin personnel / technical staff support checks all calls / emails and compile all the customers’ feedback after being received.
How to file a complaint	A customer / caller can send a complaint via email ( <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a> ) or simply call QCitizen Helpline 122.
How complaints are being process	Complaints are being process everyday by the admin personnel and endorsed to the immediate supervisor / Department head for appropriate actions.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

## LIST OF OFFICES

Office	Address	Contact information
Department Head	Civic Building D, Roof deck, Quezon City Hall, Mayaman St., Barangay Central, Quezon City	8988-42-42 Loc. 8417
Radio Base/Telephone Operations Division	Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City	8988-42-42 Loc. 8407
Administrative Division	DRRM Building, Quezon City Hall, Kalayaan Avenue, Barangay Central, Quezon City	8922-3227 8927-8827
QC Helpline 122 Contact Center Division	Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City	122 8988-42-42
8888 Citizen Complaints & Action Division	Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City	8988-42-42 Loc. 8416
QCitizen Helpdesk/Helpline & QCCSD Facebook Page	Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City	9888-42-42 Loc. 8416