



QUEZON CITY PUBLIC AFFAIRS AND INFORMATION SERVICES DEPARTMENT

PUBLIC AFFAIRS & INFORMATION
SERVICES DEPARTMENT

CITIZEN'S CHARTER

2025

I. MANDATE:

- Develop and implement programs for disseminating information on city government plans, policies, achievements, and activities.
- Manage and operate city-owned public information and communication facilities as an alternative to mainstream media.
- Establish and maintain a network to ensure the accurate and efficient relay of information to the public.
- Supervise and assist city government units involved in information dissemination.
- Manage media relations, official city news platforms, and digital media accounts (Facebook, Official Website, X/Twitter, Tiktok, Youtube).
- Monitor media coverage, respond to inquiries, and correct misinformation while countering disinformation.
- Engage the public through various media platforms and provide expert advice on media and communications to city officials.

II. VISION:

- To cultivate a well-informed and empowered citizenry capable of making fact-based, data-driven decisions that enhance quality of life and contribute to sustainable nation-building.

III. MISSION:

- To deliver accurate and fair information that empowers the public to make informed decisions.

IV. SERVICE PLEDGE:

- The leading source of credible, relevant, and accurate information on city government affairs.
- Advocate for the city government's positions on key issues and concerns.
- Implement programs that inform, educate, and engage citizens on matters of national and local significance.
- Drive public awareness, community engagement, and social mobilization in support of city government initiatives.
- Provide high-quality and responsive services to the public.

V. CORE VALUES:

- People-focused
- Accurate
- Innovative
- Service-oriented
- Data-driven

LIST OF SERVICES

1. Request for Photo/Video Coverage and Photo Shoot	4
2. Request for Audio-Visual Presentation (video highlights)	5
3. Request for art card and other graphic requirements	6
4. Request for social media posting (original post & reshare)	7
5. Request for digital media analytics	8
6. Request for Assistance in Creating Web Page	9
7. Request for Website Posting and Page Editing	10
8. Request for Press Release and/or Write-up	11
9. Request for Communication Plan	12
10. Request for Service Referral	13
11. Complaint	14
Feedback and Complaint Mechanism	15

Public Affairs and Information Services Department

All requests aside from city government offices must be coursed through a concerned city department involved in the activity or program. Such requests must be submitted at least three days prior to the event.

1. Request for Photo/Video Coverage and Photo Shoot

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Execute approved request	None	Day of event	Technical Staff

2. Request for Audio-Visual Presentation (video highlights)

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Meet and conceptualize with the department concerned	None	1 day	Department Head; Division Head
	Execute approved request	None	2 weeks to 1 month	Technical Staff

3. Request for art card and other graphic requirements

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
Project brief, and FAQs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Meet and conceptualize with the department concerned	None	1 day	Department Head; Division Head
	Execute approved request	None	2 weeks to 1 month	Technical Staff

4. Request for social media posting (original post & reshare)

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
Project brief, and FAQs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Execute approved request	None	1-3 days	Technical Staff

5. Request for digital media analytics

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Execute approved request	None	1-3 days	Technical Staff

6. Request for Assistance in Creating Web Page

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Meet and conceptualize with the department concerned	None	1 day	Department Head; Division Head
	Execute approved request	None	2 weeks to 1 month	Technical Staff

7. Request for Website Posting and Page Editing

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Execute approved request	None	2 days	Technical Staff

8. Request for Press Release and/or Write-up

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Execute approved request	None	1 week	Technical Staff

9. Request for Communication Plan

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City government officials and employees, national government agencies, media, non-government organizations, people’s organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions in coordination with concerned city government department.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Request form		Online via QR code		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate and assign request to personnel	None	1 day	Department Head
	Meet and conceptualize with the concerned department	None	1 day	Department Head; Division Heads; Technical Staff
	Execute approved request	None	2 weeks	Technical Staff

10. Request for Service Referral

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Citizens, city government officials and employees, national government agencies, media, non-government organizations, people's organizations, socio-civic organizations, business sector, religious and cultural organizations, national policymakers and legislators, and academic and research institutions.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		PAISD Receiving Clerk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request form or message/email inquiry	Acknowledgement of receipt of request form	None	5 minutes	Receiving Clerk (Admin Division)
	Evaluate the inquiry	None	5 minutes	Division Head; Department Head
	Forward the request to concerned department	None	30 minutes	Admin Division

11. Complaint

Office or Division:	Public Affairs and Information Services Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizens			
Who may avail:	Concerned citizens, City government officials and employees, National government agencies, Media, NGOs, POs and Socio-Civic organizations, Business sector, Religious and cultural organizations, National policymakers and legislators, and Academic and Research Institutions.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter		PAISD Receiving Clerk		
Message via Social Media Platforms				
Message via People’s Corner Section in Official QC Government Website				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit/Send Complaint Form / Letter	Acknowledgement of the complaint form or letter	None	5 minutes	Receiving Clerk (Admin Division)
	Prepares and transmits to agency concern	None	1 day	Department Head; Division Head; Technical Staff
	Concerned department must acknowledge the forwarded complaint and must provide course of action	None	3 days	Concerned Department or office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the feedback form and drop it at the designated drop box in the Public Affairs and Information Services Department Office.</p> <p>Contact info: 8988-4242 locals 1504, 1503, 1511, 1510 paisd@quezoncity.gov.ph</p>
How the feedback is processed	<ul style="list-style-type: none"> ● Every Friday, a PAISD staff member retrieves feedback from the drop box and/or email. ● All submitted feedback is compiled, recorded, and documented accordingly. ● Contact the citizen/client to gather any necessary additional information. ● Clarify the issue/s raised and assess the feedback thoroughly. ● Determine whether the matter should be referred to a specific department based on the nature of the complaint. ● Forward the feedback to an authorized person for review and decision-making. ● If a response is required, refer the matter to the relevant office/department, which must provide an answer within five (5) working days of receiving the feedback. ● Determine the appropriate course of action based on the feedback assessment. ● Implement the agreed-upon action and communicate the resolution to the citizen/client.

<p>How to file a complaint?</p>	<p>In-person (Hard Copy)</p> <p>Answer the client Complaint Form and drop it at the designated drop box in the Public Affairs and Information Services Department Office.</p>
	<p>A complaint can also be filed via telephone or email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>Email address: paisd@quezoncity.gov.ph</p> <p>For inquiries and follow-up, client may contact the following number: 8988-4242 local 1504</p>
<p>How a complaint is processed</p>	<p>The PAISD-designate Complaints Officer opens the complaints drop box daily and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start an investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Department/Office for appropriate action.</p> <p>The Complaints Officer will give the feedback to the citizen/client.</p> <p>For inquiries and follow-up, citizen/client may contact the following number: 8988- 4242, local 1504</p>
<p>Contact Information of ARTA,</p>	<p>ARTA: complaints@arta.gov.ph</p>
<p>CCB, PCC</p>	<p>8478-5093</p>
	<p>PCC: 8888</p>
	<p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
PAISD Office	Quezon City Hall, Elliptical Road, Diliman Quezon City	8988-4242 locals: 1504, 1503, 1511, 1510