



**7. SERVICE NAME: ASSISTING COMPLAINTS ON THE IMPLEMENTATION / ENFORCEMENT OF TRAFFIC LAWS, REGULATIONS, ORDINANCES; EMERGENCY SITUATIONS, INCIDENTS AND OTHER NATURAL AND MANMADE CALAMITIES**

The Communications Center is tasked to receive and record radio messages regarding traffic concerns and emergency situations within the jurisdiction of Quezon City.

<b>Office or Division:</b>	Communication Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Traffic Rangers / Enforcers, City Government Office / Department, National Government Agencies, Concerned Citizens, QC Barangays and Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Radio Transmission, Phoned-in request, Text In request, Assistance needed, Complaints addressed to concern personnel / officials / office / department		TFTTM Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients / Constituents call for complaint & End Users / transmit requests / assistance needed	1.1. Receives and records the requests / assistance needed / and forward it to the person concern thru radio / phone / text	None	3 minutes	<i>Radiotelephone Operators</i> TF-TTM Office
	1.2. Person concerned assess the nature of the requests / assistance needed and provide immediate action	None	3 minutes	<i>Radiotelephone Operators</i> TF-TTM Office
	1.3. End Users informed of the action taken	None	2 minutes	<i>Radiotelephone Operators</i> TF-TTM Office
<b>TOTAL:</b>		None	8 minutes	