



**PUBLIC AFFAIRS & INFORMATION SERVICES
DEPARTMENT**

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

- **Develop and implement programs and necessary mechanisms pertaining to the delivery of information relating to the plans, programs, policies, achievements and official activities of the City Mayor and the city government;**
- **Develop, manage and operate city government-owned or controlled public information/mass communications structure/facilities to provide the City Mayor in particular and the city government in general, access to the people as an alternative to mass media entities;**
- **Set up and maintain a network of people and entities and system to ensure that accurate information from the City Mayor and the city government is effectively and efficiently relayed, delivered and disseminated to the public;**
- **Manage, control, supervise or assist as may be necessary the various city government units involved in information dissemination;**
- **Coordinate and cultivate relations with the media;**
- **Manage and administer the city government's official news and information website and social media pages and accounts;**
- **Deals with the public, including the media, by advancing the city's government's mission, vision, goals and interests**
- **Explain how the city government's programs and policies impact the public.**
- **Help the citizenry understand the city government's plans and actions**

- **Prepare and distribute information materials on behalf of the city government**
- **Monitor how the media reports on the city government as well as events and developments impact the city and its people**
- **Respond to media inquiries, arrange interviews and facilitate access to information, resource persons and subject matter experts**
- **Correct erroneous information and try to improve the interpretation and understanding of existing information**
- **Counter disinformation with the right information**
- **Engage the public through various media platforms/channels and encourage people's participation in local governance and community development**
- **Provide sound advice and expertise to city officials on matters pertaining to media and mass communications.**

II. Vision:

- **To have a well-informed citizenry who are empowered to make fact-based, data-driven decisions in pursuit of an improved quality of life and thereby contribute to nation-building.**

III. Mission:

- **Provide right and just information so that people make the right decisions at the right time.**

IV. Service Pledge/Core Values:

- **Primary source of credible, relevant and accurate information about the city government's affairs**
- **Advocate the city government's position and position on issues and concerns**
- **Implement programs that educate and enlighten the citizenry on matters of national importance and deepen their civic engagement**
- **Serve as the primary driver of consciousness-raising, constituency-building, and social mobilization in support of the policies, plans, programs and projects of the city government**
- **Deliver quality service to the people.**

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Public Affairs and Information Services Department

Public Information Office

1. Request for Coverage, Photos, Video Clips, Newspaper Clippings, News Letter Materials, IEC Materials, Broadcast Monitoring, Social Media Posting and Web Posting.

Media coverage is given to important and big events as well as to good projects the city government wants to amplify. Subsequently, these may be posted at our official social media accounts and website so the story can be further picked up by the various forms of media—television, newspaper, and radio.

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, Overseas Filipinos, Academe 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	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	20 minutes	Technical Staff

2. Request for Editorial Services (Content Creation)

Editorial services or content creation is provided to the requesting department given that facts are given and/or available.

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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, Overseas Filipinos, Academe 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	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	1 hour	Technical Staff

3. Request for Service Referrals

Public/client to provide further details regarding the attending circumstances pertinent to his/her concern such as, but not limited to, the city government's projects and services.

If the issue requires further referral with other offices/departments, endorse the complaint to the offices/departments for the appropriate action which can best address the concern.

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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, Overseas Filipinos, Academe 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	Stamping of date and time received/attach tracking slip	None	5 minutes	Receiving Clerk (Admin Division)
	Assigned request to personnel	None	5 minutes	Dept. Head
	Prepares and generate request document	None	30 minutes	Admin Division

4. Complaints

Feedback and complaints are welcome as it will help us improve the city's services. Citizens, institutions, and other clients may contact the department and provide us with complete details and recommended outcome or action.

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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, Overseas Filipinos, Academe and research institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter/Request Form		PAISD Receiving Clerk		
Letter thru Social Media				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Stamping of date and time received/attach tracking slip	None	5 minutes	Technical Staff
	Prepares and transmit to agency concern	None	30 minutes	Dept. Head / Technical Staff

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Answer the feedback form and drop it at the designated drop box in front of the Public Affairs and Information Services Department Office.</p> <p>Contact info: 8988-4242 locals 1504, 1503, 1511, 1510 paids@quezoncity.gov.ph</p>
How are feedbacks processed?	<p>Every Friday, a PAISD staff opens the drop box and/or emails and compiles and records all the feedback submitted.</p> <p>Record details of the feedback and communicate with the citizen/client to get all the necessary information.</p> <p>Clarify the issues of the feedback and assess thoroughly. It should be considered whether the matter should be transmitted to a specific department concerning the complaint.</p> <p>Refer the feedback to a person authorized to make a decision about the report.</p> <p>Feedback requiring answers are forwarded to the relevant offices/departments and they are required to answer within (3) days of the receipt of the feedback.</p> <p>Decide on the feedback and action to be taken.</p> <p>After the decision is made arrange implementation of the agreed action and revert back to the citizen/client.</p>
How to file complaints?	<p>In person (Hard Copy) Answer the client Complaint Form and drop it at the designated drop box in front of the Public Affairs and Information Services Department Office.</p>

	<p>Complaints 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-ups, clients may contact the following number: 8988-4242 local 1504</p>
<p>How complaints are processed</p>	<p>The PAISD designated Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start investigation and forward 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-ups, citizens/clients may contact the following number: 8988-4242 local 1504</p>
<p>Contact Information of ARTA, CCB, PCC</p>	<p>ARTA: complaints@arta.gov.ph 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