



QUEZON CITY CITIZEN SERVICES DEPARTMENT

CITIZEN'S CHARTER

2024 4TH EDITION



QUEZON CITY CITIZEN SERVICES DEPARTMENT (QCCSD)

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AGENCY PROFILE

I. MANDATE

- A. **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.
- B. **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.
- C. **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.
- D. **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.

I. 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.

II. 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.



III. 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.

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.



QCCSD SERVICES



I. EXTERNAL SERVICES



RADIO/TELEPHONE BASE OPERATIONS DIVISION

1. Provide fast and easy Integrated two-way Radio Communications System for the City Government

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

Office / Division:	Radio/Telephone Base Operations Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may Avail:	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. Receive calls via radio	1.1 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	1 minute	Radio/Telephone Operators
	1.2 Processing of calls by having the complete information from the caller for immediate and appropriate responses and actions.	None	2 minutes	Radio/Telephone Operators
	1.3 Create incident tickets at Microsoft	None	2 minutes	Radio/Telephone Operators



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Dynamic 365 ticketing System.			
	1.4 Endorse to the Shift Supervisor for review.	None	1 minute	Radio/Telephone Operators
	1.5 Coordinate via call or assign ticket to concerned Depts./ Offices thru Dynamic 365 Ticketing System users account for an appropriate actions	None	2 minutes	Radio/Telephone Operators
2. Receives updates, feedback, instructions, and clarifications or Information regarding their concerns.	2.1 Follow-up ticket via call or messaging using Dynamic 365 Ticketing System to the action units and get feedback on the action taken.	None	1 minute	Shift Supervisor
	2.2 Give feedback to the callers regarding their concern.	None	1 minute	Shift Supervisor
	2.3 Database encoding and management system.		2 minutes	Radio/Telephone Operators
TOTAL		None	12 minutes	



RADIO/TELEPHONE BASE OPERATIONS DIVISION

2. NTC Seminars on Radio Rules and Regulation

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

Office / Division:	Radio/Telephone Base Operations Division
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may Avail:	Radio End-Users, Executive, Legislative, various Offices & Barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Requesting Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for Training/ Seminar on Radio/ Telephone Basic Operations.	1.1 Receives letter request.	None	5 minutes	QCCSD Admin Personnel
	1.2 Evaluates the minimum of 25 person participants being met.	None	5 minutes	QCCSD Admin Personnel
	1.3 Endorse letter request to the National Telecommunications Commission for a resource speaker and coordinates for a schedule of the seminar.	None	3 Days	Department Head
2. Receives feedback about the request.	2.1 Give feedback to the requesting party on the approved schedule of the seminar.	None	5 minutes	QCCSD Admin Personnel
	2.2 Approval of Training/ Seminar request.	None	5 minutes	QCCSD Admin Personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives Training Certificate of Attendance	3. Facilitate the seminar and processing of application for Radio Operators NTC license Certificate.	None	1 Day	NTC Resource Person and QCCSD Admin Personnel
TOTAL		None	4 Days and 20 minutes	



QC HELPLINE CONTACT CENTER AND HELPDESK DIVISION

3. Qcitizen Helpline Contact Center Dial 122

Operates 24/7 Emergency Helpline, Public Assistance, Complaints and Action Center.

Office / Division:	QC Helpline Contact Center & Helpdesk Division - 122 Contact Center Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may Avail:	General Public within Quezon City, and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call via 122, Trunkline 8988-4242 Loc. 8407/8416 or back-up numbers: 09190670715 09190670096 09190670236	1.1 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	1 minute	Call Takers
	1.2 Processing of calls by having the complete information from the caller for immediate and appropriate responses and actions.	None	2 minutes	Call Takers
	1.3 Create incident ticket via Microsoft Dynamic 365 Ticketing System.	None	2 minutes	Call Takers
	1.4. Endorse to the Shift Supervisor for review.	None	2 minutes	Call Takers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Coordinate via call or assign a ticket to the concerned Depts./Offices thru Dynamic 365 Ticketing System users account for appropriate actions.	None	2 minutes	Call Takers
2. Receives updates, feedback, instructions & clarifications.	2.1 Follow-up ticket via call or chat/messaging. thru Dynamic 365 Ticketing System to the action unit and get feedback of their action taken.	None	2 minutes	Call Takers
	2.2 Give feedback to the callers regarding their concerns.	None	2 minutes	Shift Supervisor
	2.3 Database encoding & Management system.	None	2 minutes	Call Takers
TOTAL		None	15 minutes	



QC HELPLINE CONTACT CENTER AND HELPDESK DIVISION & NATIONAL HOTLINE CITIZENS' COMPLAINT AND ACTION DIVISION

4. Quezon City Action Team of Helpdesk and Helpline 122

Email monitoring, receiving, identifying concerns or complaints, and forwarding them to the relevant departments/offices for appropriate action.

Office / Division:	QC Helpline Contact Center and Helpdesk Division & National Hotline Citizens' Complaint and Action Division - Helpdesk & Secretariat Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may Avail:	General Public within Quezon City, and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email to helpdesk@quezoncity.gov.ph and qcitizenservice@qc.helpline122.onmicrosoft.com with complete details of complaint and inquiries.	1.1 Processing of complaints/inquiries & identify the concerns	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	1.2 Draft email letter of referral.	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	1.3 Send it to the concerned Department/Offices for appropriate and immediate action/s.	None	1 minute	Helpdesk & Helpline Technical Support Staff/ Officer



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives Update/ Feedback.	2.1 Receives copies of action taken & sends copies of action taken to complainant email address.	None	1 day	Helpdesk & Helpline Technical Support Staff/ Officer
	2.2 Database encoding and management system.	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	2.3 Follow up open tickets from another Department.	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	2.4 Submits weekly reports to the City Administrator/ Permanent Focal Person.			Officer/ Department Head
TOTAL		None	1 Day and 9 minutes	



NATIONAL HOTLINE CITIZENS' COMPLAINT AND ACTION DIVISION

5. QCitizen Helpdesk at QCCSD

Monitoring Facebook Page, responding to, and managing all chat inquiries and messages received from citizens.

Office / Division:	National Hotline Citizens' Complaint and Action Division - Secretariat Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may Avail:	General Public within Quezon City, and other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send messages to QCitizen Help Desk at QCCSD Facebook Page with complete details of their complaints and inquiries.	1.1 Answering all messages from the Facebook page.	None	2 minutes	Technical Support Staff/ Officer
	1.2 Processing of complaints/inquiries and identifying the concerns.	None	2 minutes	Technical Support Staff/ Officer
	1.3 Give immediate feedback/answers to the senders.	None	1 minute	Technical Support Staff/ Officer
	1.4 Coordinate any complaints and inquiries concerning other Depts./Offices for their appropriate actions.	None	1 minute	Technical Support Staff/ Officer
2. Receives Update/ Feedback.	2.1 Give feedback to the senders.	None	2 minute	Technical Support Staff/ Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Database encoding and management system.	None	2 minutes	Technical Support Staff/ Officer
	2.4 Submits weekly reports to the City Administrator.			Officer/ Department Head
TOTAL		None	10 minutes	



II. INTERNAL SERVICES



RADIO/TELEPHONE BASE OPERATIONS DIVISION

1. Issuance of Radio Equipment

Issuance of Radio Communications Equipment to various Department/Offices.

Office / Division:	Radio/Telephone Base Operations Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may Avail:	Radio End-Users, Executive, Legislative, various Offices & Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of Request	1.1 Receive letter request.	None	2 minutes	Administrative Aide IV
	1.2 Determines, evaluates, and recommends for issuance of equipment.	None	1 Day	Department Head
	1.3 Prepares Sub-Property Acknowledgement Receipt covering the communications equipment to be issued.	None	10 minutes	Administrative Assistant III
	1.4 Signs Sub-Property acknowledgement receipt as to acknowledge the receipt.	None	1 Day	Requesting Party
	1.5 Signs/approves Sub-property acknowledgement receipt for issuance of Radio Equipment/ accessories.	None	1 Day	Department Head



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Records and files Sub-Property Acknowledgement Receipt release.	None	5 minutes	Administrative Officer V
TOTAL		None	3 Days and 17 minutes	



RADIO/TELEPHONE BASE OPERATIONS DIVISION

2. Radio Installation and Programming

Installation, programming, and integration of all Radio communication system across various barangays and action units, enabling fast and seamless communication services.

Office / Division:	Radio/Telephone Base Operations Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may Avail:	Radio End-Users, Executive, Legislative, various Offices & Barangays

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request	Requesting Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for the Installation, programming of Radio Equipment.	1.1 Receive letter request.	None	2 minutes	QCCSD Admin Personnel
	1.2 Endorse letter request to the Department Head/ Maintenance Section for approval.	None	3 minutes	QCCSD Admin Personnel
	1.3 Approval of Request		1 Day	Department Head
TOTAL		None	1 Day and 5 minutes	

NATIONAL HOTLINE CITIZENS' COMPLAINT AND ACTION DIVISION



3. 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.

Office / Division:	National Hotline Citizens' Complaint and Action Division - Portal Section
Classification:	Complex to Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may Avail:	The General Public of Quezon City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1.1 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/ Department Head
2. Office of the President, Presidential Complaint Center, Department of Interior and Local Government	2.1 Processing and identify the complaints/inquiry/ other concerns and draft email of referral to various	None	3 minutes	Secretariat



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Hotline indorses the complaint to QC Local Government Unit Office of the Mayor, Chief of Staff, Office of the City Administrator 8888	offices for their appropriate and immediate action/s.			
3. Office of the Mayor forwards complains to QC complaint hotline 8888 for referral to various action units for appropriate immediate action	3.1 Send transmittal to concerned Departments / Offices thru Zimbra Account.	None	3 minutes	Secretariat
	3.2 Receives Action taken and gives feedback to the complainant.	None	5 Days	Permanent/ Alternate Focal Person/ Department Head
	3.3 Request Ticket Closure to 8888 Portal.	None	2 Days	Secretariat
	3.4 Database encoding and management	None	3 minutes	Technical/Support Staff/Officer
4. Report the City's action on an 8888 complaint to 8888 Citizens' Complaint Center in the Office of the President.	4.1 Submits weekly reports to the City Administrator/ Permanent Focal Person.			Alternate Focal Person/ Department Head
TOTAL		None	7 Days and 12 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to Provide Feedback:	Following the call resolution, callers are courteously asked for feedback by inquiring, 'Kamusta po ang aming serbisyo?' Alternatively, individuals can send their feedback via email to gccsd@quezoncity.gov.ph or through our Client Satisfaction Measurement (CSM) Survey QRCode.
Processing Feedback:	Our administrative and technical support team reviews all calls and emails daily, compiling valuable customer feedback for analysis and improvement.
Filing a Complaint:	Customers and callers have the option to file complaints by sending an email to helpdesk@quezoncity.gov.ph or contacting the QCitizen Helpline 122.
Processing Complaints:	On a daily basis, our team processes received complaints. These complaints are promptly escalated to immediate supervisors or department heads for thorough review and effective resolution.
Contact Information of CCB, PCC, ARTA	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: 0908-881-6565 email@contactcenterngbayan.gov.ph

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/Telephone Base 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 Contact Center and Helpdesk Division	Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City	122 8988-42-42
National Hotline Citizens' Complaint and Action Division	Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City	8988-42-42 Loc. 8416