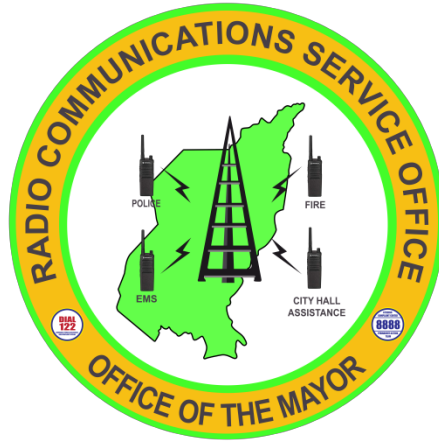


RADIO COMMUNICATIONS SERVICE OFFICE

CITIZEN'S CHARTER

2020 (1st Edition)



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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 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.

II. **Vision**

To be an effective service provider on a 24/7 basis through an efficient and reliable integrated two-way communication system and emergency and information helpline QC122; a way of providing Quezon City officials and constituencies ready, fast and easy access to assistance from police, traffic, fire, EMS, rescue and other concerns that need immediate attention by the City Government.

III. **Mission**

To provide fast, reliable, coordinated and continuous integrated two-way communications through radio and special 3-digit contact number, QC 122, as an emergency and information helpline that are readily accessible to the general public, city mayor, key officials and heads of various action units, especially during emergency and critical situations.

IV. **Service Pledge**

- Radio Communications Service Office 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.
- Commit to quality management of day to day operations and activities of the office.
- 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 office.



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RADIO COMMUNICATIONS SERVICE OFFICE

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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.

Office / Division:	Radio Communications Service Office / Radio & Telephone Base Operations Division			
Classification:	Simple			
Types of Transaction:	Radio Base and Telephone Operations. 24/7			
Who may Avail:	General Public within Quezon City, other Government Agencies, and Network users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send calls, instructions, Clarifications	1. Operations and maintenance of a 24 hours integrated communications system for the Quezon City Government	None	3 minutes	Radio & Telephone Operators and Shift in Charge
2. Receives feedbacks –Implements instruction, clarifications & information	2. Receives calls and relays to concern Office via Radio/Telephone from a wide variety of cases ranging from police, fire, emergency, medical, rescue and other concerns for appropriate actions.			
	3. Processing of calls by having as much information from the caller as possible regarding the emergency and other concerns, to provide the			



	<p>proper and appropriate responses and actions.</p> <ol style="list-style-type: none"> 4. Create incident ticket number and input all the information on the incident form. 5. Endorse to the Team Leader for checking. 6. Coordinate to the action unit for appropriate action. 7. Follow-up calls to the action unit and get feedback of their action taken. 8. Give feedback to the caller regarding their concern. 9. Database encoding and Management System 			
	Total		3 mins.	



2. QCITIZEN HELPLINE 122

24/7 Emergency, Public Assistance & Complaint and Action Center.

Office / Division:	Radio Communications Service Office / Hotline 122 Contact Center Division			
Classification:	Complex			
Types of Transaction:	Hotline 122 Contact Center 24/7			
Who may Avail:	General Public within Quezon City, MMDA, 911, QCPD-Tactical Operations Center & other Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Public Dial Hotline 122 for Emergency, Public Assistance & Complaint 2. Receives feedbacks	1. Taking calls from a wide variety of cases ranging from police assistance, fire incident, medical emergency, rescue and other concerns for appropriate actions. 2. Processing of calls by having as much information from the caller as possible regarding the emergency and other concerns, to provide the proper and appropriate responses and actions. 3. Create incident ticket number and input all the information on the incident form. 4. Endorse to the Team Leader for checking. 5. Coordinate to the action unit for appropriate action. 6. Follow-up calls to the	None	Continues 24/7 including Saturdays, Sundays & holidays 3 minutes per incident call 3 minutes	Call takers & Shift Supervisor



	<p>action unit and get</p> <p>7. Feedback of their action taken.</p> <p>8. Give feedback to the caller regarding their concern.</p> <p>9. Database encoding and Management System</p>			
		Total		6 mins.



3. NTC SEMINARS ON RADIO LAWS AND REGULATION

Provide Seminars on Radio / Telephone Basic Operations.

Office / Division:		Radio Communications Service Office/ Radio & Telephone Base Operations Division		
Classification:		Simple		
Types of Transaction:		Seminar on Radio/ Telephone basic Laws & Regulations		
Who may Avail:		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 trainings / seminars	1. Receives required letter quest	None	7 minutes	RCSO admin Personnel
	2. Evaluates if the minimum of 25 person requirement is being met			RCSO admin Personnel
2. Receives feedback about the request	3. Prepares the letter request to NTC and coordinates for a schedule of the seminar.		2 Days	Chief of Office
	4. Give feedback to requesting party on approved schedule of seminar.		3 minutes	RCSO admin Personnel
3. Receives trainings/ seminars/ certificates of attendance	5. Facilitates the conducting of seminars and application of NTC permits.		3 hours	NTC resource person and RCSO admin personnel
Total			2 days, 3 hours & 10 minutes	



4. QUEZON CITY ACTION TEAM OF helpdesk@quezoncity.gov.ph

Receive and identify the type of concern or complaints and then send to the concern department/ offices for appropriate action.

Office / Division:	Radio Communications Service / 8888 Citizens Complaint and Action Division			
Classification:	Complex			
Types of Transaction:	24/7 Helpdesk@quezoncity.gov.ph Email Management			
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 an email to helpdesk@quezoncity.gov.ph with complete details a. Complaint b. Inquiries	24/7 Email monitoring of helpdesk@quezoncity.gov.ph <ul style="list-style-type: none"> • Processing complaints <ul style="list-style-type: none"> ○ Identify the concerns/ complaints ○ Draft email letter of referral ○ Review draft email referral letter ○ Send it to concern Department/Offices for appropriate and immediate action/s. ○ Receives copies of action taken. ○ Send copies of action taken to complainant email address ○ Database encoding and management ○ Submits regular reports to City Administrator/ Permanent Focal Person 	None	3 mins. 3 mins 3 mins 3 mins. 3 mins. 3 mins.	Administrative Office Technical Staff/Officer Chief of Office
Total			1 week & 21 mins.	



Internal Services

1. ISSUANCE OF RADIO EQUIPMENT

Issuance of Radio Communications Equipment to various Department/
Offices.

Office / Division:		Radio Communications Service Office / Radio & Telephone Base Operations Division		
Classification:		Simple		
Types of Transaction:		Issuance of Radio Communications Equipment		
Who may Avail:		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.	1. Receive	None	2 minutes	Administrative Aide IV Chief of Office
2.	2. Determines, evaluates and recommends for issuance of equipment		1 day	
3.	3. Prepares acknowledgement receipt equipment (ARE) covering the communications equipment		10 minutes	Administrative Assistant III
4.	4. Signs A.R.E. for to acknowledge receipt of equipment		7 minutes	
5.	5. Signs/approves A.R.E. for re-issuance of radio equipment/accessories		1 day	Chief of Office
6.	6. Records and files A.R.E., release		2 minutes	Administrative Officer V
Total			2 days & 22 minutes	



2. ISSUANCE OF GENERAL CLEARANCE

Issue certification as to clearance from Radio Equipment accountability prior with the approval of general clearance.

Office / Division:	Radio Communications Service / Administrative Division			
Classification:	Simple			
Types of Transaction:	Issuance of Equipment Accountability Clearance			
Who may Avail:	All employees who will be separated from the service retirement, resignation, dismissal or transfer, travel abroad or those who will be going on a prolonged leave of absence.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents general clearance forms	1. Verifies if the applicant was issued radio equipment a. If issued request the applicant to account/ turn over equipment issued b. An applicant without equipment accountability can wait for the immediate issuance of requested clearance	None	3 minutes	Administrative Aide IV
2. Approval and release of clearance	2. Approved Clearance			Administrative Officer V
Total			3 minutes	Chief of Office



3. QUEZON CITY CITIZENS' COMPLAINT HOTLINE 8888 ACTION TEAM

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

Office / Division:		Radio Communications Service / 8888 Citizens Complaint and Action Division		
Classification:		Complex		
Types of Transaction:		24/7 Quezon City Citizen Complaint from Hotline 8888 Management		
Who may Avail:		General Public within 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	24/7 Quezon City Citizens' Complaint Hotline 8888 <ul style="list-style-type: none"> Receiving endorsement on various complaints from Office of the President, Presidential Complaint Center and Department of Interior Local Government, Public Assistance Complaint center course through Office of the City Mayor, City Administrator and Chief of Staff 	None	3 mins.	Secretariat
2. Office of the President, Presidential Complaint Center, Department of Interior and Local Government 8888 Hotline	<ul style="list-style-type: none"> Processing complaints <ul style="list-style-type: none"> Identify the concerns/ complaints Draft letter of referral to 		3 mins.	Secretariat



<p>indorses the complaint to QC Local Government Unit Office of the Mayor, Chief of Staff, Office of the City Administrator</p>	<p>various offices for appropriate and immediate action/s</p> <ul style="list-style-type: none"> • Review draft letter referral and forward for signature of the Permanent/ Alternate Focal Person 		<p>10 mins.</p>	<p>Secretariat Head</p>
<p>3. Office of the Mayor forwards complains to QC complaint hotline 8888 for referral to various action units for appropriate immediate action</p>	<ul style="list-style-type: none"> • Reviews, approves and release for transmittal to different offices • Transmits/sends letter referral to different offices • Receives reply copies of action taken hereof, forwards to Technical Staff/Officer 		<p>3 mins. 3 mins.</p>	<p>Permanent/ Alternate Focal Person/ Chief of Office Secretariat Liason</p>
<p>4. Report the City's action on an 8888 complaint to 8888 Citizens' Complaint Center in the Office of the President.</p>	<ul style="list-style-type: none"> • Prepare and Transmit to originating office (O.P./DILG, CSC, OMB). Action taken and results of various concerns, for ticket closures. • Database encoding and management • Submits regular reports to City Administrator/ Permanent Focal Person 		<p>Within the day 3 mins.</p>	<p>Secretariat</p>
			<p>3 mins. Weekly</p>	<p>Technical Staff/Officer Permanent/ Alternate Focal Person/ Chief of Office</p>
<p>Total</p>			<p>28 mins.</p>	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	After a call is received and proper coordination and action is taken. The caller is asked a simple question? “Kamusta po ang aming serbisyo?” or advice to send an email at dial122epachl@gmail.com for feedback.
How feedback is processed	Every day the admin personnel check all calls / emails and compile all customer feedback being received.
How to file a complaint	A customer / caller can send a complaint via email (dial122epachl@gmail.com) or simply call QCitizen Helpline Dial 122.
How complaints are processed	Complaints are being processed everyday by the admin personnel and endorsed to the immediate supervisor / Head of Office for appropriate actions.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



List of Offices

Office	Address	Contact information
Office Head	DRRM Building, Quezon City hall, Kalayaan Avenue, Barangay Central, Quezon City	Loc. 8417
Radio/ Telephone & Operation Division	DRRM Building, Quezon City hall, Kalayaan Avenue, Barangay Central, Quezon City	8922-3227 8927-8827
Admin Division	DRRM Building, Quezon City hall, Kalayaan Avenue, Barangay Central, Quezon City	Loc. 8416
Hotline 122 Contact Center Division	DRRM Building, Quezon City hall, Kalayaan Avenue, Barangay Central, Quezon City	Dial 122
8888 Citizen Complaints & Action Division	DRRM Building, Quezon City hall, Kalayaan Avenue, Barangay Central, Quezon City	Loc. 8404