



RADIO COMMUNICATIONS SERVICE OFFICE

CITIZEN'S CHARTER

2022 (2nd Edition)



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 today 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: | QCitizen, General Public, Barangay Base Radio & Ambulance, 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. Send calls via Radio or Trunkline 8988-4242 Loc. 8407/8416 2. Receives updates and feedback, instructions, clarifications/information. | 1. 24/7 Monitoring of calls via Integrated Communications System for the Quezon City Government. | None | 2 minutes | Radio/Telephone Operators/Shift Supervisor |
| | 2. Receives calls via two-way Base Radio or Telephone from a wide variety of cases such as, Emergency, Covid 19 concerned, Complaints, Public Assistant, Inquiries & Other concerned. | | | Radio/Telephone Operators |
| | 3. Processing of calls by having as much complete information from the caller for immediate and appropriate responses and actions. | | | Radio/telephone Operators |
| | 4. Create incident ticket thru Microsoft Dynamic 365 ticketing System. | | | Radio/Telephone Operator |
| | 5. Endorse to the Shift Supervisor for review. | | | Radio/Telephone Operators |



| | | | | |
|-------|---|------------|---|---|
| | <p>6. Coordinate via call or assign ticket to concerned Depts./ Offices thru Dynamic 365 Ticketing System users account for their appropriate actions.</p> <p>7. Follow-up ticket via call or chat/messaging thru Dynamic 365 Ticketing System to the action unit and get feedback of their action taken.</p> <p>8. Give feedback to the callers regarding their concern.</p> <p>9. Data base encoding and management system.</p> | | <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 minutes</p> | <p>Radio/Telephone Operators/Shift Supervisor</p> <p>Radio/Telephone Operators/Shift Supervisor</p> <p>Radio/Telephone Operators/Shift Supervisor</p> <p>Radio/Telephone Operators/Shift Supervisor</p> |
| Total | Total | 16 minutes | | |



2. QCITIZEN HELPLINE CONTACT CENTER DIAL122

QCitizen Emergency Helpline & Complaint and Action Center.

| | | | | |
|--|---|---|------------------------|------------------------------|
| Office / Division: | | Radio Communications Service Office / QC Helpline 122 Contact Center Division | | |
| Classification: | | Complex | | |
| Types of Transaction: | | QC Helpline122 Contact Center 24/7 | | |
| Who may Avail: | | QCitizen, General Public, MMDA, Emergency 911, QCPD-Tactical Operations Center & Other Local Government Agency. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| NONE | | NONE | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send a call via QC Helpline Dial 122 or back-up number: 09190670715 09190670096 09190670236 09278619733 | 1. 24/7 Monitoring of calls coming from QCitizen Helpline 122. | None | 2 minutes | Call Takers/Shift Supervisor |
| | 2. Taking calls via Helpline 122 or back-up numbers from a wide variety of cases such as Emergency, Covid 19 Concerned, Complaints, Public Assistant/Inquiries & Other Concerned. | | | Call takers |
| | 3. Processing of calls by having as much complete information from the caller for immediate and appropriate responses and actions. | | | Call Takers |
| | 4. Create incident ticket thru Microsoft Dynamic 365 Ticketing System. | | | Call Takers |
| | 5. Endorse to the Shift Supervisor for review. | | | Call Takers |



| | | | | |
|--|--|--|------------|------------------------------|
| 2. Receives updates and feedback, instructions & clarifications. | 6. Coordinate via call or assign ticket to concerned Depts./ Offices thru Dynamic 365 Ticketing System users account, for appropriate actions. | | 2 minutes | Call Takers/Shift Supervisor |
| | 7. Follow-up ticket via call or chat/messaging thru Dynamic 365 Ticketing System to the action unit and get feedback of their action taken. | | 2 minutes | Call Takers/Shift Supervisor |
| | 8. Give feedback to the callers regarding their concerned. | | 2 minutes | Call Takers/Shift Supervisor |
| | 9. Data base encoding & Management system. | | 2 minutes | Call Takers/Shift Supervisor |
| Total | | | 16 minutes | |



3. NTC SEMINARS ON RADIO LAWS AND REGULATION

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

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|--|---|---|---|--|
| 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 Training/ Seminar on Radio/Tel. Basic Operations. | 1. Receives letter request 2. Evaluates if the minimum of 25person participants being met. 3. Prepares letter request to the National Telecommunications Commission and coordinates for a schedule of the seminar | None | 5 minutes | RCSO admin Personnel RCSO admin Personnel |
| 2. Receives feedback about the request. | 4. Give feedback to the requesting party on approved schedule of seminar. 5. Approval of Training/ Seminar request. | | 3 Days | Chief of Office |
| 3. Receives Training Certificate of Attendance | 6. Facilities the conducting of seminar & processing of application for Radio Operators NTC license Certificate. | | 5 minutes | RCSO admin Personnel |
| | | | 2 minutes | Chief of Office |
| | | | 2 hours | NTC resource person and RCSO admin personnel |
| Total | | | 3 days, 2 hours & 10 minutes | |



4. QUEZON CITY ACTION TEAM OF helpdesk@quezoncity.gov.ph / gcitizenservice@qchelp122.onmicrosoft.com

Receive and identify the type of concern or complaints and send to the concern Department/Offices for appropriate action.

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|---|---|--|------------------------|---|---------------------------------|
| Office / Division: | Radio Communications Service Office / 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 email to helpdesk@quezoncity.gov.ph with complete details of complaint/inquiries. | 24/7 Email monitoring of helpdesk@quezoncity.gov.ph | None | 3 minutes | Administrative Office/Technical Support Staff/Officer | |
| | 1. Processing of complaints/inquiries & identify the concerns. | | | | |
| | 2. Draft email letter of referral. | | | 3 minutes | |
| | 3. Send it to concern Department/Offices for appropriate and immediate action/s. | | | 3 minutes | Technical Support Staff/Officer |
| | 4. Receives copies of action taken & send copies of action taken to complainant email address. | | | 3 minutes | |
| | 5. Data base encoding and management system. | | | 3 minutes | |
| 6. Submits regular reports to the City Administrator/ Permanent Focal Person. | Weekly | Technical Support Staff/Officer/ Chief of Office | | | |
| 2. Receives Update/ Feedback. | | | | | |
| Total | | | 1 week & 18 minutes | | |



5.QCitizen Helpdesk @ RCSO Facebook Page

Monitoring and identify the type of Complaints/Inquiries & Other Concern.

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|---|---|------------------------|----------------------------------|----------------------------------|-----------|
| Office / Division: | Radio Communications Service Office / 8888 Citizens Complaint and Action Division | | | | |
| Classification: | Complex | | | | |
| Types of Transaction: | 24/7 Helpdesk @ RCSO Facebook Page 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 Chat/ Messages to QCitizen Help Desk @ RCSO Facebook Page with complete details of Complaints/Inquiries. | 24/7 Monitoring of QCitizen Helpdesk @ RCSO Facebook Page | None | | Technical Support Staff/ Officer | |
| | 1 Answering all Chat/ messages from Face Book Fage. | | | | 3minutes |
| | 2 Processing of complaint/inquiries & identify the concerns. | | | | 3 minutes |
| | 3 Give immediate feedback/answers to the FB account users/senders. | | | | 3 minutes |
| 4 Coordinate any complaints/inquiries concerning with other Depts./Offices for their appropriate actions. | | 3 minutes | Technical Support staff/ Officer | | |



| | | | | |
|-------------------------------|--|--|---------------------|--|
| 2. Receives Update/ Feedback. | 5 Give feedback to the Facebook account users/senders. | | 3 minutes | Technical Support staff/ Officer |
| | 6 Data base encoding and management system. | | 3 minutes | Technical Support staff/ Officer |
| | 7 Submits regular reports to the City Administrator/ Permanent/Focal Person. | | Weekly | Technical Support Staff/Officer/ Chief of Office |
| Total | | | 1 week & 18 minutes | |



Internal Services

1. ISSUANCE OF RADIO EQUIPMENT

Issuance of Radio Communications Equipment to various Department/ Offices.

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|----------------------------------|--|--|--------------------------------|---|
| 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. Send letter Request | 1. Receive letter request. | None | 2 minutes | Administrative Aide IV Chief of Office |
| | 2. Determines, evaluates and recommends for issuance of equipment. | | 1 day | |
| | 3. Prepares Sub-Property Acknowledgement Receipt covering the communications equipment to be issue. | | 10 minutes | Administrative Assistant III |
| | 4. Signs Sub-Property acknowledgement receipt as to acknowledge the receipt. | | 1 day | Requesting Party |
| | 5. Signs/approves Sub-property acknowledgement receipt for issuance of Radio Equipment/ accessories. | | 3 minutes | Chief of Office |
| | 6. Records and files Sub-Property Acknowledgement Receipt release. | | 2 minutes | Administrative Officer V |
| Total | | | 2 days & 17 minutes | |



2. SIGNING OF GENERAL CLEARANCE

Signed clearance from Radio Equipment accountability prior with the approval of the General clearance.

| | | | | |
|------------------------------------|--|--|--|---|
| Office / Division: | | Radio Communications Service Office / 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 Form | <ol style="list-style-type: none"> 1. Verifies if the applicant was issued Radio equipment. 2. If the applicants issued with radio equipment, he/she requested to account/ turn over the equipment issued. 3. If the applicant has no equipment accountability, he / she can wait for a while for the approval & signing of clearance. 4. Sign/approved clearance. 5. Released. | None | <p>3 minutes</p> <p>3 minutes</p> <p>2 minutes</p> | <p>Administrative Aide IV</p> <p>Administrative Officer V</p> <p>Chief of Office</p> <p>Administrative Aide V</p> |
| Total | | | 10 minutes | |



2 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 portal.

| | | | | |
|--|--|------------------------|------------------------|---|
| Office / Division: | Radio Communications Service Office / 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 Portal 8888. 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/Chief of Office Secretariat |
| 2. Office of the President, Presidential Complaint Center, Department of Interior and Local Government 8888 Hotline | 2. Processing and identify the complaints/inquiry/ other concerns and draft email of referral to various | | 3 minutes | Secretariat |



| | | | | |
|--|---|-------------------------|---|--|
| <p>indorses the complaint to QC Local Government Unit Office of the Mayor, Chief of Staff, Office of the City Administrator</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> <p>4. Report the City's action on an 8888 complaint to 8888 Citizens' Complaint Center in the Office of the President.</p> | <p>offices for their appropriate and immediate action/s.</p> <p>3. Send transmittal to concerned Departments / Offices thru Zimbra Account</p> <p>4. Receives Action taken and gives feedback to the complainant.</p> <p>5. Request Ticket Closure to 8888 Portal.</p> <p>6. Database encoding and management</p> <p>7. Submits regular reports to City Administrator / Permanent Focal Person.</p> | | <p>3 minutes</p> <p>3minutes</p> <p>3 minutes</p> <p>Weekly</p> | <p>Permanent/ Alternate Focal Person/ Chief of Office</p> <p>Secretariat/ Liaison</p> <p>Secretariat</p> <p>Technical/Support Staff/Officer</p> <p>Permanent/ Alternate Focal Person/Chief of Office</p> |
| <p>Total</p> | | <p>1week 15 minutes</p> | | |



| FEEDBACK AND COMPLAINTS MECHANISMS | |
|---|--|
| How to send a feedback | After a call is received and being properly assisted, 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 / technical staff support 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 (helpdesk@quezoncity.gov.ph) 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 | Civic Building D, Roof deck and DRRM Building, Quezon City Hall, Kalayaan Avenue, Barangay Central, Quezon City | Loc. 8416s / 8407 |
| Radio Base/Telephone Operations Division | Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City | Loc. 8416 / 8407 |
| Administrative Division | DRRM Building, Quezon City Hall, Kalayaan Avenue, Barangay Central, Quezon City | 8922-3227 8927-8827 |
| QC Helpline 122 Contact Center Division | Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City | Dial 122 |
| 8888 Citizen Complaints & Action Division | Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City | Loc. 8416 / 8407 |
| QCitizen Helpdesk/Helpline & RCSO Facebook Page | Civic Building D, Roof deck, Quezon City Hall Compound, Brgy. Central, Quezon City | Loc. 8416 / 8407 |