

5.QCitizen Helpdesk @ RCSO Facebook Page

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

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 Page.			3minutes	
	2 Processing of complaint/inquiries & identify the concerns.			3 minutes	Technical Support staff/ Officer
	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				