

#### 4. QUEZON CITY ACTION TEAM OF [helpdesk@quezoncity.gov.ph](mailto:helpdesk@quezoncity.gov.ph) / [qcitizenservice@qchelpline122.onmicrosoft.com](mailto:qcitizenservice@qchelpline122.onmicrosoft.com)

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

<b>Office / Division:</b>	Radio Communications Service Office / 8888 Citizens Complaint and Action Division				
<b>Classification:</b>	Complex				
<b>Types of Transaction:</b>	24/7 Helpdesk@quezoncity.gov.ph Email Management				
<b>Who may Avail:</b>	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 <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a> with complete details of complaint/inquiries.	24/7 Email monitoring of <a href="mailto:helpdesk@quezoncity.gov.ph">helpdesk@quezoncity.gov.ph</a>	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	
2. Receives Update/ Feedback.	6. Submits regular reports to the City Administrator/ Permanent Focal Person.		Weekly	Technical Support Staff/Officer/ Chief of Office	
Total			1 week & 18 minutes		