



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
	2.2 Database encoding and management system.	None	2 minutes	Technical Support Staff/ Officer



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Submits weekly reports to the City Administrator.			Officer/ Department Head
TOTAL		None	10 minutes	