



QC HELPLINE CONTACT CENTER AND HELPDESK DIVISION & NATIONAL HOTLINE CITIZENS' COMPLAINT AND ACTION DIVISION

4. Quezon City Action Team of Helpdesk and Helpline 122

Email monitoring, receiving, identifying concerns or complaints, and forwarding them to the relevant departments/offices for appropriate action.

Office / Division:	QC Helpline Contact Center and Helpdesk Division & National Hotline Citizens' Complaint and Action Division - Helpdesk & 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 email to helpdesk@quezoncity.gov.ph and qcitizenservice@qc.helpline122.onmicrosoft.com with complete details of complaint and inquiries.	1.1 Processing of complaints/inquiries & identify the concerns	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	1.2 Draft email letter of referral.	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	1.3 Send it to the concerned Department/Offices for appropriate and immediate action/s.	None	1 minute	Helpdesk & Helpline Technical Support Staff/ Officer
2. Receives Update/ Feedback.	2.1 Receives copies of action taken & sends copies of action taken to	None	1 day	Helpdesk & Helpline Technical Support Staff/ Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	complainant email address.			
	2.2 Database encoding and management system.	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	2.3 Follow up open tickets from another Department.	None	2 minutes	Helpdesk & Helpline Technical Support Staff/ Officer
	2.4 Submits weekly reports to the City Administrator/ Permanent Focal Person.			Officer/ Department Head
TOTAL		None	1 Day and 9 minutes	