



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
21st City Council

PO21CC-450

87th Regular Session

ORDINANCE NO. SP- **3106**, S-2022

AN ORDINANCE CREATING THE QUEZON CITY CITIZEN SERVICES DEPARTMENT (QCITIZEN SERVICES DEPARTMENT), THEREBY REPLACING THE RADIO COMMUNICATIONS SERVICES OFFICE (RCSO), PROVIDING FOR ITS MANDATE, ORGANIZATIONAL FORMATION AND STAFFING PATTERN AND APPROPRIATING FUNDS THEREOF.

Introduced by Councilors FRANZ S. PUMAREN, ATTY. BONG LIBAN, DONATO "Donny" C. MATIAS, ERIC Z. MEDINA and VICTOR V. FERRER, JR.

Co-Introduced by Councilors Bernard R. Herrera, Lena Marie P. Juico, Dorothy A. Delarmente, M.D., Tany Joe "TJ" L. Calalay, Nicole Ella V. Crisologo, Winston "Winnie" T. Castelo, Eden Delilah "Candy" A. Medina, Ramon P. Medalla, Mikey F. Belmonte, Estrella C. Valmocina, Kate Galang-Coseteng, Matias John T. Defensor, Wencerom Benedict C. Lagumbay, Jorge L. Banal, Sr., Peachy V. De Leon, Imee A. Rillo, Marra C. Suntay, Irene R. Belmonte, Resty B. Malañgen, Ivy L. Lagman, Hero M. Bautista, Jose A. Visaya, Patrick Michael Vargas, Shaira L. Liban, Ram V. Medalla, Allan Butch T. Francisco, Marivic Co Pilar, Rogelio "Roger" P. Juan, Diorella Maria G. Sotto-Antonio, Freddy S. Roxas and Noe Dela Fuente.

WHEREAS, by virtue of Executive Order No. 11, S. 1987 dated 2 March 1987 Re: "Transferring the Radio Communications Division from the Civil Intelligence Security Division to the Office of the City Mayor", said transfer was necessary to give the Mayor full control over the Radio Communications Division;

WHEREAS, Quezon City Ordinance No. NC-173, S-1990 created the Radio Communications Service under the Office of the City Mayor that will "define, install, operate and maintain an integrated communication system for the City Government";

g

N

S

S
b

WHEREAS, Quezon City Ordinance No. SP-2029, S-2010 created the emergency and information helpline known as "QC 122" and its additional functions and responsibilities were placed under the Radio Communications Service of the Office of the City Mayor;

WHEREAS, Executive Order Nos. 11, S-2016 and 7, S-2019 provided that the Radio Communications Service Chief shall be the Dispatching Officer in the interoperability of all Action and Support Service Offices of the Quezon City Disaster Risk Reduction and Management Council;

WHEREAS, the "Quezon City Citizens' Complaint Hotline 8888 Action Team" created under Executive Order No. 24, S-2019 involved manpower from the Radio Communications Service Office in administering the 8888 software and in handling all calls on complaints and grievances;

WHEREAS, the RCSO was further tasked to manage the city government's helpdesk email domain for complaints and public services;

WHEREAS, the *aforecited* city ordinances and orders issued throughout the years involving the RCSO and its duties and responsibilities needs to be streamlined in order for that office to effectively and efficiently discharge its mandate;

WHEREAS, the establishment of a Quezon City Citizen Services Department shall integrate all the functions and duties accorded to RCSO in dealing with all phone-in calls and email concerns that city residents and other stakeholders may relay;

NOW, THEREFORE,

BE IT ORDAINED BY THE CITY COUNCIL OF QUEZON CITY IN REGULAR SESSION ASSEMBLED:

SECTION 1. CREATION. - There is hereby created a Quezon City Citizen Services Department ("QCitizen Services Department", for brevity), thereby replacing the Radio Communications Service Office (RCSO).

SECTION 2. MANDATE. - The Quezon City Citizen Services Department shall:

1. Take charge in the establishment, acquisition, installation, administration, operation and supervision of an efficient, reliable and integrated radio communications and other telecommunications system, equipment and/or facilities for the city government;
2. Ensure the city government's compliance with all existing laws and guidelines relating to the establishment, acquisition, installation, administration, operation and supervision of radio communications and other telecommunications system, equipment and/or facilities;

a *r* *S* *g* *b*

3. *Manage both Emergency and Information Help Line known as "QC 122" (or other equivalent Quezon City hotline) which serves as a single contact hotline number that can be easily accessed by the city's constituency who are in need of emergency assistance and other concerns that needs immediate attention and quick access to public information, and the city's helpdesk email domain (helpdesk@quezoncity.gov.ph) as a matter of right on basic services, transactions and dealings with the city government and receive direct reports from constituents needs and other concerns and bridge them to the agencies/offices concerned;*
4. *Serve as the Action Team for Quezon City's Citizens' Complaint Hotline 8888, or other equivalent national hotline number;*
5. *Provide a QCitizen Service's feedback mechanism that shall ensure the turn-around time and actions taken on all complaints, queries and other concerns received through QC 122, helpdesk email domain and Hotline 8888; and*
6. *Perform other functions or duties that may be delegated and provided by other laws or ordinances.*

SECTION 3. ORGANIZATIONAL STRUCTURE. - The organizational structure of the QCitizen Service Department based from the Radio Communications Service Office (RCSO) is hereby rationalized for the purpose as stated in the attached document and made an integral part hereof.

SECTION 4. FUNCTIONAL DIVISIONS. - The following divisions shall comprise the QCitizen Service Department and shall perform the duties and responsibilities hereunder stated:

A. RADIO/TELEPHONE BASE OPERATIONS DIVISION

1. *Develop an efficient, reliable and integrated radio communications and other telecommunication systems and maintenance plans for the city government;*
2. *Manage and monitor the operations and maintenance of radio equipment and other communication system, devices and/or facilities; and*
3. *Prepare a sound feedback mechanism on calls and other concerns received through the QC 122, help desk email domain and the 8888 Hotline.*

9

h

5

8

6

B. QC HELPLINE CONTACT CENTER AND HELPDESK DIVISION

1. Manage and supervise the QC 122, or equivalent Quezon City helpline, in receiving emergency calls and responses and in coordinating emergency dispatch operations to concerned city departments/offices/units or other government agencies during disasters and calamities; and
2. Act on concerns received through the city's email domain (helpdesk@quezoncity.gov.ph) in relaying quick appropriate responses to address the requirements needed by the affected party.

C. NATIONAL HOTLINE CITIZEN'S COMPLAINT AND ACTION DIVISION

1. Manage the 8888 Hotline system, or equivalent national hotline system, in receiving, handling and monitoring calls or complaints to ensure that prompt action is taken upon receipt of the call/complaint; and
2. Prepare and coordinate with the 8888 Citizen's Complaint Center and/or the Presidential Complaint Center in reportorial requirements on the city's action on its referrals/ transmittals.

D. ADMINISTRATIVE DIVISION

1. Develop plans, programs, procedures, policies, and standards related to office management and administration;
2. Processes documents on appointments, leave applications, separation, Magna Carta, etc.;
3. Administer the budget planning, policies, systems, procedures, and strategies for office; and
4. Administer the purchasing of supplies and inventories of the office and other related of supplies management.

SECTION 5. CREATION OF PLANTILLA POSITIONS. - New plantilla positions are hereby created as follows and its corresponding functions:

1. **Communications Service Officer (City Government Department Head III/SG-27)**

g

n

S

f

- 1.1. Take charge in the establishment, acquisition, installation, administration, operation, and supervision of an efficient, reliable, and integrated radio communications and other telecommunications system, equipment, and/or facilities for the city government;
 - 1.2. Ensure the city government's compliance with all existing laws and guidelines relating to the establishment, acquisition, installation, administration, operation, and supervision of radio communications and other telecommunications system, equipment, and/or facilities;
 - 1.3. Manage both the Emergency and Information HelpLine known as "QC 122", or other equivalent city helpline, which serves as a single contact hotline number that can be easily accessed by the city's constituency who are in need of emergency assistance and other concerns that needs immediate attention and quick access to public information and the city's helpdesk email domain (helpdesk@quezoncity.gov.ph) as a matter of right on basic services, transaction and dealings with the city government and receives direct reports from constituents needs and other concerns and bridge them to the agencies/offices concerned;
 - 1.4. Serve as the alternate Focal Person, Action Team for Quezon City's Citizens' Complaint Hotline 8888, or other equivalent national hotline number;
 - 1.5. Provide a QCitizen Service's feedback mechanism that shall ensure the turn-around time and action taken on all complaints, queries, and other concerns received through QC 122, helpdesk email domain, and Hotline 8888; and
 - 1.6. Perform other functions or duties that may be delegated and provided by other laws or ordinances.
- 2. Assistant Communications Services Officer (City Government Department Head III/SG-25)**
- 2.1. Assist the Head in the overall supervision of the department;
 - 2.2. Act as Officer-In-Charge in the absence of the Head; and
 - 2.3. Perform related functions or duties that may be delegated or assigned by the Head.

g

n

5

6

3. Chief Administrative Officer (SG-24)

- 3.1. *Plan, direct and supervise the operation of the division and the work of the subordinates in carrying out its functions;*
- 3.2. *Recommend for management's approval standard procedures in all personnel transactions, including the processing of appointments, leave benefits, and the custody of the vital personnel records;*
- 3.3. *Enforce office discipline and civil service administrative rules and regulations;*
- 3.4. *Review and recommend personnel programs and procedures in recruitment and selection, performance evaluation, promotion, employment relation, employee benefits and welfare, physical health, discipline, and other aspects of career and employee development, pursuant to civil service regulations;*
- 3.5. *Provide leadership in the department's Complaints and Grievance Committee which shall develop and maintain a system governing an expeditious, fair and equitable settlement of employees' complaints;*
- 3.6. *Establish and maintain effective liaison and familiarization with the Civil Service Commission, Department of Budget and Management and other personnel management entities and public organizations on issuances related to other aspects of personnel evaluation, benefits and other functions;*
- 3.7. *Plan, coordinate, integrate, evaluate and supervise all training programs/activities of the department;*
- 3.8. *Review work assignments and finished work of subordinates for quality, consistency and in conformity with norms and performance commitments;*
- 3.9. *Review budget requirement for the programs and operation of the department;*
- 3.10. *Serve as a resource person in training and seminars;*
- 3.11. *Provide leadership in establishing and maintaining a cultural and sports development program/activities for the department's employees;*

g

n

5

6

- 3.12. Review and implement measures of the division to facilitate internal process operations; and
- 3.13. Performs other tasks that may be assigned by supervisor/s.

4. Chief Administrative Officer (Information Officer V/SG-24)

- 4.1. Serve as the technical and administrative head and manage the work of the division;
- 4.2. Plan, organize, direct, coordinate and control programs, policies, standards, guidelines and systems relative to the conduct of statistical surveys/studies on complaints/other concerns from the public;
- 4.3. Oversee the implementation of statistical data collection, estimation, compilation, review and validation related to complaints and other concerns received;
- 4.4. Supervise the preparation of technical reports/articles, memoranda, resolutions, letters, and other official documents related to the output when acted upon;
- 4.5. Exercise general supervision and evaluate all activities and outputs of subordinates;
- 4.6. Evaluate and recommend capacity building plans of the division;
- 4.7. Lead in the provision of technical and administrative support to Inter-Agency Committees/ Technical Committees/ Technical Working Group/ Task Forces assigned to the division; and
- 4.8. Perform other tasks that may be assigned by the immediate supervisor.

5. Supervising Administrative Officer (Information Officer IV/SG-22)

- 5.1. Oversee the establishment and maintenance of the data center that will store collected data and information, as well as related hardware, software and network infrastructure;

a

n

△

↓

- 5.2. *Ensure that configuration and functionality of various communications and/or ICT equipment, facilities, applications, and systems are updated based on the technical and security requirements;*
- 5.3. *Monitor and recommend actions to ensure the seamless flow of the data/information and communication system; and*
- 5.4. *Perform other work that may be assigned by the immediate supervisor.*

6. Administrative Officer V (Budget Officer III/SG-18)

- 6.1. *Assist in the supervision and operation of the Section and work of the subordinates in carrying out its functions;*
- 6.2. *Assist the Chief Administrative Officer in the final preparation of work and financial plans and other budgetary requirements and reports for the operation of the department;*
- 6.3. *Assist the Chief Administrative Officer in the final evaluation and review of programs/plans and procedures in all personnel matters; and*
- 6.4. *Performs other tasks that may be assigned by supervisor/s.*

7. Administrative Officer V (Information Officer III/SG-18)

- 7.1. *Supervise the day to day operations of the unit and act as project team leader;*
- 7.2. *Review, evaluate and analyze data/information relative to the kinds of complaints being referred to and other technical reports and papers being received;*
- 7.3. *Lead in the preparation of endorsement to the agency being complained;*
- 7.4. *Serve as subject matter specialist;*

9

h

B

g

6

- 7.5. *Develop and manage a program of activities or work plan for the attainment of the required performance indicators;*
- 7.6. *Assist the Chief Administrative Officer in the preparation of technical reports/articles, memoranda, resolutions, letters, work and financial plans, statistical indicators, and other official documents related to the output when acted upon; and*
- 7.7. *Perform other tasks that may be assigned by immediate supervisor/s.*

8. Administrative Officer IV (Budget Officer II/SG-15)

- 8.1. *Plan and prepare budget proposals/requirements and fund allocations of the department and attend to budget hearings;*
- 8.2. *Prepare financial and work plans for the request of sub-allotment/budget releases and status;*
- 8.3. *Control and analyze authorized allotments by program/project/activity and object of expenses to avoid incurrence of overdrafts and determine the status of funds from time to time for the information of all concerned;*
- 8.4. *Examine claims presented for obligations and issue corresponding financial documents when supporting papers are in order;*
- 8.5. *Keep track on the actual costs of expenditure by program/activity/object of expense and prepare a financial report based on the actual obligations incurred to aid the management in planning future projects; and*
- 8.6. *Performs other tasks that may be assigned by supervisor/s.*

9. Administrative Officer IV (Information Officer II/SG-15)

- 9.1. *Assist in overseeing the establishment and maintenance of the data center that will store relevant data and information, as well as related hardware, software and network infrastructure;*

g

n

5

9

6

- 9.2. Assist in the configuration and functionality of various communications equipment, facilities, applications, and systems are updated based on the technical and security requirements;
- 9.3. Maintain the records/ data files of the unit/ division; and
- 9.4. Perform other works that may be assigned by the immediate supervisor/ s.

10. Senior Administrative Assistant I (Communications Equipment Operator V/SG-13)

- 10.1. Assist in the operation of the division;
- 10.2. Ensure pertinent information are updated and disseminated to the staff on a daily basis;
- 10.3. Ensure that standard operating procedures in the daily operations of the section/ unit are implemented;
- 10.4. Prepare daily reports for submission to the supervisor; and
- 10.5. Perform other tasks that may be assigned by the supervisor/ s.

11. Administrative Assistant V (Communications Equipment Operator IV/SG-1.1)

- 11.1. Assist in overseeing of the division's operation in the implementation of standard operation procedures and management of information and responses;
- 11.2. Assist in the preparation of statistical report;
- 11.3. Gather information as inputs for the preparation of reports;
- 11.4. Assist to prepare regular reports for submission;
- 11.5. Assist in the organization and updating of databases of the division; and
- 11.6. Perform other tasks that may be assigned by the supervisor.

Handwritten marks: a, n, S, g, and a large blue arrow pointing upwards.

12. Administrative Assistant V (Data Entry Machine Operator III/SG-11)

- 12.1. *Collect and compile statistical data;*
- 12.2. *Maintain the statistical data files of the unit/division;*
- 12.3. *Gather information as inputs for the preparation of reports;*
- 12.4. *Assist in the organization and updating of databases of the division;*
- 12.5. *Assist in the preparation of statistical reports; and*
- 12.6. *Perform other tasks that may be assigned by the supervisor/s.*

13. Administrative Officer I (Supply Officer I/SG-10)

- 13.1. *Determine actual needs of the office and prepare job orders and requisitions for supplies, materials, and equipment;*
- 13.2. *Check requisitions and deliveries of supplies, materials, and equipment;*
- 13.3. *Maintain a record of all accountable properties and recommend disposal of unserviceable materials and equipment;*
- 13.4. *Assist in the preparation of a summary of liquidation and reimbursement and determine that all supporting documents of all transactions have been properly attached in the summary of expenses;*
- 13.5. *Keep and prepare correspondences pertaining to liquidation and reimbursement of expenses;*
- 13.6. *Encode vouchers, a summary of expenses, and other accounting-related documents; and*
- 13.7. *Perform other functions that may be assigned from time to time.*

9

K

5

9

6

14. Administrative Assistant III (Communications Equipment Operator III/SG-9)

- 14.1. Acts as an Assistant Shift-In-Charge and assist in the preparation of shift report;
- 14.2. Review incident ticket/s prior to transmittal to various action unit/s;
- 14.3. Follow-ups and coordinates with different responding units, incident information on action taken and result; and
- 14.4. Performs other tasks that may be assigned by supervisor/s.

15. Administrative Assistant II (Budgeting Assistant/SG-8)

- 15.1. Assist the Budget Officers in the preparation of the department's budget proposals/requirements;
- 15.2. Monitor budget allotment and/or balances;
- 15.3. Encode internal financial documents being processed by the department; and
- 15.4. Perform other tasks that may be assigned by supervisor/s.

16. Administrative Assistant II (Data Controller II/SG-8)

- 16.1. Provides services related to complaints and concerns forwarded by the Office of the President/DILG for immediate actions;
- 16.2. Receives, reviews, and controls data/information and documents referred to appropriate department/office for immediate actions;
- 16.3. Sorts and identifies classification source documents for data encoding;
- 16.4. Monitors data/information update of the agency's action units' responses and drafting of transmittal to concerned department/offices; and
- 16.5. Performs other related functions.

9

n

5

5

5

17. Administrative Assistant II (Data Entry Machine Operator II/SG-8)

- 17.1. *Keep and maintain all files (memoranda, correspondence, reports, etc.);*
- 17.2. *Receive, sort and keep a log of all incoming/outgoing calls, communications and/or source documents for data encoding and transmittal to concerned staff/unit/office/department for immediate and appropriate action;*
- 17.3. *Screen all incoming routine papers requiring the signature of the Department Head (for proper endorsement, certification and attachments);*
- 17.4. *Type correspondence, reports and other documents;*
- 17.5. *Assist in handling complaints and other concerns forwarded by various government agencies for immediate action; and*
- 17.6. *Perform other tasks that may be assigned by the immediate supervisor.*

18. Administrative Assistant II (Electronics and Communications Technician II/SG-8)

- 18.1. *Supervise the work of technicians in the operation, maintenance, and repairs of any combination of radio equipment accessories and other closely related equipment;*
- 18.2. *Determine technical needs of station and equipment;*
- 18.3. *Coordinate technical needs and other equipment of the station; and*
- 18.4. *Perform other tasks that may be assigned by the immediate supervisor.*

19. Administrative Aide VI (Communications Equipment Operator II/SG-6)

- 19.1. *Prepare incident ticket/s for immediate referral to various action unit/s;*
- 19.2. *Encode and update relevant information into the database system;*

9

h

5

7

6

- 19.3. *Coordinate with appropriate responder/s for immediate dispatching to incident/s; and*
- 19.4. *Perform other tasks that may be assigned by supervisor/s.*

20. Administrative Aide IV (Data Controller I/SG-6)

- 20.1. *Receives, reviews and controls data/information and documents referred to appropriate department/office for immediate action;*
- 20.2. *Sorts and identifies classification of source documents for data encoding; and*
- 20.3. *Performs other related functions.*

21. Administrative Aide VI (Data Entry Machine Operator I/SG-6)

- 21.1. *Operate computer units;*
- 21.2. *Receive, review and control data/information and documents referred to appropriate department/office/unit for immediate action;*
- 21.3. *Sort and identify the classification of source documents for data encoding;*
- 21.4. *Ensure complete data registration in the system; and*
- 21.5. *Perform other functions that may be assigned by the immediate supervisor.*

22. Administrative Aide VI (Electronics Communications Equipment Technician I/SG-6)

- 22.1. *Maintain and repair any combination of radio equipment accessories and other closely related equipment;*
- 22.2. *Determine technical needs of station and equipment;*
- 22.3. *Coordinate technical needs and other equipment of the station; and*
- 22.4. *Perform other tasks that may be assigned by the immediate supervisor/s.*

9

K

B

G

J

23. Administrative Aide IV (Communications Equipment Operator I/SG-4)

- 23.1. Take incoming calls and/or messages from a wide variety of cases ranging from police, fire, emergency, medical, rescue and other concerns;
- 23.2. Process calls and/or messages by getting all relevant information from the concerned party;
- 23.3. Provide appropriate information to the calls and/or messages; and
- 23.4. Performs other related functions.

24. Administrative Aide IV (Driver II/SG-4)

- 24.1. Drive office vehicle assigned to the division in daily operations;
- 24.2. Maintain the cleanliness of the office vehicle;
- 24.3. See to it that the vehicle assigned is in top running condition at all times;
- 24.4. Recommend repairs or replacements of damaged vehicle parts; and
- 24.5. Perform other tasks that may be assigned by the immediate supervisor.

25. Administrative Aide III (Messenger/SG-3)

- 25.1. Collect and deliver agency, departmental and inter-office correspondence, documents, packages, office supplies and other materials;
- 25.2. Assist in the maintenance, cleanliness and sanitation of the department; and
- 25.3. Perform other tasks that may be assigned by the immediate supervisor.

g

n

5

Σ

6

SECTION 6. EXISTING PLANTILLA POSITIONS. - The existing plantilla positions under the Radio Communications Service Office are hereby absorbed under the QCitizen Services Department:

Salary Grade	No. of Positions	Position Title
22	1	Supervising Administrative Officer (Administrative Officer IV)
18	1	Administrative Officer V (Supply Officer III)
13	1	Senior Administrative Assistant I (Communications Equipment Operator V)
11	1	Administrative Assistant V (Communications Equipment Operator IV)
9	6	Administrative Assistant III (Communications Equipment Operator III)
6	6	Administrative Aide VI (Communications Equipment Operator II)
4	8	Administrative Aide IV (Communications Equipment Operator I)
4	1	Administrative Aide IV (Storekeeper I-D)
4	5	Administrative Aide IV (Clerk II)
4	1	Administrative Aide IV (Driver II)
3	1	Administrative Aide III (Messenger)
	32	

The position of Communications Services Officer/SG-25 shall be co-terminous to the incumbent and shall be abolished once vacated for consistency with the organizational restructure of RCSO.

SECTION 7. QUALIFIED MANPOWER. - Existing contractual personnel from RCSO may apply for the unfilled or newly created plantilla positions available, provided that they meet the necessary eligibility requirements and qualification standards for said vacant positions.

SECTION 8. APPROPRIATIONS. - The funds necessary to cover the Personnel Services, the Maintenance and Other Operating Expenses (MOOE) and the Property, Plant and Equipment (PPE) for the operation of the QCitizen Services Department shall be taken from available appropriations of RCSO and additional funding shall be sourced from the General Fund of the City Government. The operational funds of the QCitizen Services Department is hereby appropriated to be included in the Annual Budget of the Quezon City Government every year hereafter.

9

μ

Δ

8

6

SECTION 9. REPEALING CLAUSE. - All other Ordinances, Executive Orders or parts thereof which are inconsistent with the provisions of this Ordinance are hereby amended, modified or repealed accordingly.

SECTION 10. SEPARABILITY CLAUSE. - If, for any reason, parts or provisions of this Ordinance shall be held unconstitutional or invalid, other parts or provisions hereof which are not affected thereby shall continue to be in full force and effect.


SECTION 11. EFFECTIVITY CLAUSE. - This Ordinance shall take effect immediately upon its approval.

ENACTED: January 31, 2022.




GIAN G. SOTTO
City Vice Mayor
Presiding Officer

ATTESTED:



Atty. JOHN THOMAS S. ALFEROS III
City Government Dept. Head III

APPROVED: MAR 22 2022



MA. JOSEFINA G. BELMONTE
City Mayor

CERTIFICATION

This is to certify that this Ordinance was APPROVED by the City Council on Second Reading on January 31, 2022 and was PASSED on Third/Final Reading on February 7, 2022.



Atty. JOHN THOMAS S. ALFEROS III
City Government Dept. Head III

9

