Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
18th City Council

PO2010-24

8th Regular Session

ORDINANCE NO. SP- 2029 *, S-2010*

AN ORDINANCE MANDATING THE ESTABLISHMENT OF AN EMERGENCY AND INFORMATION HELP LINE TO BE KNOWN AS "QC 122" UNDER THE RADIO COMMUNICATIONS SERVICE OF THE OFFICE OF THE CITY MAYOR DEFINING ITS FUNCTIONS AND RESPONSIBILITIES.

Introduced by Councilor FRANCISCO A. CALALAY, JR.
Co-Introduced by Councilors Anthony Peter D. Crisologo, Ricardo T. Belmonte, Jr., Joseph P. Juico, Alexis R. Herrera, Precious Hipolito Castelo, Eden "Candy" A. Medina, Julienne Alyson Rae V. Medalla, Godofredo T. Liban II, Julian ML. Coseteng, Allan Benedict S. Reyes, Jesus Manuel C. Suntay, Jessica Castelo Daza, Raquel S. Malañgen, Vincent DG. Belmonte and Concepcion S. Malañgen.

WHEREAS, Section 458, par. (1) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, clearly provides that the Sangguniang Panlungsod is mandated to promulgate and enact ordinances and shall ensure the general welfare of the city and its inhabitants;

WHEREAS, the City Council shall adopt measures to maintain peace and order to prevent and suppress lawlessness, disorder, riot, violence, rebellion or sedition;

WHEREAS, it shall similarly, adopt measures to protect the inhabitants of the city from the harmful effects of man-made or natural disaster and calamities, and to provide coordinated relief services and assistance for victims during and in the aftermath of said disasters or calamities;

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WHEREAS, it is imperative to protect the environment and condemn any acts which endanger the environment which result in pollution, acceleration of eutrophication of rivers and lakes, or of ecological imbalance;

WHEREAS, it is necessary to provide effective emergency coordinated response management in cases of immediate risk to life, health, property or environment;

WHEREAS, the assignment of the three (3) digit special number 122 for the Quezon City Government as requested and applied as Hotline ng Bayan was already approved and granted by the National Telecommunications Commission;

WHEREAS, this help line shall be a call center type sub-office manned by well-trained agents and supervised by knowledgeable and expert practitioners in the field of medicine, crisis management, public order and safety, fire protection and others;

WHEREAS, this office shall likewise serve as a single contact hotline number that can be easily accessed by our constituency who are in need of emergency assistance and other concerns that needs immediate attention and quick access to public information through operators/agents as a matter of right on basic services, transactions and dealings with the city government such as applications for permits, clearances, licenses, assessment and payments of taxes and fees and securing true copies of documents, etc., informing the requirements thereof and the period of time for its release, it shall likewise receive direct reports from constituents as to their needs and other concerns and bridge them to different agencies/offices concerned for immediate dispatched and information;

WHEREAS, it will serve as a value added public services that may further encourage citizens participation and concerns in affairs of the city;

NOW, THEREFORE,

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

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Section 1. There is hereby established an Emergency and Information Help Line known as the "QC 122" under the Office of the City Mayor.

Section 2. The additional functions and responsibilities of the Radio Communications Service are:

a. *Manage and supervises coordinated rescue/relief/emergency dispatch operations to other units or agencies during disasters, typhoons, fire and calamities, whether man-made or natural.*

b. *Serve as the communication command center during disasters, typhoons, fires and calamities. Maintain an efficient and consistent communication system to receive emergency calls and responses and for relaying messages to units involved in relief and rescue operations.*

c. *Serve as a single contact hotline number that can be easily accessed by our constituency who are in need of emergency assistance and other concerns that needs immediate attention and quick access to public information 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.*

d. *Performs such other duties and responsibilities, as may be required or as maybe directed by higher authorities.*

Section 3. The "QC 122" shall be under the direct supervision of the Radio Communications Services of the Office of the City Mayor.

Section 4. The personnel and operational budgetary requirements for the "QC 122" shall be included in the Executive Budget for Calendar Year 2011, and subsequently in all annual executive budgets thereafter.

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Section 5. An Ad Hoc Committee is hereby created headed by the Honorable City Mayor, the Honorable Vice-Mayor and the proponent Councilor as Vice Chairmen, and the head of the departments/offices/agencies concerned as members of the committee to formulate the necessary Implementing Rules and Regulations relative to the effective operation thereof.

Section 6. This ordinance shall take effect immediately upon its approval.

ENACTED: October 11, 2010.

EUFEMIO C. LAGUMBAY
Minority Floor Leader
Acting Presiding Officer

ATTESTED:

Atty. JOHN THOMAS S. ALFEROS III
Assistant City Secretary

APPROVED:

HERBERT M. BAUTISTA
City Mayor

CERTIFICATION

This is to certify that this Ordinance was APPROVED by the City Council on Second Reading on October 11, 2010 and was finally PASSED on Third/Final Reading on October 18, 2010.

Atty. JOHN THOMAS S. ALFEROS III
Assistant City Secretary

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LAW
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