



DEPARTMENT OF PUBLIC ORDER AND SAFETY

CITIZEN'S CHARTER



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CITIZEN'S CHARTER

2024
First Edition

I. **Mandate:**

The department is mandated to promote public order, security and peace in the city. It is mandated to maintain orderliness in the city through the strict implementation of all existing rules governing land use plan and other rules related to the maintenance of peace and order. The clearing of all public roads of any forms of obstructions is one of its priority mandates. It is also commissioned to undertake all measures in the promotion and maintenance of peace and order towards the attainment of an orderly and peaceful city.

II. **Vision:**

The Department of Public Order and Safety envisions to be **D**edicated in serving the people and **P**assionate in upholding peace, order and safety of the city. It further envisions to be an **O**ffice where service, integrity and discipline is always observed, and to be a **S**teward of the City leading its people towards a progressive and dynamic economy.

III. **Mission:**

To provide services to the general public in a general manner using the pertinent provisions of laws, rules and regulations resulting to the enlistment of Government Service for the benefit of its constituents with **D**edication, **P**unctuality, **O**utstanding Services, and **S**incerity

IV. **Service Pledge:**

We commit to:

1. Formulate plans and programs that shall improve the public safety service in the city;
2. Provide auxiliary services on security and disaster control;
3. Undertake continuing studies and researches on public security problems and make appropriate recommendations thereof;
4. Maintain an intelligence network relative to intelligence and security in the city;
5. Conduct periodic surveillance of cleared existing squatter areas for upgrading, and vacant land which are potential areas for squatting;
6. Develop informative and educational knowledge and awareness on global warming, climate change and how motor vehicle emissions contribute to the ecological imbalance and encourage all owners of all types of gasoline-fed and diesel-fed vehicles whether public or private to convert to clean air technology options;
7. Integrate a city-wide interconnected CCTV surveillance in cooperation with business establishments for a better service to the QCitizens and a safer Quezon City.

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Administrative Division
External Service

1. RECRUITMENT AND HIRING OF DPOS PERSONNEL

Recruitment and hiring of DPOS Contract of Service personnel is the temporary measure implemented by this department to augment the existing workforce for particular program / project. The services of these Contract of Service personnel are subject for renewal every six months depending on the need and performance of the personnel.

| | | | | |
|---|--|--|------------------------|------------------------------|
| OFFICE / DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C- Government to Citizen | | |
| WHO MAY AVAIL: | | Quezon City residents, high school graduate, college level, college graduate or post graduate; | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Intent / Application | | | | |
| Personal Data Sheet | | Administrative Division, DPOS | | |
| Diploma - High School or College or Post Graduate | | School / University | | |
| Transcript of Records | | School / University | | |
| Civil Service Eligibility or its equivalent | | Civil Service Commission / PRC | | |
| Birth Certificate | | Philippine Statistics Authority | | |
| Marriage Contract (if applicable) | | Philippine Statistics Authority | | |
| Drug Test Result | | Accredited Drug Testing Laboratory / Hospital | | |
| NBI | | National Bureau of Investigation | | |
| Community Tax Certificate | | City Treasurer's Office, Quezon City Hall | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants submit letter of application with Personal Data Sheet | 1.1. Receives the application and informs applicant to wait for notification, through text message, from the Administrative Personnel; | None | 3 mins | Receiving Clerk |
| | 1.2. Records the document and prepares routing slip; | None | 2 mins | Receiving Clerk |
| | 1.3. Forwards the application to the Administrative Division; | None | 3 mins | Receiving Clerk |
| | 1.4. Evaluates and checks the qualifications of the applicant, prepares recommendation and refer to the Department Head for instruction; | None | 15 mins | Chief Administrative Officer |

| | | | | |
|---|--|------|---------|------------------------------|
| | 1.5. Reviews the recommendation; gives instruction to the CAO whether to consider or reject applicant; | None | 30 mins | Head, DPOS |
| | 1.6. Instructs Administrative Clerk to include the name of the applicant in the masterlist of applicants or to inform the applicant that he/she did not qualify to the current need of the department; | None | 30 mins | Chief Administrative Officer |
| | 1.7. Encodes the name of the applicant in the masterlist of applicants and informs them of their application status; | None | 15 mins | Admin Clerk |
| | 1.8. Sets the date for interview of all applicants; (this will depend on the availability of slots for COS) | None | 30 mins | Chief Administrative Officer |
| | 1.9. Informs DPOS Selection Committee members on the date and time of interview; | None | 30 mins | Admin Clerk |
| | 1.10. Informs all qualified applicants through e-message or text on the date and time of initial interview by the DPOS Selection Committee; | None | 1 hour | Admin Clerk |
| 2. Applicant appears on the date and time specified by the Admin Clerk; | 2.1. Orients the applicant on the process of the interview and the important information the DSC will be asking; | None | 30 mins | Admin Clerk |
| | 2.2 Interviews qualified applicants; | None | 20 mins | DPOS Selection Committee |

| | | | | |
|---|---|------|---------|------------------------------|
| | 2.3. Collects the evaluation sheets / score sheets of the DCS members after all the applicants are interviewed and tabulates the result of the ratings; | None | 1 hour | Admin Clerk |
| | 2.4. Submits the result to the Chief Administrative Officer | None | 20 mins | Admin Clerk |
| | 2.5. Checks the tabulation and presents to the Department Head for instruction; | None | 15 mins | Chief Administrative Officer |
| | 2.6. Instructs the CAO to set final interview of applicants who passed the initial interview | None | 15 mins | Head, DPOS |
| | 2.7. Informs all applicants who passed the preliminary screening on the date and time of the final interview; | None | 1 hour | Admin Clerk |
| 3. Appears before the DPOS Head for final interview | 3.1. Interviews all the applicants; | None | 20 mins | Head, DPOS |
| | 3.2. Gives instruction to the Chief Administrative Officer and identifies applicants to be hired | None | 20 mins | Head, DPOS |
| | 3.3. Informs successful applicants to submit all documentary requirements within 5 days | None | 30 mins | Chief Administrative Officer |
| | 3.4. Waits for the submission of documents by the applicants; | None | 5 days | |

| | | | | |
|---|--|------|--|------------------------------|
| 4. Submits to DPOS all the documentary requirements | 4.1. Receives and checks on the completeness of the documents and advises them to report after 2 days | None | 2 hours | Admin Clerk |
| | 4.2. Prepares Contract of Service for the newly hired applicants | None | 1 hour | Admin Clerk |
| | 4.3. Prepares all documentary requirements for the signing of contract and notifies all successful applicants to report for signing and orientation; | None | 2 days | Admin Clerk |
| 5. Reports to DPOS on the specified date for contract signing and orientation | 5.1. The applicants are oriented on the Terms and Conditions prior to signing of contract; | None | 30 mins | Chief Administrative Officer |
| 6. Applicants signs Contract | 6.1 Have the newly hired personnel sign contract as Contract of Service employees of DPOS for the period _____; | None | 1 hour | Admin Clerk |
| | 6.2 Affixes signature on the Contract of Service; | None | 20 mins | Head, DPOS |
| | 6.2 Transmits the signed Contract of Service to the Human Resource and Management Department for processing and signature of the Mayor; | None | 30 mins | Admin Clerk |
| 7. Reports for work | 7.1 Welcomes the newly hired Contract of Service Personnel and gives them orientation on the functions of our department; | None | 30 mins | Chief Administrative Officer |
| TOTAL: | | | 8 days, 6 hours, and 18 minutes | |

2. PROCESS IN THE RECOMMENDATION FOR PROMOTION AND HIRING OF PLANTILLA PERSONNEL

The department shall adhere to the Civil Service Commission's Omnibus Rules on Appointments and Other Human Resources Actions. Publications shall be coursed through the Human Resource Management Department.

| | | | | |
|--|--|---|------------------------|-------------------------------|
| OFFICE / DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2C Government to Citizen; | | |
| WHO MAY AVAIL: | | All interested applicants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| APPLICANTS | | | | |
| 1. Letter of intent (1 original or 1 photocopy or 1 electronic copy) | | Applicant | | |
| 2. Fully accomplished and notarized Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) and Work Experience Sheet (1 original or 1 photocopy or 1 electronic) | | Please download the PDS and Work Experience Sheet at www.csc.gov.ph | | |
| 3. Performance rating in the last rating period (if with previous government service) (1 original or 1 photocopy or 1 electronic copy) | | Previous/current government employer | | |
| 4. Certified / authenticated of eligibility/rating/license (1 original or 1 photocopy or 1 electronic copy) | | Civil Service Commission (CSC) / Professional Regulation Commission (PRC) | | |
| 5. Certified / authenticated of Transcript of Records and Diploma (1 original or 1 photocopy or 1 electronic copy) | | College / University graduated | | |
| 6. Medical Certificate (CSC Form 211, revised 2018) (1 original copy with test result attached) | | Please download the Medical Certificate (CSC Form 211, revised 2018) at www.csc.gov.ph and signed by a government physician | | |
| 7. Valid NBI Clearance (1 original copy) | | National Bureau of Investigation (NBI) | | |
| 8. PSA-issued Birth Certificate (1 original/authenticated copy) | | Philippine Statistics Authority (PSA) | | |
| 9. Marriage Contract/ Certificate (if applicable) (1 original/authenticated copy) | | Philippine Statistics Authority (PSA) | | |
| Upon appointment | | | | |
| 1. Statement of Assets and Liabilities and Net Worth (SALN) (4 original copy) | | Please download the Statement of Assets and Liabilities and Net Worth (SALN) at www.csc.gov.ph | | |
| 2. Landbank ATM application/number (1 photocopy for ATM Card [Front]) | | LandBank (for LandBank ATM application) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete application requirements thru e-mail, dpos@quezoncity.gov.ph or | 1.1 Sends an e-mail acknowledgement and paper screen applications received. Only shortlisted applicants with complete requirements | NONE | 10 days | Administrative Division Staff |

| | | | | |
|--|---|------|----------------|-------------------------------|
| thru courier/walk-in at DPOS Office. | and applied within the application period will be contacted for the formal assessment process. | | | |
| 2. Confirms the attendance to scheduled preliminary interview at the DPOS office | 2.1. Schedules shortlisted applicants for interview | NONE | 3 days | Administrative Division Staff |
| | 2.2 Checks and reviews all documents submitted | NONE | 1 day | Administrative Division Staff |
| | 2.3 Submits to the Human Resource Management Department the documents of all shortlisted applicants | NONE | 1 day | Administrative Division Staff |
| TOTAL: | | | 15 days | |

3. RECEIVING OF ALL INCOMING DOCUMENTS

This covers the receipt of all incoming documents from external clients – complaints, requests and other concerns.

| OFFICE/DIVISION: | | Administrative Division | | |
|--|---|-----------------------------|------------------------|------------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C - Government to Citizen | | |
| WHO MAY AVAIL: | | All constituents / citizens | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send the documents to DPOS Office through personal delivery or mail/ courier, email | 1.1. Check appropriate details like name of the sender and contact number | None | 10 Minutes | Receiving Clerk |
| | 1.2. Stamp received the duplicate copy and return to the customer, if personally delivered. If documents are received from post office or courier or email affix the signature in the delivery receipt. | None | 5 Minutes | Receiving clerk |
| | 1.3. Proceed to recording of the document. | None | 10 Minutes | Receiving Clerk |
| | 1.4. Assign reference number. | None | 5 Minutes | Receiving Clerk |
| | 1.5 Forward all documents to the Office of the Department Head | None | 5 minutes | Messenger |
| | 1.6. Encode details in the Microsoft SharePoint – Receiving Documents Master list. | None | 20 Minutes | Administrative Assistant |
| | 1.7. Review documents for notation of the Department Head | None | 20 minutes | Chief Administrative Officer |
| | 1.8. Review, give instructions / notations to | None | 20 minutes | Head, DPOS |

| | | | | |
|---------------|--|------|----------------------------|-----------|
| | concerned division heads | | | |
| | 1.9. Route the physical documents to the concerned divisions | None | 10 minutes | Messenger |
| TOTAL: | | | 1 Hours, 45 Minutes | |

4. ISSUANCE OF DRONE CLEARANCE

A clearance issued to allow drone users/pilots to operate their drone on a specific date and area for special events and programs.

| | | | | |
|--|---|--|----------------------------|---------------------------|
| OFFICE/DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G, G2B, and G2C | | |
| WHO MAY AVAIL: | | Event Organizers and Drone Pilots/Owners | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter request addressed to the Department Head | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits a letter request addressed to the Department Head which should include the intended date and location of the shoot. | 1.1. Receive and Record letter request, attach routing slip to be forwarded to the Administrative clerk. | None | 3 Minutes | Receiving Clerk |
| | 1.2. Check appropriate details of the request, verifies if it would be safe to operate a drone on the requested location. | None | 20 Minutes | Administrative Assistant |
| | 1.3. Prepare drone clearance. | None | 30 Minutes | Administrative Assistant |
| | 1.4. Forward clearance for signature of the Administrative Chief. | None | 3 hours | Administrative Chief |
| | 1.5. Forward clearance to the Office of the Department Head for final signature. | None | 3 hours | Head, DPOS |
| | | TOTAL: | 6 hours, 53 minutes | |

Administrative Division
Internal Service

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (PERMANENT AND CONTRACT OF SERVICE)

Certificate of Employment is issued to all DPOS employees upon request for whatever legal purpose it may serve them which indicates all necessary employment information of an employee. Certificate of Employment is requested for the purpose of applying loans, travels, and other personal reason.

| | | | | |
|--|--|--|------------------------------|------------------------------|
| OFFICE / DIVISION: | | Administrative Division, Department of Public Order and Safety | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G - Government to Government | | |
| WHO MAY AVAIL: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly-filled out request slip | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out and submit accomplished request slip. | 1.1. Receives the request slip and informs applicant to wait for notification from the Administrative Personnel; | None | 3 mins. | Administrative Clerk |
| | 1.2. Checks on the status of the applicant's employment; | None | 10 mins. | Administrative Clerk |
| | 1.3. Prepares the Certificate of Employment | None | 45 minutes | Administrative Clerk |
| | 1.4. Reviews and affixes initials on the Certificate of Employment | None | 1 hour | Chief Administrative Officer |
| | 1.5. Approves and signs Certificate of Employment | None | 1 hour | Head, DPOS |
| | 1.6. Informs requesting personnel thru text message that the Certificate of Employment is already signed by the DPOS Head. | None | 5 mins | Administrative Clerk |
| TOTAL: | | | 3 hours and 3 minutes | |

2. ISSUANCE OF LEAVE CARDS

Leave Cards are issued to DPOS employees as attachments to their claims for monetization, application for loan, GSIS requirements, terminal leave and other similar purposes.

| | | | | |
|-------------------------------------|---|--------------------------------------|------------------------|------------------------------|
| OFFICE / DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G - Government to Government | | |
| WHO MAY AVAIL: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter or verbal request | | Administrative Division Office, DPOS | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Applicants submit letter request | 1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel; | None | 3 mins. | Administrative Clerk |
| | 2. Checks on the purpose of the request and the other documents needed | None | 5 mins. | Administrative Clerk |
| | 3. Checks on the number vacation and sick leave credits from the database | None | 10 mins | Administrative Clerk |
| | 4. Prepares and signs the Leave Card | None | 10 mins | Administrative Clerk |
| | 5. Approves and signs the Leave Card | None | 10 mins | Chief Administrative Officer |
| | 6. Informs requesting personnel thru text message that the Leave Card is already signed by the Chief Administrative Officer | None | 5 mins | Administrative Clerk |
| TOTAL: | | | 43 minutes | |

3. APPLICATION FOR LEAVE

Aside from the Vacation, Sick, Maternity and Paternity Leave, special Leave privileges may be availed for three (3) days or a combination of any leave for maximum of three days in a given year.

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|---|---|------------------------|------------------------|---------------------------|
| OFFICE / DIVISION: | Administrative Division | | | |
| CLASSIFICATION: | Simple | | | |
| TYPE OF TRANSACTION: | G2G – Government to Government | | | |
| WHO MAY AVAIL: | All DPOS employees | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| 1. Accomplished Leave Form (Civil Service Form No. 6) (2 Original / soft copy) | Human Resources Development Division | | | |
| 2. Medical Certificate for sick leave incurred for 5 days or more (1 Original / soft copy) | Hospital / Clinic / Lying-in | | | |
| FOR MATERNITY LEAVE APPLICATION | | | | |
| 1. Medical Certificate issued by a government or private physician, as proof of pregnancy and estimated type of delivery (Original / soft copy - 1 copy) | Hospital / Clinic / Lying-in | | | |
| 2. Accomplished Clearance Form (Civil Service Form No. 7) (2 Original) | Human Resources Development Division | | | |
| 3. Solo Parent I.D. for solo parents who want to avail the additional maternity leave of 15 days (1 Original / soft copy) | Department of Social Welfare and Development (DSWD) / Municipal Social Welfare and Development (MSWD) | | | |
| FOR PATERNITY LEAVE APPLICATION | | | | |
| 1. PSA marriage certificate (1 photocopy) | Philippine Statistics Authority (PSA) | | | |
| 2. Birth certificate of newly born child (1 photocopy) | Hospital / Clinic / Lying-in / Civil Registry / PSA | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out the leave form. FOR VACATION LEAVE: filing should be at least five (5) calendar days before actual leave FOR EMERGENCY SICK LEAVE: filing should be done the day after FOR MATERNITY LEAVE: filing | 1. Provides the leave form | None | 20 minutes | Administrative Assistant |

| | | | | |
|--|--|------|----------------|------------------------------|
| should be at least thirty (30) calendar days in advance | | | | |
| 2. Submits the accomplished leave form including the documentary requirements to the Administrative Division | 2.1. Reviews completeness of documentary requirements and certifies leave balances | None | 20 minutes | Administrative Assistant |
| | 2.2. Endorses to first-level approver for initial | None | 20 minutes | Administrative Assistant |
| | 2.3 First-level approver will decide whether to recommend or not recommend the leave | None | 30 minutes | Administrative Officer II |
| | 2.4. Endorses to final second- level approver for approval | None | 10 minutes | Administrative Assistant |
| | 2.5. Second-level approver will decide whether the recommendation is acceptable or not and sign the leave form | None | 30 minutes | Chief Administrative Officer |
| | 2.6. Retrieves the signed leave form | None | 20 minutes | Administrative Assistant |
| | 2.7 Records the approved application | None | 30 minutes | Administrative Assistant |
| TOTAL: | | | 3 hours | |

4. PROCESSING OF PAYROLL OF DPOS EMPLOYEES

The DPOS Administrative Clerk prepares the payroll of DPOS employees on a monthly basis. All requirements are consolidated and submitted to concerned departments,

| | | | | |
|---|---|--------------------------------|----------------------------|---------------------------|
| OFFICE/DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Complex | | |
| TYPE OF TRANSACTION: | | G2G – Government to Government | | |
| WHO MAY AVAIL: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Daily Time Record (DTR) | | Administrative Division | | |
| 2. Accomplishment Report | | employee | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits complete and signed requirements at least 3 working days before the 25 th of each month | 1.1 Receives complete requirements from employees | None | 1 Hour | Administrative Assistant |
| | 1.2 Evaluates the submitted documents. | None | 6 Hours | Administrative Assistant |
| | 1.3 Computes and prepares payroll summary | None | 1 Day | Administrative Assistant |
| | | TOTAL: | 1 Hours, 45 Minutes | |

5. LANDBANK ELECTRONIC SALARY LOAN (eSL)

eSL is a new electronic-based salary loan product of LANDBANK that offers eligible employees of government agencies with a facility to apply for salary loan.

| | | | | |
|---|---|------------------------|------------------------|------------------------------|
| OFFICE / DIVISION: | Administrative Division | | | |
| CLASSIFICATION: | Highly Technical | | | |
| TYPE OF TRANSACTION: | G2B and G2G | | | |
| WHO MAY AVAIL: | All DPOS Plantilla employees interested applicants | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| 1. Prosecutor's Clearance. | Department of Justice | | | |
| 2. Regional Trial Court (RTC) Clearance. | Hall of Justice | | | |
| 3. Metropolitan Trial Court (MTC) Clearance. | Hall of Justice | | | |
| 4. Leave Credits | Administrative Division | | | |
| 5. Certified Thru Xerox Copy of Government Identification Card. | Administrative Division | | | |
| 6. Certified Thru Xerox Copy of Pay slip. | Administrative Division/Human Resource Management Department | | | |
| 7. Fill out whitelist form of LandBank. | Administrative Division/LandBank | | | |
| 8. Print out of whitelist form of LandBank. | Administrative Assistant | | | |
| 9. Universal Serial Bus (USB) | Any office store | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete requirement in availing the eSL. | 1.1. Checks appropriate details and requirements of the client. | None | 30 Minutes | Administrative Assistant |
| | 1.2. Encodes the details submitted by the employees in LandBank whitelist. (*processing time will change depends on how many employee will want to avail) | None | 30 Minutes | Administrative Assistant |
| | 1.3. First-level approver will sign after checking the completeness of whitelist. | None | 5 minutes | Chief Administrative Officer |
| | 1.4. Second-level approver will sign the whitelist. | None | 5 minutes | Department Head |

| | | | | |
|---------------|---|------|---------------------------|--------------------------|
| | 1.5. Endorses the whitelist and the requirements to LandBank. | None | 30 Minutes | Administrative Assistant |
| TOTAL: | | | 1 Hours 40 Minutes | |

6. REPLACEMENT OF DAMAGE LANDBANK ATM e-Card

When LandBank ATM e-Card was Torn/Damage we can request for replacement.

| | | | | |
|--|---|--|------------------------|------------------------------|
| OFFICE / DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2B and G2G | | |
| WHO MAY AVAIL: | | All DPOS Plantilla and Contractual employees interested applicants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Torn/Damage ATM e-Card | | Administrative Assistant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Surrenders the ATM e-Card that was Torn/Damage and request for endorsement to Human Resource Management Department. | 1.1 Check the ATM e-Card that was torn/damage. | None | 3 Minutes | Administrative Assistant |
| | 1.2 Prepares endorsement to HRMD and review the details. | None | 7 minutes | Administrative Assistant |
| | 1.2 First-level approver will sign after checking the completeness of the document. | None | 5 minutes | Chief Administrative Officer |
| | 1.3 Second-level approver will sign the document. | None | 5 minutes | Department Head |
| | 1.4 Endorses to the Human Resource Management Department. | None | 30 Minutes | Administrative Assistant |
| | | TOTAL: | 50 minutes | |

7. REPLACEMENT OF LOST LANDBANK ATM e-CARD

When LandBank ATM e-Card was lost we can request for replacement.

| OFFICE / DIVISION: | | Administrative Division | | |
|---|---|--|------------------------|------------------------------|
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2B and G2G | | |
| WHO MAY AVAIL: | | All DPOS Plantilla and Contractual employees interested applicants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly notarized Affidavit of Loss ATM e-Card | | Any authorized Law Office and Notary Public | | |
| 2. Request/Update Form | | LandBank | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits duly notarized affidavit of loss ATM e-card and request/update form. | 1.1 Checks the duly notarized affidavit of loss. | None | 2 Minutes | Administrative Assistant |
| | 1.2 Checks the request/update form. | None | 2 minutes | Administrative Assistant |
| | 1.3 Prepares endorsement to HRMD and review the details. | None | 7 minutes | Administrative Assistant |
| | 1.4 First-level approver will sign after checking the completeness of the document. | None | 5 minutes | Chief Administrative Officer |
| | 1.5 Second-level approver will sign the document. | None | 5 minutes | Department Head |
| | 1.6 Endorse to the Human Resource Management Department. | None | 10 minutes | Administrative Assistant |
| TOTAL: | | | 31 minutes | |

8. NEW LANDBANK ATM e-CARD FOR CONTRACT OF SERVICE (COS)

Requirement for our newly hire contract of service (COS)

| OFFICE / DIVISION: | | Administrative Division | | |
|---|---|--|------------------------|------------------------------|
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2B and G2G | | |
| WHO MAY AVAIL: | | All DPOS Plantilla and Contractual employees interested applicants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Government Issued ID | | Administrative Division | | |
| 2. Employee Number | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits government issued ID and Employee Number | 1.1 Reviews the documents | None | 3 Minutes | Administrative Assistant |
| | 1.3 Prepares endorsement to HRMD and review the details. | None | 7 minutes | Administrative Assistant |
| | 1.4 First-level approver will sign after checking the completeness of the document. | None | 5 minutes | Chief Administrative Officer |
| | 1.5 Second-level approver will sign the document. | None | 5 minutes | Department Head |
| | 1.6 Endorses to the Human Resource Management Department. | None | 10 minutes | Administrative Assistant |
| | | TOTAL: | 30 minutes | |

9. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) DEATH CLAIM AND SURVIVORSHIP

When a member or pensioner dies, their beneficiaries are entitled to cash and/or pension benefits, subject to the existing rules and regulations on survivorship and policies on the maximum amount of survivorship pension.

| | | | | |
|--|--|------------------------|------------------------|------------------------------|
| OFFICE / DIVISION: | Administrative Division | | | |
| CLASSIFICATION: | Highly Technical | | | |
| TYPE OF TRANSACTION: | G2B and G2G | | | |
| WHO MAY AVAIL: | All DPOS Plantilla employees applicants | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| 1. GSIS Application for Retirement/Separation/Life Insurance Benefits | GSIS | | | |
| 2. GSIS Application for Survivorship | GSIS | | | |
| 3. Service Record | Human Resource Management Dept. | | | |
| 4. Certification | Office of the City Attorney (Legal Dept) | | | |
| 5. Affidavit of Surviving Heirs/Surviving Spouse/Guardian of minor or Dependent Children | GSIS | | | |
| 6. Certificate of Death | Philippine Statistics Authority (PSA) | | | |
| 7. Certificate of Marriage | Philippine Statistics Authority (PSA) | | | |
| 8. Affidavit of Death Claim | Any authorized Law Office and Notary Public | | | |
| 9. General Clearance | Administrative Assistant | | | |
| 10. Office Clearance | Administrative Assistant | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete requirement in availing the GSIS Death Claim and Survivorship | 1.1 Checks appropriate details and requirements of the client. | None | 10 Minutes | Administrative Assistant |
| | 1.2 Prepares endorsement to HRMD and review the details. | None | 10 Minutes | Administrative Assistant |
| | 1.3 First-level approver will sign after checking the completeness of the documents. | None | 5 minutes | Chief Administrative Officer |
| | 1.4 Second-level approver will sign the documents. | None | 5 minutes | Department Head |
| | 1.5 Endorses to the Human Resource Management Department. | None | 20 minutes | Administrative Assistant |
| TOTAL: | | | 50 Minutes | |

**10. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)
APPLICATION FOR RETIREMENT/SEPARATION/LIFE INSURANCE
BENEFITS**

When LandBank ATM E-Card was Torn/Damage we can request for replacement.

| | | | | |
|---|---|--|------------------------|------------------------------|
| OFFICE / DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2B and G2G | | |
| WHO MAY AVAIL: | | All DPOS Plantilla employees interested applicants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application for Retirement/Separation/Life Insurance Benefits. | | GSIS | | |
| 2. Service Record | | Human Resource Management Dept. | | |
| 3. Certification | | Office of the City Attorney (Legal Dept) | | |
| 4. General Clearance | | Administrative Assistant | | |
| 5. Office Clearance | | Administrative Assistant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the complete requirement in availing the GSIS Retirement/Separation/Life Insurance Benefits. | 1.1. Checks appropriate details and requirements of the client. | None | 2 Minutes | Administrative Assistant |
| | 1.2. Prepares endorsement to HRMD and review the details. | None | 10 Minutes | Administrative Assistant |
| | 1.3. First-level approver will sign after checking the completeness of the documents. | None | 5 minutes | Chief Administrative Officer |
| | 1.4. Second-level approver will sign the documents. | None | 5 minutes | Department Head |
| | 1.5. Endorses to the Human Resource Management Department. | None | 20 minutes | Administrative Assistant |
| TOTAL: | | 50 Minutes | | |

11. GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS) MULTI-PURPOSE AND POLICY LOAN

When LandBank ATM E-Card was Torn/Damage we can request for replacement.

| | | | | |
|---|---|--|------------------------|------------------------------|
| OFFICE / DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2B and G2G | | |
| WHO MAY AVAIL: | | All DPOS Plantilla employees interested applicants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Affidavit of Loan | | Administrative Assistant | | |
| 2. Certified Thru Xerox Copy of Government Identification Card. | | Administrative Division | | |
| 3. Certified Thru Xerox Copy of Pay slip. | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits duly notarized affidavit of loan. | 1.1. Checks the duly notarized affidavit of loan. | None | 2 Minutes | Administrative Assistant |
| | 1.2. Prepares endorsement to HRMD and review the details. | None | 2 Minutes | Administrative Assistant |
| | 1.3. First-level approver will sign after checking the completeness of the documents. | None | 5 minutes | Chief Administrative Officer |
| | 1.4. Second-level approver will sign the documents. | None | 5 minutes | Department Head |
| | 1.5. Endorses to Human Resource Management Department. | None | 30 minutes | Administrative Assistant |
| | | TOTAL: | 44 Minutes | |

12. GASOLINE CONSUMPTION (FINANCE)

Everyday Gasoline Consumption

| OFFICE/DIVISION: | | Administrative Division | | |
|---|--|--|-------------------------------|----------------------------|
| CLASSIFICATION: | | Complex | | |
| TYPE OF TRANSACTION: | | G2G - Government to Government | | |
| WHO MAY AVAIL: | | All DPOS Drivers / Traffic Enforcers have motorcycles. | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Gasoline Receipts | | City Administrators Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Traffic Enforcers / Drivers submit gasoline receipts | 1.1. Collects and arranges all gasoline receipts from all Traffic Enforcers and Drivers. | None | 30 minutes | Administrative Assistant |
| | 1.2. Gathers all collected receipts. | None | 1 hour | Administrative Assistant |
| | 1.3. Informs all those who did not submit | None | 30 minutes | Administrative Assistant |
| | 1.4. Encodes / lists time, quantity and amount every receipt | None | 5 minutes | Administrative Assistant |
| | 1.5. Encodes Summary Report and Endorsement to City Administrators Office. | None | 30 minutes | Administrative Assistant |
| | 1.6. Forwards Summary Report and Endorsement to CAO for initial of Chief, Admin | None | 30 minutes | Chief, Administrative |
| | 1.7. Forwards Summary of Report and Endorsement to CAO for Signature of Head Department | None | 30 minutes | Head, DPOS |
| | 1.8. Transmits Endorsement letter to CAO | None | 10 minutes | Administrative Aide |
| | 1.9. Endorses receipt of Gasoline to Management and Organization Division | None | 20 minutes | Administrative Aide |
| | 1.10. Collects all DOT at Management and Organization Division | None | 30 minutes | City Administrators Office |
| TOTAL: | | | 4 hours and 35 minutes | |

13. LOYALTY AND LONGEVITY

Given to Plantilla Personnel every fifth year of his / her permanent tenure.

| | | | | |
|----------------------------------|--|-------------------------------------|------------------------|---------------------------------------|
| OFFICE/DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Complex | | |
| TYPE OF TRANSACTION: | | G2G - Government to Government | | |
| WHO MAY AVAIL: | | All DPOS Plantilla Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Service Record | | Human Resource Development Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1.1. Evaluates employees' data to identify who are qualified to avail. | None | 1 hour | Administrative Assistant |
| | 1.2. Reviews completeness of documents and leave balances. | None | 20 minutes | Administrative Assistant |
| | 1.3. First-level approver will decide whether to qualify or not qualify the leave balances. | None | 20 minutes | Administrative Assistant |
| | 1.4. Endorses to second - level approver for signature. | None | 10 minutes | Administrative Assistant |
| | 1.5. Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement. | None | 10 minutes | Chief Administrative Officer |
| | 1.6. Retrieves signed endorsement and incurred leave credits. | None | 10 minutes | Administrative Assistant |
| | 1.7. Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not. | None | 10 minutes | Administrative Assistant |
| | 1.8. Retrieves signed Service Record and Certificate of Leave without pay (LWOP's) | None | 20 minutes | Human Resources Management Department |
| | 1.9. Initial Evaluation of Service Record of employees who are qualified to avail. | None | 1 hour | Administrative Assistant |

| | | | | |
|---------------|--|------|----------------|--------------------------------------|
| | 1.10. First - level approver will decide whether to qualified or not qualified the Service Record and Certificate of Leave without pay (LWOP's) for Longevity or Loyalty Pay Payroll | None | 20 minutes | Administrative Assistant |
| | 1.11. Reviews completeness of documents. | None | 10 minutes | Administrative Assistant |
| | 1.12. Endorses to second - level approver for signature. | None | 10 minutes | Administrative Assistant |
| | 1.13. Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement. | None | 10 minutes | Chief Administrative Officer |
| | 1.14. Retrieves signed endorsement for payroll. | None | 10 minutes | Administrative Assistant |
| | 1.15. Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not for payroll. | None | 10 minutes | Administrative Assistant |
| | 1.16. Retrieves Loyalty and Longevity Payroll. | None | 20 minutes | Human Resource Management Department |
| | 1.17. Signs and approved Loyalty and Longevity Payroll | None | 20 minutes | Head, DPOS |
| | 1.18. Retrieves signed payroll. | None | 10 minutes | Administrative Assistant |
| | 1.19. Returns to Human Resource Management Department who will decide whether the payroll is acceptable or not and sign the payroll. | None | 20 minutes | Administrative Assistant |
| TOTAL: | | | 6 hours | |

Note:

2.7 and 3.7 Depends on the availability of the signatory from the other Department.

14. NOTICE OF SALARY ADJUSTMENT

Salary Adjustment of DPOS Plantilla Personnel.

| | | | | |
|----------------------------------|---|------------------------------------|-----------------------------|------------------------------|
| OFFICE/DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G - Government to Government | | |
| WHO MAY AVAIL: | | All DPOS Plantilla Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Personnel Schedule | | Human Resource Department Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | Evaluates the data of the employees. | None | 1 day | Administrative Assistant |
| | Encodes, prepares, and ensures the accuracy of Plantilla Personnel details. | None | 1 day | Administrative Assistant |
| | Endorses the document to the Second-level approver for signature | None | 10 minutes | Chief Administrative Officer |
| | Retrieves the signed Endorsement. | None | 20 minutes | Administrative Assistant |
| | Submits the endorsement and attaches documents to Human Resource Management Department for correction and approval. | None | 20 minutes | Administrative Assistant |
| | | TOTAL: | 2 day and 40 minutes | |

15. CERTIFICATION OF EMPLOYMENT WITH COMPENSATION

This certificate indicates all necessary employment information of an employee including his/her monthly/annual income for whatever legal purpose it may serve.

| | | | | |
|---|--|------------------------------|---------------------------|------------------------------|
| OFFICE / DIVISION: | | Administrative Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G Government to Government | | |
| WHO MAY AVAIL: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly-filled out request slip | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out and submits accomplished request slip. | 1.1. Provides the request slip. | None | 3 Minutes | Receiving Clerk |
| | 1.2. Checks appropriate details including the purpose of the requested certificate. | None | 3 Minutes | Administrative Assistant |
| | 1.3. Prepares certificate of employment with compensation. The certificate states the monthly income for contractual employees while the yearly income and its breakdown are stated for Permanent employees. | None | 2 hours | Administrative Assistant |
| | 1.4 Forwards certificate for signature of the Administrative Chief | None | 45 Minutes | Chief Administrative Officer |
| | 1.5. Forwards certificate to the Office of the Department Head for final signature | None | 45 Minutes | Head, DPOS |
| TOTAL: | | | 3 hours, 6 minutes | |

16. OFFICE CLEARANCE

A clearance certifying that the employee has no pending case or property accountability with the office. A requirement for processing an employee's general clearance for retirement, benefit claims, last salary claims, application for leave, and other personal matters.

| OFFICE / DIVISION: | | Administrative Division | | |
|--|--|------------------------------|------------------------|---------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2G Government to Government | | |
| WHO MAY AVAIL: | | All DPOS employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Duly-filled out request slip | | Administrative Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out and submits accomplished request slip. | 1.1. Provides the request slip. | None | 3 Minutes | Receiving Clerk |
| | 1.2. Checks appropriate details including the purpose of the requested office clearance. | None | 3 Minutes | Administrative Assistant |
| | 1.3. Prepares office clearance. | None | 30 Minutes | Administrative Assistant |
| 2. Employee returns all government property or items to their respective divisions (optional; for last salary and retirement claims only). | 2.1. Forwards certificate for validation if employee has no pending case or property accountability on the office. If found none, clearance is signed. | None | One (1) day | Administrative Officer |
| | 2.2. Forwards certificate for signature of the Records Section Chief. | None | 2 hours | Records Section Chief |
| | 2.3. Forwards certificate for signature of the employee's Division Chief. | None | 2 hours | Division Chief |
| | 2.3. Forwards certificate for signature of the Administrative Chief. | None | 2 hours | Administrative Chief |
| | 2.4. Forwards certificate to the Office of the Department Head for final signature. | None | 2 hours | Head, DPOS |
| TOTAL: | | 2 days, 36 minutes | | |

Security Intelligence and Investigation Division
External Service

1. DPOS CLEARANCE FOR PRIVATE SECURITY GUARD

The DPOS Clearance is issued to private security guards securing occupational permit in compliance with the Quezon City Ordinance No. SP-942, S-2000 "An Ordinance regulating the operation and activity of security, detective or watchman agencies and its security guards or officers, detectives, or watchman deployed in Quezon City and imposing penalties for violation thereof."

| OFFICE / DIVISION: | | Security Intelligence and Investigation Division | | |
|---|--|--|------------------------|---------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2B | | |
| WHO MAY AVAIL: | | Private Security Guards | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. 1x1 Picture | | | | |
| 2. Official Receipt (Mayor's Permit and Health Certificate) | | City Treasurer's Office | | |
| 3. Security Guard License | | PNP Sosia | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presents requirements | 1. Issues DPOS Clearance Form | NONE | 2 minutes | SID Personnel |
| 2. Accomplishes DPOS Clearance form | 2. Receives and Records DPOS Clearance Form with requirements and assigns control number | NONE | 3 minutes | SID Personnel |
| | 2.1 Recommends /affixes initials for Approval of DPOS Clearance | NONE | 1 minute | Chief, SID |
| | 2.2 Approves Clearance | NONE | 3 minutes | Head, DPOS |
| 3. Secures approved DPOS Clearance | 3. Releases DPOS Clearance | NONE | 1 minute | SID Personnel |
| TOTAL: | | | 10 Minutes | |

2. DPOS CLEARANCE FOR PRIVATE SECURITY AGENCY, TRAINING CENTERS, DEALER OF AMMUNITION & FIREARMS

The DPOS Clearance is one of the requirements for securing Business Permit. This is in the compliance of the Quezon City Ordinance SP-942, S-2000 "An Ordinance regulating the operation and activity of security, detective or watchman agencies.

| | | | |
|---|---|-------------------------|---|
| Office / Division: | Security Intelligence and Investigation Division | | |
| Classification: | Simple | | |
| Type of Transaction: | G2B | | |
| Who may avail: | Individuals applying for New/Renewal of Business Permit | | |
| ONLINE APPLICATION | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| SECURITY AGENCY (NEW / RENEWAL) | | | |
| 1. License to Operate from PNP | | PNP | |
| 2. Current Official Tax Receipt | | City Treasurer's Office | |
| 3. Monthly Deployment of Guards | | | |
| SECURITY TRAINING CENTER (NEW/ RENEWAL) | | | |
| 1. Accreditation from TESDA/PNP | | TESDA/PNP | |
| 2. Current Official Tax Receipt | | City Treasurer's Office | |
| RETAILER OF FIREARMS AND AMMUNITIONS (NEW / RENEWAL) | | | |
| 1. License to Operate to Deal in Firearm/Ammunition | | PNP | |
| 2. Current Official Tax Receipt | | City Treasurer's Office | |
| RETAILER OF FIREARMS AND AMMUNITIONS (NEW / RENEWAL) | | | |
| 1. License to Operate to Deal in Firearm/Ammunition | | PNP | |
| 2. Current Official Tax Receipt | | City Treasurer's Office | |
| AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Print all document submitted thru email | NONE | 5 minutes | Business One Stop Shop – SIID Personnel |
| 1.1 Check/receives all the requirement for routing slip (Walk-in) | NONE | 10 minutes | Receiving/ Releasing Clerk |
| 1.2. Reviews documents | NONE | 30 minutes | Chief, Admin |
| 1.3. Refers to division-in-charge for complete staff work | NONE | 20 minutes | DPOS, Head |

| | | | |
|--|------|------------|-------------------------------------|
| 1.4. Evaluates and reviews all requirements | NONE | 10 minutes | SIID Personnel |
| 1.5. Prepares Letter Order for inspection | NONE | 15 minutes | SIID Personnel |
| 1.6. Inspection | NONE | 2 days | Chief, SIID |
| 1.7. Submit inspection report | NONE | 1 day | Chief, Admin |
| 1.8. Recommend for approval | NONE | 10 minutes | Head, DPOS |
| 1.9. Prepares DPOS Clearance | NONE | 5 minutes | Chief, SIID |
| 1.9. Affixes initials for the approval of clearance | NONE | 10 minutes | Chief, Admin |
| 1.10. Approves/Signs clearance | NONE | 1 Day | Head, DPOS |
| 2. Email applicants for the availability of DPOS Clearance | NONE | 5 minutes | BOSS-SIID Personnel |
| 2.1. Releases clearance to the applicant(walk-in) | NONE | 2 minutes | BOSS-SIID Personnel |
| TOTAL: | | | 4 Days 2 Hours and 5 Minutes |

3. DPOS CLEARANCE FOR RETAILER OF FIRECRACKERS

All retailers/wholesalers of firecrackers and pyrotechnics devices is required to secure clearance at the Dept. of Public Order and Safety in compliance with Section 1 of the Quezon City Ordinance SP-2618, S-2017 "An Ordinance imposing a total ban on the use or play of firecrackers and pyrotechnics devices in all public places in Quezon City during festivity.

| | | | | |
|---|---|---|------------------------|---------------------------|
| OFFICE / DIVISION: | | Security Intelligence and Investigation Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2B | | |
| WHO MAY AVAIL: | | Individuals applying for New/Renewal of Business Permit | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| RETAILER OF FIRECRACKERS | | | | |
| 1. License to Deal Firecrackers and Pyrotechnic Devices Clearance | | PNP | | |
| 2. Authorization from the Manufacturer | | Manufacturer | | |
| 3. Barangay Clearance | | Barangay | | |
| 4. Letter Request to DPOS | | Applicant | | |
| 5. BPLD Unified Business Permit Application Form | | BPLD | | |
| 6. Fireworks Safety Training | | PNP | | |
| 7. Fire Safety Inspection Cert. | | BFP | | |
| 8. Lease Contract Agreement for Selling | | Establishment | | |
| 9. Map & Pictures | | Applicant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1. Checks/Receives all the requirements for routing slip | NONE | 10 minutes | Receiving/Releasing Clerk |
| | 1.1. Reviews and evaluates documents | NONE | 30 minutes | Chief, Admin |
| | 1.2. Refers to division-in-charge for complete staff work | NONE | 10 minutes | DPOS, Head |
| | 1.3. Evaluates and reviews all requirements | NONE | 20 minutes | SIID Personnel |
| | 1.4. Prepares Letter Order for inspection | NONE | 15 minutes | SID Personnel |
| | 1.5. Inspection | NONE | 2 days | SIID Personnel |
| | 1.6. Submit inspection report | NONE | 1 day | SIID Personnel |
| | 1.7. Prepares DPOS Clearance | NONE | 15 minutes | SIID Personnel |
| | 1.8. Recommends approval | NONE | 10 minutes | Chief, SIID |
| | 1.9. Affixes initials for the approval of clearance | NONE | 30 minutes | Chief, Admin |
| | 1.10. Approves/Signs clearance | NONE | 1 Day | Head, DPOS |
| 2. Secures Approved DPOS Clearance | 2. Releases clearance to the applicant | NONE | 10 minutes | Receiving/Releasing Clerk |
| TOTAL: | | 4 Days 2 Hours and 30 Minutes | | |

4. DPOS CLEARANCE FOR FIREWORKS DISPLAY PYROTECHNICS

The Department of Public Order and Safety (DPOS) is responsible in the issuance of clearance for the use or display of firecrackers and pyrotechnics devices in compliance with Section 1 of the Quezon City Ordinance SP-2618, S-2017 "An Ordinance imposing a total ban on the use or play of firecrackers and pyrotechnic devices in all public places of Quezon City during festivity or for any occasion.

| | | | | |
|--|---|---------------------------------------|------------------------------------|----------------------------|
| Office / Division: | Security Intelligence and Investigation Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| FIREWORKS DISPLAY AND PYROTECHNICS | | | | |
| 1. Request letter | | Requesting Party | | |
| 2. Contract/ Agreement duly Notarized | | Owner/ Contractor | | |
| 3. Manufacturers Licence and or Dealer's Licence | | PNP-Fire and Explosive Division (FED) | | |
| 4. Fireworks Display Operators Licence | | PNP-Fire and Explosive Division (FED) | | |
| 5. Special Bank Receipts Payment | | Land Bank | | |
| 6. Special Permit for Fireworks Display | | PNP-Fire and Explosive Division (FED) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1. Checks/Receives all the requirements for routing slip | NONE | 10 minutes | Receiving/ Releasing Clerk |
| | 1.2 Reviews document and Refers to division-in-charge for complete staff work | NONE | 30 minute | Chief, Admin/ Head DPOS |
| | 1.3 Review and evaluate documents | NONE | 10 minutes | SIID Personnel |
| | 1.4 Prepares DPOS Clearance | NONE | 5 minutes | SIID Personnel |
| | 1.5 Recommends Approval | NONE | 10 minutes | Chief, SIID |
| | 1.6 Affixes initials for the approval of clearance | NONE | 30 minutes | Chief, Admin |
| | 1.7 Approves/ signs clearance | NONE | 1 Day | Head, DPOS |
| 2. Secures Approved DPOS Clearance | 2. Releases clearance to the applicant | NONE | 2 minutes | Receiving/ Releasing Clerk |
| TOTAL: | | | 1 Day 1 Hour and 37 Minutes | |

5. DPOS CLEARANCE FOR FIRING RANGE

All firing range business is required to secure Order of Payment to DPOS for firing range fee in compliance with Art. 41-QC Revenue Code.

| | | | | |
|---|---|--|------------------------|----------------------------|
| Office / Division: | Security Intelligence and Investigation Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Individuals applying for New/Renewal of Business Permit | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| SECURITY AGENCY (NEW) | | | | |
| 1. FED Gun Club Accreditation | | PNP | | |
| 2. FED Firing Range Accreditation | | PNP | | |
| SECURITY AGENCY (RENEWAL) | | | | |
| 1. Previous Business Permit | | BPLD | | |
| 2. Official Receipt (Business Tax Current Year | | City Treasurer`s Office | | |
| 1. FED Gun Club Accreditation | | PNP | | |
| 2. FED Firing Range Accreditation | | PNP | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits all the necessary requirements | 1. Receives and records all documents for routing slip | NONE | 5 minutes | Receiving/ Releasing Clerk |
| | 1.1 Reviews document and Refers to division-in-charge for complete staff work | NONE | 30 minutes | Chief Admin/ Head DPOS |
| | 1.2 Evaluates and reviews all requirements | NONE | 5 minutes | SIID Personnel |
| | 1.3. Prepares Letter Order for inspection | NONE | 5 minutes | SIID Personnel |
| | 1.4. Inspection | NONE | 2 days | SIID Personnel |
| | 1.5. Submit inspection report | NONE | 3 hours | SIID Personnel |
| | 1.6. Issues Order of Payment | NONE | 2 minutes | SIID Personnel |
| 2. Pays Corresponding Fees | 2. Receives payment and issues Official Receipt | 1-5 Ranges Php1000 6-10 Ranges Php2000 More than 10 Ranges Php 4000 | 1 hour | Cashier/CTO |
| 3. Applicants submits Official | 3. Prepares DPOS clearance | NONE | 5 minutes | SIID Personnel |

| | | | | |
|------------------------------------|---|------|-------------------------------------|-------------------------------|
| Receipt | | | | |
| | 3.1 Recommends for approval | NONE | 5 minutes | Chief, SID |
| | 3.2 Affixes initial for approval of clearance | NONE | 10 minutes | Chief, Admin |
| | 3.3 Approves/signs clearance | NONE | 1 Day | Head, DPOS |
| 4. Secures approved DPOS Clearance | 4. Releases approved clearance | NONE | 2 minutes | Receiving/ Releasing Clerk |
| TOTAL: | | | 3 Days 5 Hours and 9 Minutes | |

6. PROCEDURE IN THE CONDUCT OF CLEARING OPERATION

One of the objectives of the Department of Public Order and Safety is the strict implementation and enforcement of all laws and ordinances mandated for clearing road obstructions, encroachments, street, alleys and illegal structures and construction based on the complaints received by this department.

| | | | | |
|----------------------------------|--|--|------------------------|--|
| Office / Division: | | Security Intelligence and Investigation Division | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | Complainants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of complaint/request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files letter of complaint | 1. Receives and records complaint/request for routing slip | NONE | 10 minutes | Receiving/Releasing Clerk |
| | 1.1 Reviews document and Refers to division-in-charge for complete staff work | NONE | 30 minutes | Chief Admin/Head DPOS |
| | 1.2 Evaluates the request/complaint | NONE | 5 minutes | Chief, SIID |
| | 1.3 Prepares Letter Order for inspection operation | NONE | 5 minutes | SIID Personnel |
| | 1.4 Conducts Inspection | NONE | 3 days | SIID Personnel |
| | 1.5 Prepares Inspection Report/Recommendations | NONE | 1 day | SIID Personnel |
| | 1.6 Issues Notice of Violation | NONE | 1 day | SIID Personnel |
| | 1.7 Prepares Letter Order for clearing operation | NONE | 10 minutes | SIID Personnel |
| | 1.8 Coordinates and collaborates with external partner agencies/offices for joint clearing operation | NONE | 1 day | SIID, External Agencies, and other offices |
| | 1.9 Conducts clearing operation | NONE | 1 day | SIID, External Agencies, and other offices |

| | | | | |
|---------------|---|------|---------------------------|-------------------------------|
| | 1.10 Prepares After operation report | NONE | 3 hours | SIID Personnel |
| | 1.11 Submits Report to the Mayor's Office | NONE | 1 day | Receiving/ Releasing Clerk |
| TOTAL: | | | 8 Days and 4 hours | |

7. INSPECTION/VERIFICATION OF VARIOUS PUBLIC SAFETY AND SECURITY-RELATED COMPLAINTS

The Department of Public Order and Safety, one of its functions is to conduct monitoring/inspection and verification of all complaints received by this office letter request, walk in and/or phone-in.

| | | | | |
|----------------------------------|---|--|------------------------|---------------------------|
| Office / Division: | | Security Intelligence and Investigation Division | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | Complainants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter of complaint/request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files letter of complaint | 1. Receives and records complaint/request for routing slip | NONE | 10 minutes | Receiving/Releasing Clerk |
| | 1.1 Reviews document and Refers to division-in-charge for complete staff work | NONE | 20 minutes | Chief, Admin/DPOS, Head |
| | 1.2 Evaluates the complaints and gives instruction to section-in-charge | NONE | 5 minutes | Chief, SIID |
| | 1.3 Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction of DPOS authority. | NONE | 1 hour | SIID Personnel |
| | 1.4 Recommends approval of Letter Order/ Endorsements | NONE | 5 minutes | Chief, SIID |
| | 1.5 Affixes initials to Letter Order or Endorsements | NONE | 10 minutes | Chief, Admin |
| | 1.6 Approves/Signs of Letter Order/ Endorsements | NONE | 1 day | Head, DPOS |
| | 1.7 Conducts ocular Inspection | NONE | 5 days | SIID Personnel |

| | | | | |
|---------------|--|------|----------------------------------|----------------------------|
| | 1.8 Prepares After Operation Report, endorsement to concerned offices and Letter to Complainant for the action taken | NONE | 1 day | SIID Personnel |
| | 1.9 Reviews reports/ Endorsements/ Letter and affixes his initial on the documents | NONE | 5 minutes | Chief, SIID |
| | 1.10 Reviews reports and affixes initials to Endorsements and Letter reply to Complainant | NONE | 1 day | Chief, Admin |
| | 1.11 Approves and signs documents | NONE | 30 minutes | Head, DPOS |
| | 1.12 Records and Files | NONE | 20 minutes | Receiving/ Releasing Clerk |
| | 1.13 Releases Endorsement/ Letter to concerned offices | NONE | 30 minutes | Receiving/ Releasing Clerk |
| TOTAL: | | | 8 Days 3 hours 15 minutes | |

8. PROVISION OF SECURITY PERSONNEL TO DIFFERENT GOVERNMENT FACILITIES TO ENSURE SECURITY AND SAFETY

The Department of Public Order and Safety, as one of their vital functions is to provide/assign as Physical Security Personnel to all facilities under the supervision of Quezon City Government. Their functions and objectives are to protect the assets inside and outside facilities including the safeguard of all employees, residents/clients and to deter or discourage all possible malicious intent and escapees to maintain a peaceful environment.

| | | | | |
|-----------------------------------|---|------------------------|--------------------------------------|---------------------------|
| Office / Division: | Security Intelligence and Investigation Division | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G | | | |
| Who may avail: | Government Facilities | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter of request for Security | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files Request letter | 1.1 Receives and records the letter /request for routing slip | NONE | 10 minutes | Receiving Personnel |
| | 1.2 Reviews document and Refers to division-in-charge for complete staff work | NONE | 10 minutes | Chief Admin/ Head DPOS |
| | 1.3 Evaluate request letter and give instruction to Security Officer | NONE | 10 minutes | Chief, SIID |
| | 1.3 Conducts security survey and report with recommendation | NONE | 2 days | Security Officer |
| | 1.4 Prepare Duty Detailed Order for deployment of Security Personnel | NONE | 20 minutes | SIID Personnel |
| | 1.5 Reviews DDO and affixes his initial on the documents | NONE | 10 minutes | Chief, SIID |
| | 1.6 Affixes initial to DDO | NONE | 20 minutes | Chief Admin |
| | 1.7 Approves and signs documents | NONE | 1 day | Dept. Head |
| TOTAL: | | | 3 Days 1 Hours and 20 Minutes | |

9. FILING OF PROTEST

All apprehended violators are given the options to pay the fines or to file protest at the Protect Adjudication Board of the DPOS and a scheduled hearing will be set where the violator and the apprehending officer will present their opinion/side.

| Office / Division: | Security Intelligence and Investigation Division | | | |
|---|--|--------------------------------|------------------------|--------------------------------------|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Violators of QC Ordinances | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Ordinance Violation Receipt | | | | |
| CLIENT STEPS | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Violator or duly authorized representative presents documents to PAB | 1.1 Verifies if violation can be amended | NONE | 10 mins | PAB Personnel |
| | 1.2 Reviews and amends violations (if applicable) | NONE | 10 mins | PAB Head |
| | 1.3 Prepares Resolution Form for signature of at least 2 PAB members | NONE | 10 mins | PAB Personnel/PAB Members |
| 2. Violator/duly authorized Representative secures approved resolution | Releases resolution to violators with amended QC Ordinance violation | NONE | 5 mins | PAB Personnel |
| 3. Violator/duly authorized representative proceeds to OVR Redemption Center to pay penalties | Releases resolution to violators with amended QC Ordinance violation | Depends on the violation meted | 5 mins | Cashier, CTO Main Building |
| 4. Submits Official Receipt and receives stamped Assessment Form (duplicate) | Receives payment and issues Official Receipt | NONE | 10 mins | OVR Releasing Clerk at Window 6 or 7 |
| TOTAL: | | | 50 Minutes | |

10. PAYMENT OF OVR TICKETS

All apprehended violators are given the options to pay the fines or to file protest at the Protect Adjudication Board of the DPOS and a scheduled hearing will be set where the violator and the apprehending officer will present their opinion/side.

| Office / Division: | Security Intelligence and Investigation Division | | | |
|---|--|--------------------------------|------------------------|--------------------------------------|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Violators of Health Protocols | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Ordinance Violation Receipt | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Violator or duly authorized representative presents documents to PAB | 1.1 Verifies if violation can be amended | NONE | 10 mins | PAB Personnel |
| | 1.2 Reviews and amends violations (if applicable) | NONE | 10 mins | PAB Head |
| | 1.3 Prepares Resolution Form for signature of at least 2 PAB members | NONE | 10 mins | PAB Personnel/PAB Members |
| 2. Violator/duly authorized Representative secures approved resolution | Releases resolution to violators with amended QC Ordinance violation | NONE | 5 mins | PAB Personnel |
| 3. Violator/duly authorized representative proceeds to OVR Redemption Center to pay penalties | Releases resolution to violators with amended QC Ordinance violation | Depends on the violation meted | 5 mins | Cashier, CTO Main Building |
| 4. Submits Official Receipt and receives stamped Assessment Form (duplicate) | Receives payment and issues Official Receipt | NONE | 10 mins | OVR Releasing Clerk at Window 6 or 7 |
| TOTAL: | | | 50 Minutes | |

Green Transport Division

External Services

1. MONITORING/INSPECTION OF DISTRIBUTED ELECTRIC TRICYCLES

The Green Transport Division of the Department of Public Order and Safety monitors the operation of the E-Trikes which were distributed to the different beneficiaries.

| OFFICE / DIVISION: | | Green Transport Division | | |
|---|--|--------------------------|------------------------------|-------------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C | | |
| WHO MAY AVAIL: | | Quezon City Constituents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. As per Memorandum of Understanding with Department of Energy | 1.1. Instructs to monitor/inspect the distributed E-Trikes. | None | 15 minutes | OIC, GTD |
| | 1.2. Prepares Letter Order for monitoring/inspection of E-Trikes | None | 15 minutes | Admin Staff, GTD |
| | 1.3. Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |
| | 1.4. Affixes initials to Letter Order | None | 5 minutes | OIC, Green Transport Division |
| | 1.5. Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.6. Conducts Monitoring / Inspection | None | 6 hours | GTD Staff |
| | 1.7. Prepares After Monitoring / Inspection Report | None | 1 hour | GTD Staff |
| | 1.8. Reviews Report and affixes initial | None | 5 minutes | OIC GTD |
| | 1.9. Review Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.10. Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.11. Records and Release Report to Concern Division | None | 15 minutes | Receiving Clerk, DPOS |
| | 1.12. Files Documents for Future Reference | None | 5 minutes | GTD Clerk |
| TOTAL: | | | 9 hours and 5 minutes | |

2. REGISTRATION OF BICYCLES AND OTHER ACTIVE MODE OF TRANSPORTATION

The Green Transport Division of the Department of Public Order and Safety will accept registration of Bikers and other active mode of transportation voluntarily.

| | | | | |
|----------------------------------|--|------------------------|------------------------------|---------------------------|
| DIVISION / DIVISION: | Green Transport Division | | | |
| CLASSIFICATION: | Simple | | | |
| TYPE OF TRANSACTION: | G2C | | | |
| WHO MAY AVAIL: | Quezon City Constituents | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| Government-Issued ID | Any Government Agency | | | |
| 2x2 Picture | | | | |
| Proof of Purchase | Bike Store | | | |
| Picture of owner with Bike | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fills out registration form | 1.1. Receives the filled out registration form | None | 15 minutes | GTD-IT personnel |
| 2. Submits required documents | 2.1. Receives the required documents | None | 15 minutes | GTD- IT personnel |
| | 2.2. Verifies/ Assessment of documents | None | 20 minutes | GTD- IT personnel |
| | 2.3. Adds client to biker database | None | 30 minutes | GTD- IT personnel |
| | 2.4. Issues Stickers and Leaflet | None | 20 minutes | GTD- IT personnel |
| TOTAL: | | | 1 hour and 40 minutes | |

3. MONITORING AND INSPECTION OF BIKE LANE PHASE 1

The Green Transport Division of the Department of Public Order and Safety monitors / accounts the installed plastic barriers, bike signage and maintain the alignment and cleanliness of the Bike Lane Phase 1 Project.

| DIVISION / DIVISION: | | Green Transport Division | | |
|--|---|--------------------------|------------------------------|---------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C | | |
| WHO MAY AVAIL: | | Quezon City Constituents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. As per mandate of Ordinance SP-2988, S-2020 | 1.1. Instructs GTD monitoring team to inspect various areas along bike lane phase 1 | None | 15 minutes | GTD chief |
| | 1.2. Prepares Letter Order for monitoring/inspection of bike lanes | None | 15 minutes | Admin Staff, GTD |
| | 1.3. Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |
| | 1.4. Affixes initials to Letter Order | None | 5 minutes | GTD chief |
| | 1.5. Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.6. Conducts Monitoring / Inspection | None | 6 hours | GTD Staff |
| | 1.7. Prepares After Monitoring / Inspection Report | None | 1 hour | GTD Staff |
| | 1.8. Reviews Report and affixes initial | None | 5 minutes | OIC GTD |
| | 1.9. Review Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.10. Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.11. Records and Release Report to Concern Division | None | 15 minutes | Receiving Clerk, DPOS |
| | 1.12. Files Documents for Future Reference | None | 5 minutes | GTD Clerk |
| TOTAL: | | | 9 hours and 5 minutes | |

4. DAILY DEPLOYMENT OF BIKE PATROLLERS TO THEIR AREA OF RESPONSIBILITY

The Green Transport Division of the Department of Public Order and Safety deploys bike patrollers in their area of responsibility for safety of the cyclist, pedestrians, commuters and other members of the riding public.

| DIVISION / DIVISION: | | Green Transport Division | | |
|--|---|--------------------------|------------------------|---------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C | | |
| WHO MAY AVAIL: | | Quezon City Constituents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. As per mandate of Ordinance SP-2988, S-2020 | 1.1. Checking of attendance of the bike patrollers | None | 5 minutes | Operations, GTD |
| | 1.2. Instructs and deploys the GTD bike patrollers to various areas along bike lane phase 1 | None | 15 minutes | Operations, GTD |
| | 1.3. Checking of personal protective gear | None | 5 minutes | Deputy for operation, GTD |
| | 1.4. Deployment of bike patrollers | None | 5 minutes | Operations, GTD |
| TOTAL: | | | 30 minutes | |

5. PROVIDES ASSISTANCE, MONITORING AND SUPERVISION AT PAYATAS CONTROLLED DISPOSAL FACILITY (PCDF)

The Green Transport Division of the Department of Public Order and Safety provides assistance, monitoring and supervisions of Cyclist at Payatas Controlled Disposal Facility.

| DIVISION / DIVISION: | | Green Transport Division | | |
|--|--|--------------------------|----------------------------|---------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C | | |
| WHO MAY AVAIL: | | Quezon City Constituents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. As per mandate of Ordinance SP-2988, S-2020 | 1.1. Checking of attendance of the bike patrols | None | 5 minutes | Operations, GTD |
| | 1.2. Prepares Letter Order | None | 15 minutes | Admin Staff, GTD |
| | 1.3. Recommends approval of Letter Order | None | 20 Minutes | Head, DPOS |
| | 1.4. Affixes initials to Letter Order | None | 5 minutes | GTD Chief |
| | Approves/Signs Letter Order | None | 15 minutes | HEAD, DPOS |
| | Instructs and deploys the GTD bike patrols to PCDF | None | 15 minutes | Operations, GTD |
| | Checking of personal protective gear | None | 5 minutes | Deputy for operation, GTD |
| | Deployment of bike patrols | None | 8 hours | Bike Patrol, GTD |
| TOTAL: | | | 9 hours, 20 minutes | |

6. CONDUCT VERIFICATION, INSPECTION AND OPERATION OF COMPLAINTS/ REQUEST ALONG BIKE LANE PHASE 1

| The Green Transport Division of the Department of Public Order and Safety respond to complaints/ request by conducting verification/ inspection and operation. | | | | |
|--|---|--------------------------|------------------------|---------------------------|
| DIVISION / DIVISION: | | Green Transport Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C | | |
| WHO MAY AVAIL: | | Quezon City Constituents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Letter - Complainant | | Complainant | | |
| 2. Email – GTD.dpos@quezoncity.gov.ph dpos.GTD2019@gmail.com | | Web Portal | | |
| 3. Facebook page – Green Transport Division-DPOS | | Web Portal | | |
| 4. Phoned-in – 8710 0743 | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Clients prepare complaints / request | 1.1. Receives and records complaints / request | None | 5 minutes | Receiving Clerk |
| | 1.2. Reviews and evaluates documents | None | 20 minutes | Chief, Admin |
| | 1.3. Reviews documents and refers complaints / request to GTD for complete staff action | None | 20 minutes | DPOS, Head |
| | 1.4. Evaluates the request and gives instruction to section-in-charge | None | 10 minutes | Chief, GTD |
| | 1.5. Prepares Letter Order | None | 15 minutes | Admin Staff, GTD |
| | 1.6. Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |
| | 1.7. Affixes initials to Letter Order | None | 5 minutes | GTD chief |
| | 1.8. Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.9. Implement the letter order by conducting verification / inspection and operation. | None | 6 hours | GTD Staff |
| | 1.10. Prepares After Operation Report. | None | 1 hour | GTD Staff |

| | | | | |
|---------------|--|------|-------------------------------|-----------------------|
| | 1.11. Reviews Report and affixes initial | None | 5 minutes | OIC GTD |
| | 1.12. Review Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.13. Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.14. Records and Release Report to Concern Division | None | 15 minutes | Receiving Clerk, DPOS |
| | 1.15. Files Documents for Future Reference | None | 5 minutes | GTD Clerk |
| TOTAL: | | | 9 hours and 25 minutes | |

7. PROVIDES “LIBRENG SAKAY” TO TAX PAYERS AND QUEZON CITY HALL EMPLOYEES

| The Green Transport Division of the Department of Public Order and Safety provides “Libreng Sakay” to tax payers and Quezon City Hall employees | | | | |
|---|---|--------------------------|------------------------|---------------------------|
| DIVISION / DIVISION: | | Green Transport Division | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | G2C | | |
| WHO MAY AVAIL: | | Quezon City Constituents | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Clients prepare request letter for E- trike service | 1.1. Receives and records request letter | None | 5 minutes | Receiving Clerk |
| | 1.2. Reviews and evaluates documents | None | 20 minutes | Chief, Admin |
| | 1.3. Reviews documents and refers request to GTD for complete staff action | None | 20 minutes | DPOS, Head |
| | 1.4. Evaluates the request and gives instruction to section-in-charge | None | 10 minutes | Chief, GTD |
| | 1.5. Prepares Letter Order | None | 15 minutes | Admin Staff, GTD |
| | 1.6. Recommends approval of Letter Order | None | 20 minutes | Head, DPOS |
| | 1.7. Affixes initials to Letter Order | None | 5 minutes | Chief, GTD |
| | 1.8. Approves/Signs Letter Order | None | 15 minutes | Head, DPOS |
| | 1.9. Implements the letter order by providing “ <i>Libreng Sakay</i> ” to tax payers and QC hall employees. | None | 8 hours | GTD Staff |
| | 1.10. Prepares After Activity Report. | None | 1 hour | GTD Staff |

| | | | | |
|---------------|--|------|-------------------------------|-----------------------|
| | 1.11. Reviews Report and affixes initial | None | 5 minutes | Chief, GTD |
| | 1.12. Reviews Report and affixes initial | None | 15 minutes | Chief Admin, DPOS |
| | 1.13. Approves and Signs the Report | None | 15 minutes | Head, DPOS |
| | 1.14. Records and Release Report to Concern Division | None | 15 minutes | Receiving Clerk, DPOS |
| | 1.15. Files Documents for Future Reference | None | 5 minutes | GTD Clerk |
| TOTAL: | | | 9 hours and 25 minutes | |

Clearing and Demolition Division

External Services

1. INSPECTION / VERIFICATION OF VARIOUS PUBLIC SAFETY AND OBSTRUCTION RELATED COMPLAINTS

| | | | | |
|---|--|----------------------------------|------------------------|----------------------------|
| The Department of Public Order and Safety receives various complaints and requests for inspection relative to public safety and security. It is mandated to conduct monitoring and verification on all complaints received either through official letter request, walk in or phone-in and/ or via email. | | | | |
| OFFICE/DIVISION: | | Clearing And Demolition Division | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2C – Government to Citizen | | |
| WHO MAY AVAIL: | | ALL | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of complaint/request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Files letter of complaint/request | 1.1. Receives and records complaint/request for routing slip | None | 20 minutes | Receiving /Releasing Clerk |
| | 1.2. Reviews and evaluates documents and refer it to CDD for complete staff action | None | 20 minutes | Chief, Admin |
| | 1.3. Evaluates documents and gives instruction to section in charge / personnel for staff action | None | 10 minutes | Chief, CDD |
| | 1.4. Prepares Letter Order for inspection of Complaints or Endorsements to other concerned office if the request id not within the jurisdiction of DPOS authority. | None | 30 minutes | CDD Personnel |
| | 1.5. Recommends approval of Letter Order/ Endorsements; affixes initial | None | 20 minutes | Chief, CDD |
| | 1.6. Approves/ Signs of Letter Order or Endorsements. | None | 1 day | Head, DPOS |

| | | | | |
|---------------|---|------|---------------------------------------|----------------------------|
| | 1.7. Conducts ocular inspection/verification ; Prepares After Operation Report; endorsement to concerned offices; and Letter to Complainant for the action taken. | None | 3 days | CDD Inspector/s |
| | 1.8. Reviews reports/ Endorsements/ Letter reply and affixes initials to Endorsements and Letter reply to Complainant ; recommends approval | None | 20 minutes | Chief, CDD |
| | 1.9. Approves and signs documents | None | 1 day | Head, DPOS |
| | 1.10. Records and Releases Endorsement/Letter to concerned offices/complainant and files documents for future reference. | None | 20 minutes | Receiving /Releasing Clerk |
| TOTAL: | | | 4 Days, 2 Hours and 20 Minutes | |

2. CONDUCT OF CLEARING OPERATION

One of the objectives of the Department of Public Order and Safety is the strict implementation and enforcement of all laws and ordinances. DPOS is mandated to implement the clearing of road obstructions. The Clearing and Demolition Division (CDD) implements the clearing of road obstructions, encroachments, illegal structures and construction based on the complaints received by this department and on the inspections conducted.

| OFFICE / DIVISION: | | Clearing and Demolition Division | | |
|----------------------------------|--|----------------------------------|------------------------|----------------------------|
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2C - Government to Citizen | | |
| WHO MAY AVAIL: | | Complainant/s | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of complaint / request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files letter of complain | 1.1. Receives and records letter complaint / request for routing slip | None | 20 minutes | Receiving /Releasing Clerk |
| | 1.2. Reviews and evaluate documents and refers complaint to CDD for complete staff action. | None | 30 minutes | Chief, Admin |
| | 1.3. Assign the complaint to the officer on case and gives instructions to section-in-charge. | None | 10 minutes | Chief, CDD |
| | 1.4. Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction or authority of DPOS | None | 1 hour | CDD Personnel |
| | 1.5. Recommends approval of Letter Order/Endorsements; affixes initials | None | 10 minutes | Chief, CDD |
| | 1.6. Approves/Signs of Letter Order | None | 1 hour | Head, DPOS |
| | 1.7. Conducts ocular inspection/verification and Prepares Inspection Report and recommendation to | None | 3 days | CDD Inspector/s |

| | | | | |
|---------------|--|------|--|--|
| | issue NOV if there are violations | | | |
| | 1.8. Reviews and affixes initial | None | 20 minutes | Chief, CDD |
| | 1.9. Approves/ Signs of document | None | 30 minutes | Head, DPOS |
| | 1.10. Issues Notice of Violation to self demolish the structure within 7 days if necessary and Prepares Letter Order to conduct clearing operations if deemed for immediate clearing operation | None | 1 day | CDD Inspector/s |
| | 1.11. Recommends approval of Letter Order; affixes initial | None | 15 minutes | Chief, CDD |
| | 1.12. Approves/Signs of Letter Order | None | 1 day | Head, DPOS |
| | 1.13. Coordinates and collaborates with external partner agencies/offices for joint clearing operation | None | 1 day | CDD, External Agencies and other offices |
| | 1.14. Conducts clearing operation and Prepares After operation report | None | 1 day | CDD, External Agencies and other offices |
| | 1.15. Submits After Operation Report and Transmits Report to the Mayor | None | 20 minutes | Receiving /Releasing Clerk |
| TOTAL: | | | 4 Days, 2 Hours, and 35 Minutes | |

3. SERVICE OF CEASE AND DESIST ORDER (CDO)

The Department of Public Order and Safety, also mandated to assist the QC Department of Building Official in the implementation or service of a Cease and Desist Order (CDO) to prevent and/or stop the construction of illegal structures found with violation of the National Building Code.

| OFFICE / DIVISION: | | Clearing and Demolition Division | | |
|----------------------------------|--|----------------------------------|--|-----------------------------|
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2C - Government to Government | | |
| WHO MAY AVAIL: | | Complainants | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Report/ Endorsement/ Transmittal | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send letter request | 1.1. Receives and Records. | None | 20 minutes | Receiving /Releasing Clerk |
| | 1.2. Reviews and evaluates documents. | None | 20 minutes | Chief, Admin |
| | 1.3. Prepares Letter Order, reviews and affixes of initials | None | 15 minutes | Chief, CDD |
| | 1.4. Approval/ signing of Letter Order for the schedule of service | None | 30 minutes | Head, DPOS |
| | 1.5. Service of CDO and Prepares Report for DBO regarding the successful service of CDO | None | 2 days | CDD Inspector/s |
| | 1.6. Reviews, recommends approval, and affixes of initials | None | 10 minutes | Chief, CDD |
| | 1.7. Approval and signing of the Report. | None | 2 hours | Head, DPOS |
| | 1.8. Records the release of document and Returns copy of CDO to DBO informing of its implementation. | None | 10 minutes | Receiving / Releasing Clerk |
| TOTAL: | | | 2 Days, 3 Hours, and 45 Minutes | |

4. THERMOPLASTIC PAINTING / MARKINGS OF PEDESTRIAN LANES ON PUBLIC ROADS

| The Clearing and Demolition Division (CDD) also conducts thermoplastic paintings/markings of pedestrian lanes in an aim to ensure the safety of pedestrians and gutter on public roads. | | | | |
|---|--|--|------------------------|-----------------------------|
| OFFICE/DIVISION: | | CLEARING AND DEMOLITION DIVISION | | |
| CLASSIFICATION: | | Highly Technical | | |
| TYPE OF TRANSACTION: | | G2C – Government to Citizen | | |
| WHO MAY AVAIL: | | Barangays, Schools, Complainants, and, other QC Stakeholders | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files Letter Request/ Complaint | 1.1. Receives and Records. | None | 20 minutes | Receiving / Releasing Clerk |
| | 1.2. Reviews and evaluates documents and refer them to CDD assigned personnel to create Letter Order for the dispatched of operation team. | None | 20 minutes | Chief, Admin |
| | 1.3. Reviews, recommends approval and affixes of initials | None | 10 minutes | Chief, CDD |
| | 1.4. Approval/ signing of Letter Order for the dispatched of operation personnel | None | 30 minutes | Head, DPOS |
| | 1.5. Prepares thermo plastic paints/ and other paint materials; Conducts Thermo painting/Markings; and Submits After Operation Report regarding the successful conduct of Thermo Painting/ | None | 1 day | CDD Personnel |

| | | | | |
|--------------|---|------|--|---------------------------------|
| | Markings. | | | |
| | 1.6. Reviews Report and affixes initials. | None | 30 minutes | Chief, CDD |
| | 1.7. Approves and signs the document | None | 1 day | Head, DPOS |
| | 1.8. Records the document and Transmit Report to the requesting party and to the Mayor. | None | 20 minutes | Receiving Clerk/Releasing Clerk |
| TOTAL | | | 2 Days, 2 Hours, and 10 Minutes | |

Inspection and Monitoring Division

External Services

1. PROCESSING AND ISSUANCE OF CCTV CLEARANCE

The Department of Public Order and Safety is tasked to assist the Business Permit and Licensing Department in the implementation of QC Ordinance No. SP-2695, S-2018, An Ordinance Amending Ordinance No. SP-2139, S-2012, otherwise known as “An Ordinance Mandating Business Establishments Operating Within the Territorial Jurisdiction of Quezon City to Install Closed Circuit Television System (CCTV), and Prescribing Penalties for Violations Thereof”, Providing for this purpose, the Minimum Technical Specifications and Installation as per DILG Memorandum Circular No. 2014-119. CCTV clearance is issued by the Quezon City Government thru the DPOS through Inspection and Monitoring Division to business establishments that are compliant pursuant to City Ordinance No. SP-2695, S-2018.

A CCTV Clearance is valid one (1) year from the date of its issuance and must be renewed annually.

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| OFFICE/DIVISION: | Inspection and Monitoring Division | | | |
| CLASSIFICATION: | Complex | | | |
| TYPE OF TRANSACTION: | G2B | | | |
| WHO MAY AVAIL: | All business establishments within the territorial jurisdiction of Quezon City | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| ONLINE | | | | |
| Initial Requirements | Initial Requirements | | | |
| 1. Unified Business Permit Application Form | 1. Department of Public Order and Safety, Inspection and Monitoring Division. | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all the required documents for initial assessment and verification thru email. | 1.1. Recording of application for CCTV Clearance | None | 10 minutes | IMD Admin Personnel |
| | 1.2. Preparation of Letter Order for the conduct of field investigation | None | 30 minutes | IMD Operations Personnel |
| | 1.3. Review of letter order | None | 10 minutes | OIC / Action Officer, IMD |
| | 1.4. Approval of Letter Order | None | 15 minutes | Head, DPOS |

| | | | | |
|---------------|---|------|---------------------------------|---------------------------|
| | 1.5. Site inspection of Business Establishment and submission of result | None | 3 days | IMD Operations Personnel |
| | 1.6. Review and sorting of inspection report | None | 30 minutes | IMD Operations Personnel |
| | 1.7.1.1. Non-compliant business establishments: Preparation of endorsement to BPLD | None | 15 minutes | IMD Admin Personnel |
| | 1.7.1.2. Approval of documents for endorsement to BPLD | None | 10 minutes | Head, DPOS |
| | 1.7.1.3. Forward signed endorsement of Non-Compliant business establishment/s to BPLD | None | 10 minutes | Admin Personnel |
| | 1.7.2.1. Compliant business establishments: Preparation of CCTV clearance | None | 20 minutes | IMD Admin Personnel |
| | 1.7.2.2. Review of CCTV clearance | None | 10 minutes | OIC / Action Officer, IMD |
| | 1.7.2.3. Approval of CCTV clearance | None | 4 hours | Head, DPOS |
| | 1.7.2.4. Issuance of CCTV clearance to applicants by e-mail | None | 15 minutes | IMD Admin Personnel |
| TOTAL: | | | 2 days 1 hour 43 minutes | |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send a feedback | Answer the Customer Feedback Form and /or the Service Experience Survey form and drop it at the box at the front desk; |
| How feedback is processed | All feedbacks will be relayed to all divisions concern; If feedbacks need answers, said feedback will be given to the concerned division and reply will be sent to the sender; |
| How to file a complaint | Answer the complaint form and hand it over to the front desk officer; Complaints maybe filed via telephone call and the receiver will be the one to fill up the form; Details of the complaint including that of the complainants are noted; Name: Address: Contact Number: Nature of Complaint; |
| How complained are processed | The form is immediately forwarded to the Office of the Head for instruction to the Division in charge; The Division in charge will immediately assign inspectors who will conduct investigation on the complaint; Inspector will prepare report, recommendation and/or referral; The complaint will be informed through writing on the action taken; |
| Contact Information | DPOS@quezoncity.gov.ph Tel. No. 8924-1851 / 8710-1871 0917-717-0025 |

| Office / Division | Address | Contact Information |
|--|---|---|
| Office of the Department Head | 3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City | 8400-0599 DPOS@quezoncity.gov.ph |
| Administrative Division | 3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City | 8924-1851 admin.DPOS@quezoncity.gov.ph |
| Security Intelligence and Investigation Division | 3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City | 8734-9991 SID.DPOS@quezoncity.gov.ph |
| Green Transport Division | 1 st Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City | 8710-0743 gto.dpos@quezoncity.gov.ph |
| Clearing and Demolition Division | 1 st Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City | 0999-299-3280 cdd.dpos@quezoncity.gov.ph |
| Inspection and Monitoring Division | 4 th Floor D POS Building, Kalayaan Avenue, Diliman, Quezon City | 0999-228-7359 imd.dpos@quezoncity.gov.ph |