



DEPARTMENT OF PUBLIC ORDER AND SAFETY

CITIZEN'S CHARTER



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2022

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.



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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, Department of Public Order and Safety			
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 Diploma - High School or College or Post Graduate Transcript of Records Civil Service Eligibility or its equivalent Birth Certificate Marriage Contract (if applicable) Drug Test Result NBI Community Tax Certificate		Administrative Division, DPOS School / University School / University Civil Service Commission / PRC Philippine Statistics Authority Philippine Statistics Authority Accredited Drug Testing Laboratory / Hospital National Bureau of Investigation 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. Receives the application and informs applicant to wait for notification, through text message, from the Administrative Personnel;	N/A	3 mins	Receiving Clerk
	1.1 Records the document and prepares routing slip;	N/A	2 mins	Receiving Clerk
	1.2 Forwards the application to the Administrative Division;	N/A	3 mins	Receiving Clerk
	1.3 Evaluates and checks the qualifications of the applicant, prepares recommendation and refer to the Department Head for instruction;	N/A	15 mins	Chief Administrative Officer



	1.4 Reviews the recommendation; gives instruction to the CAO whether to consider or reject applicant;	N/A	30 mins	Head, DPOS
	1.5 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;	N/A	30 mins	Chief Administrative Officer
	1.6 Encodes the name of the applicant in the masterlist of applicants and informs them of their application status;	N/A	15 mins	Admin Clerk
	1.7 Sets the date for interview of all applicants; (this will depend on the availability of slots for COS)	N/A	30 mins	Chief Administrative Officer
	1.8 Informs DPOS Selection Committee members on the date and time of interview;	N/A	30 mins	Admin Clerk
	1.9 Informs all qualified applicants through e-message or text on the date and time of initial interview by the DPOS Selection Committee;	N/A	1 hour	Admin Clerk
2. Applicant appears on the date and time specified by the Admin Clerk;	2. Orients the applicant on the process of the interview and the important information the DSC will be asking;	N/A	30 mins	Admin Clerk
	2.1 Interviews qualified applicants;	N/A	20 mins	DPOS Selection Committee



	2.2 Collects the evaluation sheets / score sheets of the DCS members after all the applicants are interviewed and tabulates the result of the ratings;	N/A	1 hour	Admin Clerk
	2.3 Submits the result to the Chief Administrative Officer	N/A	20 mins	Admin Clerk
	2.4 Checks the tabulation and presents to the Department Head for instruction;	N/A	15 mins	Chief Administrative Officer
	2.5 Instructs the CAO to set final interview of applicants who passed the initial interview	N/A	15 mins	Head, DPOS
	2.6 Informs all applicants who passed the preliminary screening on the date and time of the final interview;	N/A	1 hour	Admin Clerk
3. Appears before the DPOS Head for final interview	3. Interviews all the applicants;	N/A	20 mins	Head, DPOS
	3.1 Gives instruction to the Chief Administrative Officer and identifies applicants to be hired	N/A	20 mins	Head, DPOS
	3.2 Informs successful applicants to submit all documentary requirements within 5 days	N/A	30 mins	Chief Administrative Officer
	3.3 Waits for the submission of documents by the applicants;	N/A	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	N/A	2 hours	Admin Clerk
	4.2 Prepares Contract of Service for the newly hired applicants	N/A	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;	N/A	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;	N/A	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 _____;	N/A	1 hour	Admin Clerk
	6.2 Affixes signature on the Contract of Service;	N/A	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;	N/A	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;	N/A	30 mins	Chief Administrative Officer
TOTAL:			8 days 6 hours 18 mins	



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. Submit the complete application requirements thru e-mail, dpos@quezoncity.gov.ph	1.1 Send 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. Confirm the attendance to scheduled preliminary interview at the DPOS office	2.1 Schedule shortlisted applicants for interview	NONE	3 days	Administrative Division Staff
	2.2 Check and reviews all documents submitted	NONE	1 day	Administrative Division Staff
	2.3 Submit 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		
None		None		
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 ^{SEP} 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	None	10 Minutes	Receiving Clerk



	recording of the document.			
	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 concerned division heads	None	20 minutes	Head, DPOS
	1.9 Route the physical documents to the concerned divisions	None	10 minutes	Messenger
	TOTAL:	None	1 Hours, 45 Minutes	



Administrative Division

Internal Service



1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Certificate of Employment is issued to all DPOS employees upon request for whatever legal purpose it may serve them. 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		
Letter 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;	N/A	3 mins.	Administrative Clerk
	2. Checks on the status of the applicant's employment;	N/A	10 mins.	Administrative Clerk
	3. Prepares the Certificate of Employment	N/A	10 mins	Administrative Clerk
	4. Reviews and affixes initials on the Certificate of Employment	N/A	10 mins	Chief Administrative Officer
	5. Approves and signs Certificate of Employment	N/A	10 mins	Head, DPOS
	6. Informs requesting personnel thru text message that the Certificate of Employment is already signed by the DPOS Head/	N/A	5 mins	Administrative Clerk
	TOTAL:		48 mins	



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;	N/A	3 mins.	Administrative Clerk
	2. Checks on the purpose of the request and the other documents needed	N/A	5 mins.	Administrative Clerk
	3. Checks on the number vacation and sick leave credits from the database	N/A	10 mins	Administrative Clerk
	4. Prepares and signs the Leave Card	N/A	10 mins	Administrative Clerk
	5. Approves and signs the Leave Card	N/A	10 mins	Chief Administrative Officer
	6. Informs requesting personnel thru text message that the Leave Card is already signed by the Chief Administrative Officer	N/A	5 mins	Administrative Clerk
	TOTAL:		43 mins	



3. ISSUANCE OF OFFICE CLEARANCE (A)

Office Clearance (A) is issued to all DPOS employees as requirement for payment of last salary.

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	N/A	3 mins.	Administrative Clerk
	2. Checks on the 201 file of the personnel;	N/A	5 mins.	Administrative Clerk
	3. Prepares Office Clearance	N/A	10 mins	Administrative Clerk
	4. Clears as to Money and Property Accountability	N/A	10 mins	OIC, Finance and Budget Section
	5. Clears as to Records Accountability	N/A	10 mins	OIC, Records Section
	6. Clears as to Traffic Operations Accountability	N/A	10 mins	Chief, Traffic Operations Division
	7. Clears as to Administrative Accountability	N/A	10 mins	Chief Administrative Officer
	8. Approves and signs Office Clearance	N/A	10 mins	Head, DPOS
	9. Informs personnel thru text message and attaches clearance to the other documents	N/A	10 mins	Administrative Clerk
	TOTAL:		1 hour 18 mins	



4. ISSUANCE OF OFFICE CLEARANCE (B)

Office Clearance (B) is issued to all DPOS employees as requirement for maternity leave and application for leave of absence for more than thirty (30) days.

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;	N/A	3 mins.	Administrative Clerk
	2. Checks on the purpose of the request and the other documents needed	N/A	5 mins.	Administrative Clerk
	3. Prepares Office Clearance	N/A	10 mins	Administrative Clerk
	4. Reviews and affixes initials on the Office Clearance	N/A	10 mins	Chief Administrative Officer
	5. Approves and signs Office Clearance	N/A	10 mins	Head, DPOS
	6. Informs requesting personnel thru text message that the Office Clearance is already signed by the DPOS Head	N/A	10 mins	Administrative Clerk
	TOTAL:		48 mins	



5. 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.

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. Fill 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 should be at least thirty (30)	1. Provides the leave form	None	20 minutes	Administrative Assistant



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
None	2.2. Endorses to first-level approver for initial	None	20 minutes	Administrative Assistant
None	2.3 First-level approver will decide whether to recommend or not recommend the leave	None	30 minutes	Administrative Officer II
None	2.4. Endorse to final second-level approver for approval	None	10 minutes	Administrative Assistant
None	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
None	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	

6. 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:	None	1 Hours, 45 Minutes	

7. CERTIFICATE OF EMPLOYMENT (PERMANENT AND CONTRACTUAL)

This certificate is being issued to DPOS personnel upon request for whatever legal purpose it may serve them which indicates all necessary employment information of an employee.

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 submit 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.	None	1 hour	Administrative Assistant
	1.4. Forwards certificate for signature of the Administrative Chief	None	30 Minutes	Chief Administrative Officer
	1.5. Forwards	None	30 Minutes	Head, DPOS



	certificate to the Office of the Department Head for final signature			
	TOTAL:	None	2 hours, 6 Minutes	

8. 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
	1.3 Endorses the whitelist and the requirements to LandBank.	None	30 Minutes	Administrative Assistant
	TOTAL:		1 Hours 40 Minutes	

9. 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	

10. 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	None	10 minutes	Administrative Assistant



	Department.			
	TOTAL:		31 minutes	

11. 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	



12. 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	



13. 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	



14. Government Service Insurance System (GSIS) Multi-Purpose, Policy, Computer 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	



15. 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 & 35 minutes	



16. 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
	Evaluates employees' data to identify who are qualified to avail.	None	1 hour	Administrative Assistant
	Reviews completeness of documents and leave balances.	None	20 minutes	Administrative Assistant
	First-level approver will decide whether to qualified or not qualified the leave balances.	None	20 minutes	Administrative Assistant
	Endorses to second - level approver for signature.	None	10 minutes	Administrative Assistant
	Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement.	None	10 minutes	Chief Administrative Officer
	Retrieves signed endorsement and incurred leave credits.	None	10 minutes	Administrative Assistant
	Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not.	None	10 minutes	Administrative Assistant
	Retrieves signed Service Record and Certificate of Leave without pay (LWOP's)	None	20 minutes	Human Resources Management Department
	Initial Evaluation of Service Record of employees who are qualified to avail.	None	1 hour	Administrative Assistant



	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
	Reviews completeness of documents.	None	10 minutes	Administrative Assistant
	Endorses to second - level approver for signature.	None	10 minutes	Administrative Assistant
	Second-level approver will decide whether the recommendation is acceptable or not and sign the endorsement.	None	10 minutes	Chief Administrative Officer
	Retrieves signed endorsement for payroll.	None	10 minutes	Administrative Assistant
	Endorses to Human Resource Management Department who will decide whether the recommendation is acceptable or not for payroll.	None	10 minutes	Administrative Assistant
	Retrieves Loyalty and Longevity Payroll.	None	20 minutes	Human Resource Management Department
	Signs and approved Loyalty and Longevity Payroll	None	20 minutes	Head, DPOS
	Retrieves signed payroll.	None	10 minutes	Administrative Assistant
	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.



17. 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
1. None	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
2. None	Submits the endorsement and attaches documents to Human Resource Management Department for correction and approval.	None	20 minutes	Administrative Assistant
Total :			2 day & 40 minutes	



18. 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:	None	3 hours, 6 minutes	



19. 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 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.	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:		Two (2) days, 36 minutes	



Security and Intelligence 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 and Intelligence Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Private Security Guards		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. 1x1 Picture				
5. 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	5 minutes	SID Personnel
2. Accomplishes DPOS Clearance form	2. Receives and Records DPOS Clearance Form with requirements and assigns control number	NONE	10 minutes	SID Personnel
	2.1 Recommends /affixes initials for Approval of DPOS Clearance	NONE	5 minutes	Chief, SID
	2.2 Approves Clearance	NONE	5 minutes	Head, DPOS
3. Secures approved DPOS Clearance	3. Releases DPOS Clearance	NONE	5 minutes	SID Personnel
TOTAL:			35 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 and Intelligence 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. License to Operate from PNP		PNP		
SECURITY AGENCY (RENEWAL)				
1. License to Operate		PNP		
2. Monthly Deployment of Guards				
SECURITY TRAINING CENTER (NEW)				
1. Accreditation from TESDA/PNP		TESDA/PNP		
SECURITY TRAINING CENTER (RENEWAL)				
1. Accreditation from TESDA/PNP		TESDA/PNP		
RETAILER OF FIREARMS AND AMMUNITIONS (NEW)				
1. License to Operate to Deal in Firearm/Ammunition		PNP		
RETAILER OF FIREARMS AND AMMUNITIONS (RENEWAL)				
1. License to Operate to Deal in Firearm/Ammunition		PNP		
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	20 minutes	DPOS, Head
	1.3. Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.4. Prepares DPOS Clearance	NONE	15 minutes	SID Personnel
	1.5. Recommends approval	NONE	10 minutes	Chief, SID



	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	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 2 Hours and 25 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 and Intelligence 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				
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	20 minutes	DPOS, Head
	1.3. Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.4. Prepares DPOS Clearance	NONE	15 minutes	SID Personnel
	1.5. Recommends approval	NONE	10 minutes	Chief, SID
	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	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 2 Hours and 25 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 and Intelligence Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Individuals applying for New/Renewal of Business Permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FIREWORKS DISPLAY AND PYROTECHNICS				
1. Request letter		Requesting Party		
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 and evaluates documents	NONE	30 minutes	Chief, Admin
	1.3 Refers to division-in-charge for complete staff work	NONE	20 minutes	DPOS, Head
	1.4 Prepares DPOS Clearance	NONE	15 minutes	SID Personnel
	1.5 Recommends Approval	NONE	10 minutes	Chief, SID
	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	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 2 Hours and 5 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 and Intelligence 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. 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	10 minutes	Receiving/Releasing Clerk
	1.1 Reviews and evaluates documents	NONE	30 minutes	Chief, Admin
	1.2 Reviews and refers to division-in-charge for complete staff work	NONE	30 minutes	DPOS, Head
	1.3 Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.4 Issues Order of Payment	NONE	5 minutes	SID 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 Receipt	3. Prepares DPOS clearance	NONE	10 minutes	SID Personnel
	3.1 Recommends for approval	NONE	10 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	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 3 Hours and 15 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 and Intelligence 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	20 minutes	Receiving/Releasing Clerk
	1. Receives and records complaint/request for routing slip	NONE	30 minutes	Head, DPOS
	1.2 Evaluates the request/complaint	NONE	10 minutes	Chief, SID
	1.3 Prepares Letter Order for inspection operation	NONE	10 minutes	SID Personnel
	1.4 Conducts Inspection	NONE	3 days	SID Personnel
	1.5 Prepares Inspection Report/Recommendations	NONE	1 day	SID Personnel
	1.6 Issues Notice of Violation	NONE	1 day	SID Personnel
	1.7 Prepares Letter Order for clearing operation	NONE	10 minutes	SID Personnel
	1.8 Coordinates and collaborates with external partner agencies/offices for joint clearing operation	NONE	1 day	SID, External Agencies, and other offices



	1.9 Conducts clearing operation	NONE	1 day	SID, External Agencies, and other offices
	1.10 Prepares After operation report	NONE	4 hours	SID Personnel
	1.11 Submits Report to the Mayor's Office	NONE	1 day	Receiving/Releasing Clerk
TOTAL:			8 Days 5 Hours and 20 Minutes	

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 and Intelligence 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	20 minutes	Receiving/Releasing Clerk
	1.1 Reviews and evaluates documents	NONE	20 minutes	Chief, Admin
	1.2 Reviews documents and refers complaint to SID for complete staff action	NONE	20 minutes	DPOS, Head
	1.3 Evaluates the complaints and gives instruction to section-in-charge	NONE	10 minutes	Chief, SID
	1.4 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	SID Personnel
	1.5 Recommends approval of Letter Order/ Endorsements	NONE	15 minutes	Chief, SID



	1.6 Affixes initials to Letter Order or Endorsements	NONE	10 minutes	Chief, Admin
	1.7 Approves/Signs of Letter Order/ Endorsements	NONE	1 day	Head, DPOS
	1.8 Conducts ocular Inspection/ Clearing Operation (E.O. 12)	NONE	7 days	SID Personnel
	1.9 Prepares After Operation Report, endorsement to concerned offices and Letter to Complainant for the action taken	NONE	4 hours	SID Personnel
	1.10 Reviews reports/ Endorsements/ Letter and affixes his initial on the documents	NONE	15 minutes	Chief, SID
	1.11 Reviews reports and affixes initials to Endorsements and Letter reply to Complainant	NONE	20 minutes	Chief, Admin
	1.12 Approves and signs documents	NONE	1 day	Head, DPOS
	1.13 Records and Files	NONE	20 minutes	Receiving/Releasing Clerk
	1.14 Releases Endorsement/ Letter to concerned offices	NONE	30 minutes	Receiving/Releasing Clerk
TOTAL:			10 Days	

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 escapes to maintain a peaceful environment.

Office / Division:		Security and Intelligence Division		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		Government Facilities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request				
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 and evaluates documents	NONE	10 minutes	Asst. Dept. Head
	1.3 Reviews document and refers request to SID for complete staff action	NONE	10 minutes	DPOS Head
	1.4 Reviews and Evaluates the request and gives instructions to section-in charge	NONE	10 minutes	Chief, SID
	1.5 Conducts security survey	NONE	2 days	Security Officer
	1.6 Prepares security survey report with recommendation/ remarks	NONE	2 hours	Security Officer
	1.7 Reviews reports and affixes his initial on the documents	NONE	5 minutes	Chief, SID
	1.8 Prepare Duty Detailed Order for deployment of Security Personnel	NONE	20 minutes	Security Officer
	1.9 Approves and signs documents	NONE	20 minutes	Dept. Head
TOTAL:			2 Days 3 Hours and 25 Minutes	

9. ISSUANCE OF CCTV CLEARANCE FOR THE IMPLEMENTATION OF QC ORD. NO. SP-2965, S-2018

The Dept. 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, S2012, 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 Standards and Specifications as per DILG Memorandum Circular. The DPOS is tasked to inspect and determine the compliance of the Ordinance and issue CCTV Clearance for business operating within Quezon City.

Office / Division:	Security and Intelligence Division
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Individuals applying for New/Renewal of Business Permit
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
NEW	
1. Affidavit of Undertaking	
RENEWAL	



1. Affidavit of Undertaking				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the necessary requirements	1.1 Checks/ Receives all the requirements for routing slip	NONE	10 minutes	Receiving Personnel
	1.2 Reviews and evaluates docs	NONE	10 minutes	Asst. Dept. Head
	1.3 Refers to division-in-charge for complete staff work	NONE	10 minutes	DPOS, Head
	1.4 Evaluates and reviews all requirements	NONE	10 minutes	SID Personnel
	1.5 Prepares DPOS Clearance for CCTV	NONE	15 minutes	SID Personnel
	1.6 Chief, SID recommend for approval	NONE	10 minutes	Chief, SID
	1.7 Affix initials for the CCTV clearance	NONE	20 minutes	Asst. Dept. Head
	1.8 Approves/Signs CCTV clearance	NONE	30 minutes	DPOS, Head
2. Secures approved clearance	2.1 Approves and signs documents	NONE	10 minutes	Releasing Personnel
TOTAL:			1 Hour and 5 Minutes	

10. ENFORCEMENT AND IMPLEMENTATION OF ORDINANCES PERTAINING TO HEALTH PROTOCOLS

Relative to its mandate to provide security and safety to residents in QC and responsible to implement all laws, rules and regulations of the city. The DPOS is tasked to enforce existing City Ordinances to combat COVID-19 as provided under the issued memorandum guidelines of the City Mayor in relation to the declared alert levels for Quezon City.

Office / Division:	Security and Intelligence Division			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scheduled Operation	1.1 Coordinate to all concern units	NONE	10 minutes	DPOS Personnel
	1.2 Prepares Letter Order for Operation	NONE	20 minutes	DPOS Head
	1.3 Approves and signs documents	NONE	20 minutes	Dept. Head



	1.4 Personnel Briefing before actual Operation	NONE	10 minutes	Security Officer
	1.5 Actual Operation	NONE	6 hours	Operatives
	1.6 Prepares After Operation Report	NONE	1 hour	Respective Assigned Personnel
	1.7 Reviews Reports and affixes initial to the Report	NONE	30 minutes	Chief, Admin
	1.8 Approve and sign documents	NONE	20 minutes	DPOS Head
	1.9 Submits report to the Mayor's Office	NONE	1 day	DPOS Personnel
TOTAL:			1 Day 8 Hours and 50 Minutes	

11. 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 and Intelligence 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 health protocol 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 health protocol 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	

12. 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 and Intelligence 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 health protocol 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 health protocol 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 Office

External Services



1. MONITORING/INSPECTION OF DISTRIBUTED ELECTRIC TRICYCLES

The Green Transport Office 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 Office		
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. Instructs to monitor/inspect the distributed E-Trikes.	None	15 minutes	OIC, GTO
	1.1 Prepares Letter Order for monitoring/inspection of E-Trikes	None	15 minutes	Admin Staff, GTO
	1.2 Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.3. Affixes initials to Letter Order	None	5 minutes	OIC, Green Transport Office
	1.4 Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.5 Conducts Monitoring / Inspection	None	6 hours	GTO Staff
	1.6 Prepares After Monitoring / Inspection Report	None	1 hour	GTO Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTO
	1.8 Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.9 Approves and Signs the Report	None	15 minutes	Head, DPOS
	1.10 Records and Release Report to Concern Office	None	15 minutes	Receiving Clerk, DPOS
	1.11 Files Documents for Future Reference	None	5 minutes	GTO Clerk
TOTAL			9 hours and 5 minutes	



2. REGISTRATION OF BICYCLES AND OTHER ACTIVE MODE OF TRANSPORTATION

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

Office / Division:	Green Transport Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Quezon City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID 2x2 Picture Proof of Purchase Picture of owner with Bike		Any Government Agency Bike Store		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up registration form	1.Receives the filled- up registration form	None	15 minutes	GTO-IT personnel
2. Submits required documents	2.Receives the required documents	None	15 minutes	GTO- IT personnel
	3. Verifies/ Assessment of documents	None	20 minutes	GTO- IT personnel
	4. Adds client to biker database	None	30 minutes	GTO- IT personnel
	5. Issues Stickers and Leaflet	None	20 minutes	GTO- IT personnel
TOTAL			1 hours and 40 minutes	



3. MONITORING AND INSPECTION OF BIKE LANE PHASE 1

The Green Transport Office 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.

Office / Division:		Green Transport Office		
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. Instructs GTO monitoring team to inspect various areas along bike lane phase 1	None	15 minutes	GTO chief
	1.1 Prepares Letter Order for monitoring/inspection of bike lanes	None	15 minutes	Admin Staff, GTO
	1.2 Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.3. Affixes initials to Letter Order	None	5 minutes	GTO chief
	1.4 Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.5 Conducts Monitoring / Inspection	None	6 hours	GTO Staff
	1.6 Prepares After Monitoring / Inspection Report	None	1 hour	GTO Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTO
	1.8 Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.9 Approves and Signs the Report	None	15 minutes	Head, DPOS
	1.10 Records and Release Report to Concern Office	None	15 minutes	Receiving Clerk, DPOS
	1.11 Files Documents for Future Reference	None	5 minutes	GTO Clerk
TOTAL			9 hours and 5 minutes	



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

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

Office / Division:	Green Transport Office			
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	PERS ON RESP NSI BLE
	1. Checking of attendance of the bike patrols	None	5 minutes	Operations, GTO
	2. Instructs and deploys the GTO bike patrols to various areas along bike lane phase 1	None	15 minutes	Operations, GTO
	3. Checking of personal protective gear	None	5 minutes	Deputy for operation, GTO
	4. Deployment of bike patrols	None	5 minutes	Operations, GTO
TOTAL			30 minutes	



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

The Green Transport Office of the Department of Public Order and Safety respond to complaints/ request by conducting verification/ inspection and operation.

Office / Division:	Green Transport Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Quezon City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter - Complainant		Complainant		
2. Email – gto.dpos@quezoncity.gov.ph dpos.gto2019@gmail.com		Web Portal		
3. Facebook page – Green Transport Office-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 GTO 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, GTO
	1.5 Prepares Letter Order	None	15 minutes	Admin Staff, GTO
	1.6 Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.7 Affixes initials to Letter Order	None	5 minutes	GTO chief
	1.8 Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.5 Implement the letter order by conducting verification / inspection and operation.	None	6 hours	GTO Staff
	1.6 Prepares After Operation Report.	None	1 hour	GTO Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTO
	1.8 Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS



	1.9 Approves and Signs the Report	None	15 minutes	Head, DPOS
	1.10 Records and Release Report to Concern Office	None	15 minutes	Receiving Clerk, DPOS
	1.11 Files Documents for Future Reference	None	5 minutes	GTO Clerk
TOTAL			9 hours and 25 minutes	

6. PROVIDES “LIBRENG SAKAY” TO TAX PAYERS AND QUEZON CITY HALL EMPLOYEES				
The Green Transport Office of the Department of Public Order and Safety provides “LibrengSakay” to tax payers and Quezon City Hall employees				
Office / Division:	Green Transport Office			
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	1.2 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 GTO 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, GTO
	1.5 Prepares Letter Order	None	15 minutes	Admin Staff, GTO
	1.6 Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.7 Affixes initials to Letter Order	None	5 minutes	GTO chief
	1.8 Approves/Signs Letter Order	None	15 minutes	Head, DPOS
	1.5 Implement the letter order by providing “LibrengSakay” to tax payers and QC hall	None	8 hours	GTO Staff



	employees.			
	1.6 Prepares After Activity Report.	None	1 hour	GTO Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTO
	1.8 Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.9 Approves and Signs the Report	None	15 minutes	Head, DPOS
	1.10 Records and Release Report to Concern Office	None	15 minutes	Receiving Clerk, DPOS
	1.11 Files Documents for Future Reference	None	5 minutes	GTO Clerk
TOTAL			9 hours and 25 minutes	



Anti-Squatting Enforcement and Relocation Division

External Services



1. CONDUCT INSPECTION/PREPARATION FOR PRE-DEMOLITION/ DISMANTLING OF ILLEGAL STRUCTURE

To prevent and control squatting, enforce relevant anti-squatting laws and ordinances, implement plans and programs for informal settler families and squatters, conduct demolition and clearing of illegal constructions and structures, and relocate affected informal settler families and squatters, if necessary, in coordination with other concerned departments and agencies.

Office/Division:	Anti-Squatting Enforcement and Relocation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report/Letter-Complaint/Indorsement		Complainant / Barangay or Other Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
Send Request/Complaint Letter to DPOS	Receive and Records letters/referrals, attaches routing slip and forward to Asst.Dep't. Head/Dep't. Head	None	5 mins.	Receiving Clerk
	Assess/evaluates the subject of concern/complaint and refer to Chief of ASERD	None	10 mins.	Asst. Dept. Head/Dep't Head
	Evaluates and identify personnel in charge for inspection/investigation	None	10 mins.	Chief, ASERD, Asst. Chief
	Prepare Mission Order for assigned personnel to conduct inspection	None	30 mins	Asst. Chief
	Conduct inspection/investigation relative to the subject of complaint	None	180 mins	HHRO I/HHRO II/HHRO III
	Prepare Investigation/Inspection Report	None	1 day	HHRO I/HHRO II/HHRO III
	Submit Initial/draft report to Asst. Chief for review	None	60 mins	HHRO I/HHRO II/HHRO III
	Return back the draft report to investigator for the printing of final/edited version of investigation report	None	60 mins	HHRO I/HHRO II/HHRO III
	Prepare letter reply/ indorsement to appropriate	None	120 mins	HHRO I/HHRO II/HHRO III



	office, if any			
	Form Clearing/Demolition Team to dismantle Illegal structure	None	60 mins	Chief – ASERD/Asst. Chief – ASERD
	Prepare Mission Order for Operations Group to undertake the demolition of illegal structure; to be approved/signed by Dep't Head - DPOS	None	60 mins	Chief – ASERD/Asst. Chief – ASERD
	Conduct actual demolition/dismantling of illegal structure	None	1 day	HHRO I – III to act as Team Leader; ASERD Operation Group
	Submit after Operation Report	None	1 day	Assigned Team Leader
	TOTAL		4 days 1 hour & 45 mins	

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, encroachments, illegal structures and construction based on the complaints received by this department and on the inspections conducted by the Security and Intelligence Division;

Office / Division:		Anti-Squatting Enforcement and Relocation Division		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
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	20 minutes	Receiving Clerk
	1.1 Reviews and evaluates documents	None	20 minutes	Chief, Admin
	1.2 Reviews documents and refers complaint to SID for complete staff action	None	30 minutes	DPOS, Head
	1.3 Evaluates the complaints and gives instruction to section-in-charge	None	10 minutes	Chief, SID



	1.4 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	SID Personnel
	1.5 Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, SID
	1.6 Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.7 Approves/Signs of Letter Order/ Endorsements	None	1 day	Head, DPOS
	1.8 Conducts ocular Inspection/ verification	None	3 days	SID Personnel
	1.9 Prepares Inspection Report and Recommendations	None	1 day	SID Personnel
	1.10 Issues Notice of Violation	None	1 day	SID Personnel
	1.11 Prepares Letter Order to conduct clearing operation	None	10 minutes	SID Personnel
	1.12 Recommends approval of Letter Order	None	15 minutes	Chief, SID
	1.13 Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.14 Approves/Signs of Letter Order	None	1 day	Head, DPOS
	1.15 Coordinates and collaborates with external partner agencies/offices for joint clearing operation	None	1 day	SID, External Agencies and other offices
	1.16 Conducts clearing operation	None	1 day	SID, External Agencies and other offices
	1.17 Prepares After operation report	None	4 hours	SID Personnel
	1.18 Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
	TOTAL:		8 Days 5 Hours 20 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	8924-1851
Administrative Division	3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8710-1871
Security and Intelligence Division	3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8734-9991
Green Transport Office	1 st Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8710-0743
Anti-Squatting Enforcement and Relocation Division	1 st and 3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8924-1851