



DEPARTMENT OF PUBLIC ORDER AND SAFETY

CITIZEN'S CHARTER



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2023
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 education/training purposes of acquiring a drone pilot license and/or 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.

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 Inspection 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 Inspection 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 Intelligence and Inspection 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		Philippine National Police (PNP)		
SECURITY AGENCY (RENEWAL)				
1. License to Operate		Philippine National Police (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		Philippine National Police (PNP)		
RETAILER OF FIREARMS AND AMMUNITIONS (RENEWAL)				
1. License to Operate to Deal in Firearm/Ammunition		Philippine National Police (PNP)		
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/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. Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.5. Prepares DPOS Clearance	NONE	15 minutes	SID Personnel
	1.6. Recommends approval	NONE	10 minutes	Chief, SID

	1.7. Affixes initials for the approval of clearance	NONE	30 minutes	Chief, Admin
	1.8. Approves/Signs clearance	NONE	1 Day	Head, DPOS
2. Secures Approved DPOS Clearance	2.1. 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 Intelligence and Inspection 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		Philippine National Police (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 Intelligence and Inspection 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	2.1. 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 Intelligence and Inspection 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		Philippine National Police (PNP)		
2. FED Firing Range Accreditation		Philippine National Police (PNP)		
SECURITY AGENCY (RENEWAL)				
1. FED Gun Club Accreditation		Philippine National Police (PNP)		
2. FED Firing Range Accreditation		Philippine National Police (PNP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the necessary requirements	1.1. Receives and records all documents for routing slip	NONE	10 minutes	Receiving/Releasing Clerk
	1.2. Reviews and evaluates documents	NONE	30 minutes	Chief, Admin
	1.3. Reviews and refers to division-in-charge for complete staff work	NONE	30 minutes	DPOS, Head
	1.4. Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.5. Issues Order of Payment	NONE	5 minutes	SID Personnel
2. Pays Corresponding Fees	2.1. Receives payment and issues Official Receipt	1-5 Ranges: ₱ 1,000 6-10 Ranges: ₱ 2,000 More than 10 Ranges: ₱ 4,000	1 hour	Cashier/CTO
3. Applicant submits Official Receipt	3.1. Prepares DPOS clearance	NONE	10 minutes	SID Personnel
	3.2. Recommends for approval	NONE	10 minutes	Chief, SID

	3.3. Affixes initial for approval of clearance	NONE	10 minutes	Chief, Admin
	3.4. Approves/signs clearance	NONE	1 Day	Head, DPOS
4. Secures approved DPOS Clearance	4.1. 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 Intelligence and Inspection 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	1.1. Receives and records complaint/request for routing slip	NONE	20 minutes	Receiving/Releasing Clerk
	1.2. Receives and records complaint/request for routing slip	NONE	30 minutes	Head, DPOS
	1.3. Evaluates the request/complaint	NONE	10 minutes	Chief, SID
	1.4. Prepares Letter Order for inspection operation	NONE	10 minutes	SID Personnel
	1.5. Conducts Inspection	NONE	3 days	SID Personnel
	1.6. Prepares Inspection Report/Recommendations	NONE	1 day	SID Personnel
	1.7. Issues Notice of Violation	NONE	1 day	SID Personnel
	1.8. Prepares Letter Order for clearing operation	NONE	10 minutes	SID Personnel
	1.9. Coordinates and collaborates with external partner agencies/offices for joint clearing operation	NONE	1 day	SID, External Agencies, and other offices

	1.10. Conducts clearing operation	NONE	1 day	SID, External Agencies, and other offices
	1.11. Prepares After operation report	NONE	4 hours	SID Personnel
	1.12. 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 Intelligence and Inspection 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	1.1. Receives and records complaint/request for routing slip	NONE	20 minutes	Receiving/Releasing Clerk
	1.2. Reviews and evaluates documents	NONE	20 minutes	Chief, Admin
	1.3. Reviews documents and refers complaint to SID for complete staff action	NONE	20 minutes	DPOS, Head
	1.4. Evaluates the complaints and gives instruction to section-in-charge	NONE	10 minutes	Chief, SID
	1.5. 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
	1.6. Recommends approval of Letter Order/ Endorsements	NONE	15 minutes	Chief, SID
	1.7. Affixes initials to Letter Order or Endorsements	NONE	10 minutes	Chief, Admin
	1.8. Approves/Signs of Letter Order/ Endorsements	NONE	1 day	Head, DPOS

	1.9. Conducts ocular Inspection/ Clearing Operation (E.O. 12)	NONE	7 days	SID Personnel
	1.10. Prepares After Operation Report, endorsement to concerned offices and Letter to Complainant for the action taken	NONE	4 hours	SID Personnel
	1.11. Reviews reports/ Endorsements/ Letter and affixes his initial on the documents	NONE	15 minutes	Chief, SID
	1.12. Reviews reports and affixes initials to Endorsements and Letter reply to Complainant	NONE	20 minutes	Chief, Admin
	1.13. Approves and signs documents	NONE	1 day	Head, DPOS
	1.14. Records and Files	NONE	20 minutes	Receiving/Releasing Clerk
	1.15. 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 escapees to maintain a peaceful environment.

OFFICE / DIVISION:		Security Intelligence and Inspection 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. Prepares 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 ORDINANCE 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 Intelligence and Inspection 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 Intelligence and Inspection 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. Coordinates to all concerned 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 Report and affixes initial to the Report	NONE	30 minutes	Chief, Admin
	1.8. Approves and signs 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 Intelligence and Inspection 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	2.1. 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	3.1. 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)	4.1.Receives payment and issues Official Receipt	NONE	10 mins	OVR Releasing Clerk at Window 6 or 7
TOTAL:		50 Minutes		

12. PAYMENT OF ORDINANCE VIOLATION RECEIPT (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 Inspection 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	2.1. 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	3.1. 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)	4.1. 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
	1.5 Implement the letter order by conducting verification / inspection and operation.	None	6 hours	GTD Staff
	1.6 Prepares After Operation Report.	None	1 hour	GTD Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTD

	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 Division	None	15 minutes	Receiving Clerk, DPOS
	1.11 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	GTD chief
	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	OIC 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. CONDUCT INSPECTION/PREPARATION FOR PRE-DEMOLITION/DISMANTLING OF ILLEGAL STRUCTURE BASED ON THE COMPLAINT RECEIVED

CDD prevent and control squatting, enforce relevant laws and ordinances, implement plans and programs for informal settlers, relocate affected informal settler families and/or street dwellers, if necessary, in coordination with other concerned departments and agencies.

OFFICE/DIVISION:		CLEARING AND DEMOLITION DIVISION		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		G2C – Government to Citizen		
WHO MAY AVAIL:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report/Letter-Complaint /Endorsement		Complainant / Barangay or Other Concerned Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sends Request/Complaint Letter to DPOS	1.1. Receives and Records letters/referrals, attaches routing slip and forward to Asst. Dept. Head/Dep't. Head	None	5 mins.	Receiving Clerk
	1.2 Assess/evaluates the subject of concern/complaint and refer to Chief of CDD	None	10 mins.	Asst. Dept. Head/Dep't Head
	1.3 Evaluates and identify personnel in charge for inspection/investigation	None	10 mins.	Chief of CDD, and Asst. Chief
	1.4 Prepares Mission Order for assigned personnel to conduct inspection	None	30 mins.	Asst. Chief
	1.5 Conducts inspection/investigation relative to the subject of complaint	None	3 hours	HHRO I/HHRO II
	1.6 Prepares Investigation/Inspection Report	None	1 day	HHRO I/HHRO II
	1.7 Submits Initial/draft report to Asst. Chief for review	None	1 hour	HHROI/HHRO II

	1.8 Return back the draft report to investigator for the printing of final/edited version of investigation report	None	1 hour	HHROI/HHRO II
	1.9 Prepares letter reply/ Endorsement to appropriate office, if any	None	2 hours	HHROI/HHRO II
	1.10 Forms Clearing/Demolition Team to dismantle Illegal structure/shanties	None	1 hour	Chief – CDD/Asst. Chief – CDD
	1.11 Prepares Mission Order for Operations Group to undertake the demolition of illegal structure; to be approved/signed by Dep't Head - DPOS	None	1 hour	Chief – CDD/Asst. Chief – CDD
	1.12 Conducts actual demolition/dismantling of illegal structure	None	1 day	HHRO I – II/Asst. Chief to act as Team Leader; CDD Operation Group
	1.13 Submits After Operation Report	None	1 day	Assigned Team Leader
TOTAL:			3 days,9 hours, and 55 minutes	

2. CONDUCT OF CLEARING OPERATION REGARDING COMPLAINTS ON ILLEGAL STRUCTURES

CDD is mandated to implement clearing of road obstructions, encroachment, illegal structures, and constructions based on complaints received by the Department.				
OFFICE / DIVISION:		Clearing and Demolition Division		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2C - Government to Citizen		
WHO MAY AVAIL:		Complainants		
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 complaint/request for routing slip	None	20 minutes	Receiving Clerk
	1.2. Reviews and Evaluates documents	None	20 minutes	Chief, Admin
	1.3. Reviews documents and refers complaint to CDD for complete staff action	None	30 minutes	DPOS, Head
	1.4. Evaluates the complaints and give instruction to section- in-charge	None	10 minutes	Chief, CDD
	1.5. Prepares letter order for Inspection of complaints or Endorsement to other concerned office/s if the request is not within the jurisdiction of DPOS authority.	None	1 hour	CDD Personnel
	1.6. Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, CDD
	1.7. Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.8. Approves/ Signing of Letter Order/ Endorsements	None	1 hour	Head, DPOS

	1.9. Conducts ocular Inspection/Verification	None	1 day	CDD Personnel
	1.10. Prepares Inspection Report and Recommendations	None	1 hour	CDD Personnel
	1.11. Issues Notice of Violation	None	1 day	CDD Personnel
	1.12. Prepares Letter Order to conduct clearing operation	None	20 minutes	CDD Personnel
	1.13. Recommends approval of Letter Order	None	15 minutes	Chief, CDD
	1.14. Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.15. Approves/ Signing of Letter Order	None	1 hour	Head, DPOS
	1.16. Coordinates and collaborates with external partner agencies/ offices for joint clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.17. Conducts clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.18. Prepares After operation report	None	3 hours	CDD Personnel
	1.19. Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
TOTAL:			5 days 9 hours and 25 minutes.	

3. CONDUCT JOINT OPERATION IN CLEARING SIDEWALKS AND OTHER ILLEGAL STRUCTURES

Due to the request of other department/offices, CDD participates on the Joint Operation in clearing sidewalks, road obstructions and other illegal structures.				
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		
Letter request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request	1. Receives and records 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 request to CDD for complete staff action	None	30 minutes	DPOS, Head
	1.3 Evaluates the complaints and give instruction to section- in-charge	None	10 minutes	Chief, CDD
	1.4 Prepares letter order for Joint operation and/or Endorsement to other concerned office/s if the request is not within the jurisdiction of DPOS authority.	None	1 hour	CDD Personnel
	1.5 Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, CDD
	1.6 Reviews and affixes initials	None	10 minutes	Chief, Admin

	1.7 Approves/ Signing of Letter Order/ Endorsements	None	10 minutes	Head, DPOS
	1.8 Conducts Team Briefing	None	20 minutes	CDD Personnel
	1.9 Coordinates and collaborates with external partner agencies/ offices for joint clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.10 Conducts clearing operation	None	1 day	CDD, External Agencies and other Offices
	1.11 Prepares After operation report	None	4 hours	CDD Personnel
	1.12 Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
TOTAL:			3 days, 7 hours, and 25 minutes	

4. SERVICE OF CEASE AND DESIST ORDER (CDO)

As instructed by the DPOS Head in coordination with the City Building Official, CDD is currently assigned to implement the service of Cease & Desist Order issued by the Department of Building Official to concern establishments, structure owners and or its representative who found to be with violation of the National Building Code.

OFFICE/DIVISION:	CLEARING AND DEMOLITION DIVISION
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizen
WHO MAY AVAIL:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Endorsement/referral Letter to DPOS	1.1. Receive and Records CDO, attaches routing slip and forward to Asst. Dept. Head/Dep't. Head	None	5 mins.	Receiving Clerk
	1.2. Assess/evaluates the subject of concern/complaint and refer to Chief of CDD	None	10 mins.	Dept. Head
	1.3. Evaluates and identify personnel in charge for the onsite posting/service of CDO	None	10 mins.	Chief of CDD, and Asst. Chief
	1.4. Prepare Letter Order for assigned personnel to conduct the implementation	None	30 mins.	Asst. Chief
	1.5. Affixes initials to the Letter Order for final Approval of the Dept. Head	None	30 mins.	CDD Chief/Admin Chief
	1.6. Signing/Approval of the Letter Order	None	1 hour	Dept Head
	1.7. Dispatch of Assigned personnel	None	1 hour	HHROI/HHRO II

	1.8. Conduct Actual Service of Cease & Desist Order by the Assigned Team	None	1 day	Assigned Team
	1.9. Prepare letter reply/ Endorsement to appropriate office, if any	None	2 hours	HHROI/HHRO II
	1.10. Prepares and Submit after Inspection/Activity Report	None	1 day	Assigned Team Leader
	1.11. Evaluates the Report and	None	1 hour	CDD Chief/ CDD Asst. Chief
	1.12. Prepares Transmittal Reports to the Department of Building Officials, (if with lifting order CDO will be returned to the DBO and recorded for record purposes)	None	1 hour	HHROI/ HHRO II
	1.13. Affixes initials, signing/approval of the transmittal report	None	1 hour	CDD Chief/ Dept. Head
	1.14. Transmits report to the Mayor's Office	None	1 day	Releasing Clerk
TOTAL			3 Days, 8 Hours, And 40 Minutes	

5. CONDUCT OF “BAKLAS OPERATION”

CDD is also mandated to remove illegally posted/displayed tarpaulins, advertisements, signboards, and other non-permanent illegal structures.

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		
Letter request/complaint				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sends letter request/complaint	1.1. Receives and records request/complaint for routing slip	None	20 minutes	Receiving Clerk
	1.2. Reviews and Evaluates documents	None	20 minutes	Chief, Admin
	1.3. Reviews documents and refers request to CDD for complete staff action	None	30 minutes	DPOS, Head
	1.4. Evaluates the complaints and give instruction to section- in-charge	None	10 minutes	Chief, CDD
	1.5. Prepares Letter Order for “Baklas” Operation /Joint operation	None	1 hour	CDD Personnel
	1.6. Reviews and affixes initials	None	10 minutes	CDD Chief/ CDD Asst. Chief
	1.7. Approves/ Signing of Letter Order	None	10 minutes	Head, DPOS
	1.8. Conducts Team Briefing	None	20 minutes	CDD Chief/ CDD Asst. Chief
	1.9. Conducts actual “Baklas Operation”	None	1 day	Assigned Team Leader/CDD Personnel

	1.10. Prepares After operation report	None	3 hours	CDD Personnel
	1.11. Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
TOTAL:			2 Days And 6 Hours	

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:	Highly Technical			
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. Business Permit and Licensing Department (BPLD) thru BOSS (https://qceservices.quezoncity.gov.ph) Supporting Document: (if applicable)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files an application thru QCG Business-One-Stop-Shop (BOSS) website (https://qceservices.quezoncity.gov.ph)	1.1. BPLD shall forward all applications thru BOSS website (https://qceservices.quezoncity.gov.ph) for initial evaluation	None	15 minutes	Receiving Clerk
2. Submits the required documents for initial assessment and verification thru email.	2.1. Applications with deficient requirements will be immediately notified thru email.	None	5 minutes	IMD Personnel/Staff
3. Receives the results of the evaluation of the application for CCTV Clearance via email.	3.1. DPOS will process and prepare the CCTV Clearance including its signatory	None	15 minutes	IMD Personnel/Staff

	3.2. Business establishments are subject to mandatory inspection to further validate their compliance. The result shall be the basis for issuance/non issuance of CCTV Clearance	None	15 minutes	IMD Personnel/Staff
	3.3. Schedules and prepares Letter Order for inspection	None	30 minutes	IMD Personnel/Staff
	3.4. Actual inspection of Business Establishment	None	1 day	IMD Personnel/Staff
	3.5. Chief, IMD recommends for approval	None	10 minutes	Chief, IMD
	3.6. Making CCTV Clearance	None	3 minutes	IMD Personnel/Staff
	3.7. Affixes initials for the CCTV Clearance	None	3 minutes	Asst. Dept. Head
	3.8. Approves/Signs CCTV Clearance	None	1 day	DPOS, HEAD
4. Secures approved CCTV Clearance	4.1. Informs applicant for claiming CCTV Clearance	None	2 minutes	IMD Releasing Clerk
5. Releasing of CCTV Clearance	5.1. Logs business establishment's information before releasing	None	5 minutes	IMD Releasing Clerk
TOTAL:			2 days 1 hour 43 minutes	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WALK-IN				
NEW				
1. Photocopy of Official Receipt (O.R)		City Treasurer's Office		
2. Photocopy of Tax Bill		City Treasurer's Office		
3. Notarized Affidavit of Undertaking		Department of Public Order and Safety		
4. Company I.D of Authorized Person		Business Establishments		
RENEWAL				
1. Photocopy of Previous Business Permit		Business Permits and Licensing Department		
2. Photocopy of Official Receipt (O.R)		City Treasurer's Office		
3. Photocopy of Tax Bill		City Treasurer's Office		
4. Company I.D of Authorized Person		Business Establishments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the required documents for initial assessment and verification.	1.1 Receives the require documents and checks completeness of requirements.	None	3 minutes	IMD Receiving Clerk
	1.2 Verifies the record in database to check authenticity.	None	5 minutes	IMD Personnel/Staff
	1.3 Refers to Division-In-Charge for complete staff work.	None	1 day	DPOS, HEAD
	1.4 Evaluates and reviews all requirements.	None	15 minutes	IMD Personnel/Staff
	1.5 Schedules and prepares Letter Order for inspection.	None	30 minutes	IMD Personnel/Staff
	1.6 Actual inspection of Business Establishment.	None	1 day	IMD Personnel/Staff
	1.7. Chief, IMD recommends for approval.	None	10 minutes	Chief, IMD
	1.8. Making CCTV Clearance	None	3 minutes	IMD Personnel/Staff

	1.9. Affixes initials for the CCTV Clearance.	None	3 minutes	Asst. Dept. Head
	1.10. Approves/Signs CCTV Clearance	None	1 day	DPOS, HEAD
2. Secures approved CCTV Clearance	2.1 Informs applicant for claiming CCTV Clearance.	None	2 minutes	IMD Releasing Clerk
3. Releasing of CCTV Clearance	3.1 Logs business establishment's information before releasing.	None	5 minutes	IMD Releasing Clerk
TOTAL:			3 days 1 hour 16 minutes	

2. DISPOSITION OF COMPLAINTS AND OTHER RELATED ACTIVITIES WITH FIELD INVESTIGATION

Complaint/s received by the Department of Public Order and Safety (DPOS) thru physical mail, walk-in or email that would require field investigation/verification through Inspection and Monitoring Division personnel/staff.				
OFFICE / DIVISION:		Inspection and Monitoring Division		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2B		
WHO MAY AVAIL:		All complainants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or email stating the complaint and query		1. DPOS@quezoncity.gov.ph 2. Department of Public Order and Safety (DPOS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files query/complaint/request for assistance and interview client or assess submitted/sent documents/email (thru DPOS@quezoncity.gov.ph. For evaluation and determination of the complaint with the required information details.	1.1 Records the complaint and assign a control number.	None	5 minutes	Receiving Clerk
	1.2 Assessment of the complaint and sending instructions to Division-In-Charge.	None	10 minutes	Head, DPOS
	1.3 Reviews submitted records/documents.	None	5 minutes	Chief, IMD
	1.4 Prepares Letter Order for the conduct of field investigation.	None	15 minutes	IMD Personnel/Staff
	1.5 Schedules and conducts field investigation.	None	30 minutes	IMD Personnel/Staff

	1.6 Prepares and submits the investigation report including the evidence gathered.	None	1 day	IMD Personnel/Staff
	1.7 Prepares a memo recommendation on the result of the investigation.	None	1 hour	IMD Personnel/Staff
	1.8 Once the complaint is resolved or query has been answered, notes the case as resolved in Online complaints tracker.	None	15 minutes	IMD Personnel/Staff
TOTAL:			1 day 2 hours and 15 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 Inspection 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 DPOS Building, Kalayaan Avenue, Diliman, Quezon City	0999-228-7359 imd.dpos@quezoncity.gov.ph