

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

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

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

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