



# **DEPARTMENT OF PUBLIC ORDER AND SAFETY**

**CITIZEN'S CHARTER**



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## **CITIZEN'S CHARTER**

2025  
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 aims to make Quezon City a model of urban excellence and community trust in public safety by pioneering innovative governance and steadfastly committing to peace, safety, and responsive public service.

## **III. Mission:**

To ensure a secure, just, and vibrant Quezon City by rigorously enforcing laws, embracing innovative solutions, and fostering a proactive, inclusive, and responsive approach to public safety.

## **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.

## LIST OF SERVICES

<b>ADMINISTRATIVE DIVISION</b>		Page No.
1	Recruitment and Hiring of DPOS Personnel Under Contract of Service (COS)	1
2	Hiring Process for Plantilla Personnel in the Department of Public Order and Safety	7
3	Receiving and Processing of Incoming Documents	15
4	Drone Operation Clearance	17
5	Issuance of Rally Permit	20
6	Issuance of Pintakasi Clearance	23
7	Issuance of Gambling and Game of Chance Permit	25
<b>SECURITY INTELLIGENCE AND INVESTIGATION DIVISION</b>		
1	DPOS Clearance for Private Security Guard	29
2	DPOS Clearance for Private Security Agency (New/Renewal)	31
3	DPOS Clearance for Private Security Training Centers (New/Renewal)	34
4	DPOS Clearance for Private Dealer of Ammunition and Firearms (New / Renewal)	37
5	DPOS Clearance for Retailer of Firecrackers and Pyrotechnic Devices	40
6	DPOS Clearance for Fireworks Display and Pyrotechnic Devices	43
7	Verification, Inspection, and Resolution of Various Public Safety and Security Related Complaints	46
8	Provision of Security Personnel to Different Government Facilities to Ensure Security and Safety	49
9	Filing of Protest	51
10	Provision of Security Personnel to Special Events / Activities within Quezon City	56
<b>GREEN TRANSPORT DIVISION</b>		
1	Verification, Inspection, and Resolution of Issues along the Quezon City Bike Lane Network	60
2	Request for Transportation Assistance or Services	63
3	E-Trike Libreng Sakay (Upon Availability)	65
<b>CLEARING AND DEMOLITION DIVISION</b>		
1	Verification, Inspection, and Resolution of Various Public Safety and Obstruction Related Complaints	67
2	Conduct of Clearing Operation for Fixed Illegal Structures or Obstructions	70
3	Conduct of Clearing Operation for Movable Obstructions	75
4	Service of Cease and Desist Order (CDO)	80
5	Thermoplastic Repainting / Markings of Pedestrian Lanes on Public Roads	82
<b>INSPECTION AND MONITORING DIVISION</b>		
1	Processing and Issuance of CCTV Clearance	86
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>		89

# **Administrative Division**

## **External Service**

## 1. RECRUITMENT AND HIRING OF DPOS PERSONNEL UNDER CONTRACT OF SERVICE (COS)

Recruitment and hiring of Department of Public Order and Safety (DPOS) personnel under Contract of Service (COS) is the temporary measure implemented by this department to augment the existing workforce for a particular program / project. The services of these COS personnel are subject for renewal semi-annually depending on the need and performance of the personnel.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Administrative Division
<b>CATEGORY:</b>	External Service
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	All interested applicants who meet educational criteria ranging from high school graduates to postgraduates
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Letter of Intent (1) Original Copy</p> <p><b>Remarks:</b> Letter of intent should include:</p> <ul style="list-style-type: none"> <li>a. Desired position title</li> <li>b. Specific skills that match the job requirements</li> <li>c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>	Applicant / Client
<p>2. Personal Data Sheet - CS Form No. 212, Revised 2017 (4) Original Copy</p> <p><b>Remarks:</b> The Personal Data Sheet (PDS) should be fully accomplished and notarized.</p> <p>You may download the Personal Data Sheet (PDS) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></p>	<b>Agency - Division:</b> Civil Service Commission - Regional Field Office
<p>3. Highest Educational Diploma (1) Original Copy and (1) Photocopy</p> <p><b>Remarks:</b></p>	Applicant's Attended School / College / University - Registrar

The original diploma is required for verification purposes only. This will be returned to the applicant after validation.				
4. Birth Certificate (1) Original Copy and (1) Photocopy		<b>Agency - Division:</b> Philippine Statistics Authority - Civil Registry System Outlet		
5. Drug Test Result (1) Original Copy and (1) Photocopy  <b>Remarks:</b> Provide the original receipt of payment along with the Drug Test Result.		<b>Agency - Division:</b> Department of Health (DOH) Accredited Drug Testing Laboratory / Hospital - N/A		
6. NBI Clearance (1) Original Copy and (1) Photocopy		<b>Agency - Division:</b> National Bureau Investigation - Any NBI Satellite Office		
<b>If Applicable Only:</b>				
1. Certificate of Civil Service Eligibility or PRC Rating (1) Original Copy And (1) Photocopy		<b>Agency - Division:</b> Civil Service Commission - Public Assistance and Information Office		
2. Marriage Certificate (1) Original Copy and (1) Photocopy		<b>Agency - Division:</b> Philippine Statistics Authority - Civil Registry System Outlet		
3. Transcript of Records (1) Original Copy and (1) Photocopy  <b>Remarks:</b> The original Transcript of Record is required for verification purposes only. This will be returned to the applicant after validation.		Applicant's Attended School / College / University - Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent along with all the required documents  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and receives the application and informs the applicant to wait for a text notification from the Administrative Personnel	None	3 minutes	Administrative Officer I; Administrative Division
	1.2. Records the document and prepares a routing slip, then forwards the application to	None	2 minutes	Administrative Officer I; Administrative Division

	the Chief Administrative Officer			
	1.3. Evaluates the qualifications of the applicant and prepares a recommendation for the Department Head's instruction	None	15 minutes	Chief Administrative Officer; Administrative Division
	1.4. Reviews the recommendation and instructs the Chief Administrative Officer on whether to consider or reject the applicant	None	30 minutes	City Government Department Head III; Department of Public Order and Safety
	1.5. Instructs the Administrative Clerk to include the applicant's name in the master list of applicants or to notify the applicant of his non-qualification based on the department's current requirements	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.6. Records the applicant's name in the master list and informs him of his application status	None	15 minutes	Administrative Officer I; Administrative Division
	1.7. Schedules applicant interviews	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.8. Notifies the DPOS Selection Committee members of the interview date and time	None	30 minutes	Administrative Officer I; Administrative Division
	1.9. Notifies the applicant via email or text of the date and time of his initial	None	1 hour	Administrative Officer I; Administrative Division



	interview with the DPOS Selection Committee			
<p>2. Appears on the scheduled date and time of the interview specified by the Admin Clerk</p> <p><b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p>	2.1. Orients the applicant on the interview process	None	30 minutes	Administrative Officer I; Administrative Division
	2.2 Interviews the applicant	None	20 minutes	Selection Committee; Department of Public Order and Safety
	2.3. Gathers the evaluation and score sheets from Selection Committee members after all applicant interviews and tabulates the results	None	1 hour	Administrative Officer I; Administrative Division
	2.4. Submits the tabulated results to the Chief Administrative Officer	None	20 minutes	Administrative Officer I; Administrative Division
	2.5. Reviews the tabulation and presents it to the Department Head for further instructions	None	15 minutes	Chief Administrative Officer, Administrative Division
	2.6. Identifies successful applicants and directs the Chief Administrative Officer to proceed with the hiring process	None	30 minutes	City Government Department Head III; Department of Public Order and Safety
	2.7. Notifies the successful applicant to submit all required documents within five days	None	15 minutes	Chief Administrative Officer, Administrative Division
	2.8. Awaits the submission of documents from the applicant	None	5 days	Administrative Officer I/II; Administrative Division
3. Submits all documentary	3.1. Receives and verifies the	None	2 hours	Administrative Officer I;

requirements to the Department of Public Order and Safety  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	completeness and authenticity of the documents and informs the applicant that he will be notified for the signing of contract / appointment			Administrative Division
	3.2. Prepares the contract for the newly hired applicant	None	1 hour	Administrative Officer I; Administrative Division
	3.3. Gathers all necessary documents for contract signing and notifies the successful applicant to report for signing and orientation	None	2 days	Administrative Officer I; Administrative Division
4. Reports to the DPOS on the specified date for contract signing and orientation  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	4.1. Orients the applicant on the terms and conditions before the contract signing	None	30 minutes	Chief Administrative Officer, Administrative Officer
5. Signs the contract  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building <b>Notes / Instructions:</b> The contract release is dependent on the availability of the	5.1 Ensures that newly hired personnel sign the contract as a Contract of Service employee of the DPOS for the designated semester and endorses it to the Chief Administrative Officer for approval	None	1 hour	Administrative Officer I; Administrative Division
	5.2 Receives and affixes initials on the contract	None	10 minutes	Chief Administrative Officer,

Heads/OICs of the departments concerned for hiring				Administrative Officer
	5.3 Affixes signature on the Contract of Service of newly hired applicant	None	20 minutes	City Government Department Head III; Department of Public Order and Safety
	5.4 Forwards the signed contract to the Human Resource and Management Department for processing and the City Mayor's signature	None	30 minutes	Administrative Officer I; Administrative Division
	5.5 Awaits the approval of the contract	None	10 days	Administrative Officer I; Administrative Division
	5.6 Receives approved contract and notifies newly hired Contract of Service personnel to report immediately	None	30 minutes	Administrative Officer I; Administrative Division
6. Reports to work  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	6.1 Welcomes the newly hired Contract of Service personnel and orients him on his functions within the department	None	30 minutes	Chief Administrative Officer, Administrative Division
<b>General Remarks:</b> The processing time for some agency and client actions may differ, as it may depend on the availability of the signatories and the compliance of the client.				
<b>TOTAL PROCESSING TIME:</b>			<b>18 days, 5 hours, and 15 minutes</b>	

## 2. HIRING PROCESS FOR PLANTILLA PERSONNEL IN THE DEPARTMENT OF PUBLIC ORDER AND SAFETY

The Department adheres to the Civil Service Commission's rules on appointments and other HR actions for hiring Plantilla personnel. This ensures that all hiring procedures are transparent and comply with national standards. The process is managed by our Human Resource Management Department (HRMD) to maintain integrity and fairness in employee selection.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Administrative Division, Human Resource Department
<b>CATEGORY:</b>	External Service
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	All qualified applicants interested in vacancies within the department
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM
<b>STATUTE:</b>	Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Letter of Intent (1) Original Copy And (1) Photocopy</p> <p><b>Remarks:</b> Letter of Intent should include:</p> <ul style="list-style-type: none"> <li>a. Desired position title</li> <li>b. Specific skills that match the job requirements</li> <li>c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>	Applicant / Client
<p>2. Personal Data Sheet - CS Form No. 212, Revised 2017 (3) Original Copy</p> <p><b>Remarks:</b> The Personal Data Sheet (PDS) should be fully accomplished and notarized.</p> <p>You may download the Personal Data Sheet (PDS) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></p>	<b>Agency - Division:</b> Civil Service Commission - Regional Field Office
<p>3. Passport - Size Picture (3) Original Copy</p>	Applicant / Client

<p><b>Remarks:</b> Attach one (1) recent passport-size picture to each set of the PDS. The photo must contain a hand-written name tag, legibly showing signature over printed full name. Pictures must be taken within the last six (6) months. Computer generated or photocopied pictures are not acceptable.</p>	
<p>4. Work Experience Sheet (3) Original Copy</p> <p><b>Remarks:</b> You may download the Work Experience Sheet at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></p>	<p><b>Agency - Division:</b> Civil Service Commission - Regional Field Office</p>
<p>5. Training Certificates (1) Original Copy And (2) Photocopy</p> <p><b>Remarks:</b> For verification purposes only. The original certificates will be returned to the applicant after validation.</p>	<p>Applicant / Client</p>
<p>6. Original Diploma (1) Original Copy</p> <p><b>Remarks:</b> For verification purposes only. The original certificate will be returned to the applicant after validation.</p>	<p>Applicant's Attended School / College / University - Registrar</p>
<p>7. Authenticated Copy of Diploma (1) Original Copy And (2) Photocopy</p>	<p>Applicant's Attended School / College / University - Registrar</p>
<p>8. Original Transcript of Record (1) Original Copy</p> <p><b>Remarks:</b> For verification purposes only. The original certificate will be returned to the applicant after validation.</p>	<p>Applicant's Attended School / College / University - Registrar</p>
<p>9. Authenticated Transcript of Records (1) Original Copy And (2) Photocopy</p>	<p>Applicant's Attended School / College / University - Registrar</p>
<p>10. Authenticated Certificate of Eligibility</p> <p>Any of the following: a. Civil Service Eligibility</p>	<p><b>Agency - Division:</b> Civil Service Commission - Public Assistance and Information Office</p>

<p>(1) Original Copy and (2) Photocopy</p> <p><b>Remarks:</b> For verification purposes only. The original certificate will be returned to the applicant after validation.</p> <p>b. Professional Regulation Commission (PRC) Board Rating Certificate (1) Original Copy and (2) Photocopy</p> <p><b>Remarks:</b> For verification purposes only. The original certificate will be returned to the applicant after validation.</p> <p>c. Certificate from any other nationally recognized certifying body (1) Original Copy and (2) Photocopy</p>	<p><b>Agency - Division:</b> Professional Regulation Commission - Regional Office</p> <p><b>Agency - Division:</b> Applicable Certifying Bodies - Various / Nationally Recognized</p>
<p>11. Medical Certificate (CSC Form 211, revised 2018) (1) Original Copy And (2) Photocopy</p> <p><b>Remarks:</b> Download the Medical Certificate (CSC Form 211, revised 2018) at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>.</p> <p>The certificate must be obtained from a government physician or medical institution (excluding the barangay level) and must be signed by a government physician.</p> <p>The following test results must be sealed and attached to the Medical Certificate:</p> <p>a. Neuropsychological test b. Drug test c. Chest X-ray d. Urinalysis</p>	<p><b>Agency - Division:</b> Department of Health (DOH) Accredited Drug Testing Laboratory / Hospital - N/A</p>
<p>12. Original PSA-issued Birth Certificate (1) Original Copy And (2) Photocopy</p>	<p><b>Agency - Division:</b> Philippine Statistics Authority - Civil Registry System Outlet</p>
<p>13. Valid NBI Clearance (1) Original Copy And (2) Photocopy</p>	<p><b>Agency - Division:</b> National Bureau Investigation - Any NBI Satellite Office</p>

14. Notarized Affidavit of No Relation to the Appointing / Recommending Authority (1) Original Copy And (2) Photocopy	<b>Agency - Division:</b> Department of Public Order and Safety - Administrative Division
15. Certificate of Lone Candidate (1) Original Copy And (2) Photocopy	<b>Agency - Division:</b> Department of Public Order and Safety - Administrative Division
16. Evaluation Report (1) Original Copy And (2) Photocopy	<b>Agency - Division:</b> Department of Public Order and Safety - Administrative Division

**If Applicable Only**

1. Performance rating in the last rating period (1) Original Copy And (2) Photocopy  <b>Remarks:</b> Provide only if with previous government service.	<b>Agency - Division:</b> Previous / Current Government Employer - Human Resource Department / Office
2. Marriage Certificate (1) Original Copy And (2) Photocopy	<b>Agency - Division:</b> Philippine Statistics Authority - Civil Registry System Outlet

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete application requirements via email, courier, or walk-in  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> dpos@quezoncity.gov.ph  <b>Remarks:</b> Only shortlisted applicants with complete requirements and applied within the application period will be contacted	1.1. Checks and records the application for routing, then forwards it to the Chief Administrative Officer	None	10 minutes	Administrative Officer I; Administrative Division
	1.2. Evaluates the application to determine applicant's eligibility, then creates a shortlist of candidates	None	20 minutes	Administrative Officer I; Administrative Division
	1.3. Forwards the shortlisted applicants to the Chief Administrative Officer for approval	None	10 minutes	Administrative Officer I; Administrative Division
	1.4. Completes the assessment of the shortlisted candidates and finalizes list for	None	1 hour	Chief Administrative Officer; Administrative Division

for the formal assessment process.	the scheduled interview			
	1.5. Informs and schedules interviews for shortlisted applicants based on the availability of the DPOS Selection Committee	None	20 minutes	Administrative Officer I; Administrative Division
2. Attends the scheduled preliminary interview  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2.1. Conducts interviews with the shortlisted applicants	None	4 hours	Selection Committee; Department of Public Order and Safety
	2.2. Gathers the evaluation and score sheets from Selection Committee members after interview, then tabulates the results	None	1 hour	Administrative Officer I; Administrative Division
	2.3. Reviews the tabulation and presents it to the Department Head for further instructions	None	2 hours	Chief Administrative Officer; Administrative Division
	2.4. Identifies successful applicants and directs the Chief Administrative Officer to proceed with the hiring process	None	2 hours	City Government Department Head III; Department of Public Order and Safety
	2.5. Notifies candidates selected from the shortlist of their successful application status	None	10 minutes	Administrative Officer I; Administrative Division
	2.6. Provides a list of requirements to be submitted for the finalization of the hiring process	None	5 minutes	Administrative Officer I; Administrative Division
	3. Submits all requirements to Administrative	3.1. Verifies all documents submitted by	None	3 hours



Officer I for verification	applicant			Administrative Division
<b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	3.2. Endorses the applicant for the Personnel Selection Board (PSB) request, including all the compiled documents of applicants for final checking and evaluation by the Human Resource Management Department (HRMD)	None	30 minutes	Administrative Officer I; Administrative Division
	3.3. Scans and verifies all documents, then saves them as electronic copies	None	1 hour	Administrative Support Assistant; Administrative Division
	3.4. Uploads and emails the verified electronic copies to the HRMD	None	15 minutes	Administrative Support Assistant; Administrative Division
	3.5. Awaits confirmation on the schedule of the PSB from HRMD	None	30 days	Administrative Officer I; Administrative Division
	3.6. Communicates the scheduled date and time of the PSB to the applicant once available	None	10 minutes	Administrative Support Assistant; Administrative Division
	4. Attends scheduled Personnel Selection Board (PSB) as specified by Administrative Officer I	4.1. Orients the applicant on the interview process	None	20 minutes
<b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building				

<p>5. Awaits instruction from the Admin division regarding the effectivity of appointment</p> <p><b>Location:</b> N/A</p>	<p>5.1. Awaits the appointment to be signed by the City Mayor. The appointment will take effect on the date it is signed by the Mayor</p>	<p>None</p>	<p>30 days</p>	<p>Administrative Officer I; Administrative Division</p>
<p><b>Notes/Instructions:</b> Processing time is dependent on the availability of the signatories and the ongoing hiring protocols in place</p>	<p>5.2. Informs the applicant of the appointment effectivity</p>	<p>None</p>	<p>15 minutes</p>	<p>Administrative Officer I; Administrative Division</p>
<p>6. Reports to work</p> <p><b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p>	<p>6.1 Welcomes the newly hired Plantilla personnel and orients him on his functions within the department</p>	<p>None</p>	<p>30 minutes</p>	<p>Chief Administrative Officer, Administrative Division</p>
	<p>6.2. Provides applicant's Civil Service Commission (CSC) Appointment, Position Description Form (DBM-CSC Form No. 1), Oath of Office, and Certification of Assumption to Duty for signature, necessary for setting up their personnel file and payroll</p>	<p>None</p>	<p>30 minutes</p>	<p>Administrative Officer I; Administrative Division</p>
	<p>6.3. Offers a comprehensive orientation on the existing rules and regulations as stipulated in the Department of Public Order and Safety (DPOS) Handbook, Quezon City</p>	<p>None</p>	<p>3 hours</p>	<p>Administrative Officer I; Administrative Division</p>

	Government (QCG) Handbook, and Civil Service Commission (CSC) Rules			
<p><b>General Remarks:</b>  The processing time for some agency and client actions may differ, as it may depend on the availability of the signatories and the compliance of the client.</p> <p>*Service is covered by the special laws under Civil Service Commission's 2017 Omnibus Rules on Appointments and Other Human Resources Actions (ORAOHRA), revised July 2018.</p>				
<b>TOTAL PROCESSING TIME:</b>			<b>*62 days, 4 hours and 30 minutes</b>	

### 3. RECEIVING AND PROCESSING OF INCOMING DOCUMENTS

The Department of Public Order and Safety ensures the systematic handling and recording of all incoming documents from internal and external sources. This service facilitates the organized receipt of complaints, requests, and various other communications directed to the department.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		All constituents and citizens who need to submit documents to the department		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
No Requirements Needed				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents in person, via courier, or email  <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>	1.1. Checks and records appropriate details such as name of the sender and contact number; if received via email, the document is printed and forwarded to receiving counter	None	10 Minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
2. Receives immediate acknowledgment of document receipt, whether in person, by post, or via email  <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>	2.1. Stamps the duplicate copy as received and returns it to the client if submitted in person. For documents received by post or email, the officer affixes a signature on the delivery receipt or sends an email acknowledgment	None	5 Minutes	Administrative Officer I; Administrative Division  Administrative Officer II; Administrative Division  Receiving Clerk; Administrative Division

gov.ph				
	2.2 Records the document, assigns a reference number, and forwards it to the Office of the Department Head	None	20 Minutes	Administrative Officer I; Administrative Division
	2.3 Encodes the details in the Google Sheet and endorses it to the Chief Administrative Officer	None	20 Minutes	Administrative Officer I; Administrative Division  Administrative Assistant; Administrative Division
	2.4 Reviews documents and forwards it to the Department Head for further instructions	None	20 minutes	Chief Administrative Officer; Administrative Division
	2.5. Evaluates documents and provides instructions or notations to the concerned division chiefs	None	1 hour	City Government Department Head III; Department of Public Order and Safety
	2.6. Routes the physical documents to the concerned divisions	None	10 minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
<b>TOTAL PROCESSING TIME:</b>			<b>2 hours and 25 minutes</b>	

#### 4. DRONE OPERATION CLEARANCE

The Department of Public Order and Safety (DPOS) issues clearances for drone operation to allow pilots to operate drones during specific events and programs within designated areas and times. This service ensures safe and regulated use of drones in public spaces.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		Event Organizers and Drone Pilots / Owners		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter Request (1) Original Copy and (1) Photocopy</p> <p><b>Remarks:</b> Letter Request should include:</p> <ul style="list-style-type: none"> <li>a. Intended date, time and location of the shoot</li> <li>b. Purpose of the shoot</li> <li>c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submits letter request through email or at the receiving counter of the DPOS</p> <p><b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b> Send email through</p>	<p>1.1. Receives and records the letter request, then attaches a routing slip to forward it to the Chief Administrative Officer; if received via email, the document is printed and forwarded to receiving counter</p> <p>1.2. Checks appropriate details of the</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 minutes</p>	<p>Administrative Officer I; Administrative Division</p> <p>Security Guard II; Administrative Division</p> <p>Chief Administrative Officer;</p>

dpos@quezoncity.gov.ph	request, verifies adherence to the Civil Aviation Authority of the Philippines (CAAP) provisions*, then forwards it to the Planning Officer I for clearance preparation			Administrative Division
<b>Notes/Instructions:</b>  *Check General Remarks for Civil Aviation Authority of the Philippines (CAAP) provisions.	1.3. Prepares drone clearance	None	30 minutes	Planning Officer I; Administrative Division
	1.4. Checks and affixes initials on the drone clearance for the approval of the Department Head	None	10 minutes	Chief Administrative Officer; Administrative Division
	1.5. Approves and signs the drone clearance	None	2 hours	City Government Department Head III; Department of Public Order and Safety
2. Secures approved DPOS Drone Clearance	2.1. Records the signed clearance for release	None	5 minutes	Administrative Officer I; Administrative Division
<b>Location:</b>  <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2.2. Releases clearance to the applicant	None	5 minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
<b>If Online:</b> Send email through <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>				
<b>General Remarks:</b> Request is subject to the adherence to the following provisions: <ul style="list-style-type: none"> <li>• Flying of drone is not intended for commercial use;</li> <li>• Drone camera should weigh not more than 7kg (15 pounds);</li> <li>• Flying should be done only in good weather;</li> <li>• No flying should be done over densely populated areas;</li> <li>• Flying should not be more than 400 feet above the ground;</li> <li>• Safe distance of at least 30 meters (98 feet) from people not involved in the drone's operation;</li> </ul>				

- Drone must be within the line of sight of the drone controller

The clearance is valid only on the approved dates.

<b>TOTAL PROCESSING TIME:</b>	<b>3 hours and 15 minutes</b>
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## 5. ISSUANCE OF RALLY PERMIT

The Department of Public Order and Safety (DPOS) grants permits for organizing public rallies, protests, or demonstrations within Quezon City. This service ensures that the event complies with local regulations, safety protocols, and public order requirements.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Administrative Division			
<b>CATEGORY:</b>	External Service			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>WHO MAY AVAIL:</b>	Individuals, organizations, or groups, including governmental or non-governmental entities, political parties, and event organizers, planning to hold public gatherings			
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<p>1. Letter Request (1) Original Copy</p> <p><b>Remarks:</b> The letter request should include:</p> <p>a. Intended date, time, and location of the rally b. Purpose of the rally c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</p> <p>• The application shall be filed at least <b>five (5) working days</b> before the scheduled public assembly</p>	Applicant / Client			
<p><b>If public event is to be held in or around historical landmarks, heritage sites, or national shrines:</b></p> <p>1. Clearance / Permit (1) Original Copy and (1) Photocopy</p>	<p><b>Agency - Division:</b> National Historical Commission of the Philippines - Administrative Division</p>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the letter request through email or at the receiving	1.1. Checks and records the letter request, then attaches a routing slip to	None	5 minutes	Administrative Officer I; Administrative Division

<p>counter of the DPOS</p> <p><b>Location:</b>  <b>If Walk-in:</b>  Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p>	<p>forward it to the Chief Administrative Officer; if received via email, the document is printed and forwarded to receiving counter</p>			<p>Security Guard II; Administrative Division</p>
<p><b>If Online:</b>  Send email through <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a></p>	<p>1.2. Reviews appropriate details of the request, then forwards to Security Officer I to arrange a coordination meeting with the Law and Order cluster, and to Planning Officer I to seek a recommendation from the Quezon City Police District (QCPD)</p>	<p>None</p>	<p>20 minutes</p>	<p>Chief Administrative Officer; Administrative Division</p>
	<p>1.3. Prepares endorsement letter to QCPD for their recommendations and approval of the rally</p>	<p>None</p>	<p>20 minutes</p>	<p>Planning Officer I; Administrative Division</p>
	<p>1.4 Prepares Notice of Meeting to Law and Order cluster members</p>	<p>None</p>	<p>20 minutes</p>	<p>Security Officer I; Security Intelligence and Investigation Division</p>
	<p>1.5. Checks and affixes initials on the endorsement letter and Notice of Meeting</p>	<p>None</p>	<p>10 minutes</p>	<p>Chief Administrative Officer; Administrative Division</p>
	<p>1.6. Approves endorsement letter and Notice of Meeting</p>	<p>None</p>	<p>1 day</p>	<p>City Government Department Head III; Department of Public Order and Safety</p>
	<p>1.7 Records and releases the endorsement letter and Notice of Meeting to all</p>	<p>None</p>	<p>20 minutes</p>	<p>Security Guard II; Administrative Division</p>

	concerned departments			
2. Attends the coordination meeting  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2.1. Conducts the coordination meeting on the scheduled date	None	3 hours	Security Officer I; Security Intelligence and Investigation Division
	2.2. Prepares a rally permit and/or Memorandum of Undertaking for signature of the requesting party and the Department Head once the arrangement is finalized	None	10 minutes	Chief Administrative Officer; Administrative Division
	2.3. Affixes initials on the permit and/or Memorandum of Undertaking, then forwards it to the Department Head for approval	None	30 minutes	Chief Administrative Officer; Administrative Division
	2.4. Approves and signs the rally permit and/or Memorandum of Undertaking	None	1 hour	City Government Department Head III; Department of Public Order and Safety
3. Secures approved rally permit  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	3.1. Records and releases the rally permit and/or Memorandum of Undertaking to the applicant	None	5 minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
<b>General Remarks</b> This clearance is valid only on the approved date/s.				
<b>TOTAL PROCESSING TIME:</b>			<b>1 day, 6 hours, and 20 minutes</b>	

## 6. ISSUANCE OF PINTAKASI CLEARANCE

The Department of Public Order and Safety (DPOS) issues the Pintakasi Clearance for organizing public events such as cockfighting. Barangay-sponsored cockfighting activities will be granted provided they fall within the corresponding dates of their patronal fiesta. This clearance ensures that these events comply with Quezon City Ordinances SP-2285, S-2014, and SP-2773, S-2018, which regulate the operation of various games of chance, including cockfighting, electronic games (E-Games), bingo, and other gambling activities, whether manual, mechanical, electronic, or internet-based, within the city.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Administrative Division
<b>CATEGORY:</b>	External Service
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
<b>WHO MAY AVAIL:</b>	Barangay officials, Non-Governmental Organizations (NGOs), community groups, or associations planning to hold events involving cockfighting within Quezon City
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter Request (1) Original Copy  <b>Remarks:</b> Letter request should include: <ul style="list-style-type: none"> <li>a. Barangay Resolution</li> <li>b. Date, time, and location of the event</li> <li>c. Purpose of the event</li> <li>d. Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City</li> </ul>	Applicant / Client
2. Barangay Resolution (1) Photocopy	<b>Agency - Division:</b> Office of the Sangguniang Barangay - Special Review Committee on Barangay Ordinance
3. Certification on Special Review Committee on Barangay Ordinances (1) Photocopy	<b>Agency - Division:</b> Office of the Secretary to the Sangguniang Panlungsod - Ordinance and Resolution Section
4. Committee Report (1) Photocopy	<b>Agency - Division:</b> Quezon City Council - The Committee on Games and Amusement
5. Certificate of Compliance (1) Photocopy	<b>Agency - Division:</b> Barangay and Community Relations Department - Administrative Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all requirements needed for Pintakasi Clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the completeness of the documents, then attaches a routing slip to forward it to the Chief Administrative Officer	None	5 minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
	1.2. Receives and evaluates appropriate details of the documents, then forwards to Planning Officer I for clearance preparation	None	20 minutes	Chief Administrative Officer; Administrative Division
	1.3. Prepares clearance	None	20 minutes	Planning Officer I; Administrative Division
	1.4. Checks and affixes initials on the clearance, then forwards it to the Department Head for approval	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.5. Signs and approves Pintakasi Clearance	None	1 hour	City Government Department Head III; Department of Public Order and Safety
2. Secures approved Pintakasi Clearance  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2.1. Records and releases the approved clearance to the applicant	None	5 minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
<b>General Remarks</b> This clearance is valid only on the approved dates of the Barangay Resolution.				
<b>TOTAL PROCESSING TIME:</b>			<b>2 hours and 20 minutes</b>	

## 7. ISSUANCE OF GAMBLING AND GAME OF CHANCE PERMIT

The Department of Public Order and Safety (DPOS) provides clearance to community organizations wishing to conduct Games of Chance within the jurisdiction of Quezon City. This clearance ensures that the organizations comply with Quezon City Ordinance SP-2285, S-2014, and SP-2773, S-2018, which regulate gambling activities within the city to maintain public safety and order.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Administrative Division
<b>CATEGORY:</b>	External Service
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Barangay officials, Non-Governmental Organizations (NGOs), community groups, or associations planning to hold events involving games of chance within Quezon City
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter request (1) Original Copy  <b>Remarks:</b> The letter request should include: <ul style="list-style-type: none"> <li>a. Name and contact information of the organizer/representative</li> <li>b. Date, time, and location of the event</li> <li>c. Purpose of the event;</li> <li>d. Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>                Police Brigadier General (Ret.)                City Government Dept. Head III                Department of Public Order and Safety                Quezon City</li> </ul>	Applicant / Client
2. Event Coordination Form (1) Original Copy and (1) Photocopy	<b>Agency - Division:</b> Department of Public Order and Safety - Administrative Division
<b>If Applicable Only</b>	
1. Special Permit (1) Original Copy and (1) Photocopy  <b>Remarks:</b> Should the prize money exceed PHP 20,000, the applicant is required to pay Special Permit at the Business Permit and Licensing Department (BPLD).	<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all requirements  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the completeness of the documents, then attaches a routing slip to forward it to the Chief Administrative Officer	None	5 minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
	1.2. Receives and evaluates appropriate details of the documents, then forwards to Planning Officer I for clearance preparation	None	20 minutes	Chief Administrative Officer; Administrative Division
	1.3. Prepares clearance	None	20 minutes	Planning Officer I; Administrative Division
	1.4. Checks and affixes initials on the clearance, then forwards it to the Department Head for approval	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.5. Signs and approves clearance	None	1 hour	City Government Department Head III; Department of Public Order and Safety
2. Secures approved Gambling and Game of Chance clearance / permit  <b>Location:</b> Admin Lobby Area, 3rd Floor, Department of Public Order and Safety (DPOS) Building	2.1. Records and releases the approved clearance to the applicant	None	5 minutes	Administrative Officer I; Administrative Division  Security Guard II; Administrative Division
<b>General Remarks</b> - The prize money shall not exceed more than PHP 20,000. Should the prize money exceed PHP 20,000, the applicant is required to pay Special Permit at the Business Permit and Licensing Department (BPLD).				

- This clearance is valid only on the approved date/s	
<b>TOTAL PROCESSING TIME:</b>	<b>2 hours and 20 minutes</b>



# **Security Intelligence and Investigation Division**

## **External Service**

## 1. DPOS CLEARANCE FOR PRIVATE SECURITY GUARD

This clearance from the Department of Public Order and Safety (DPOS) is mandatory for private security guards seeking an occupational permit in Quezon City. It ensures compliance with Ordinance No. SP-942, S-2000, which regulates the operations of security, detective, or watchman agencies within the city. This ordinance also outlines the responsibilities and penalties for security personnel deployed in Quezon City.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Security, Intelligence and Investigation Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Private Security Guards		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1x1 ID Picture (2) Pieces		Applicant / Client		
2. Occupational Permit Official Receipt (1) Original and (1) Photocopy		<b>Agency - Division:</b> City Treasurer's Office (CTO) - Miscellaneous Section		
3. Security Guard License (1) Original and (1) Photocopy		<b>Agency - Division:</b> Philippine National Police (PNP) - Supervisory Office for Security and Investigation Agencies (SOSIA), Security Training Management Division (STMD)		
4. Government Clearances  Any of the following:  A. National Bureau of Investigation (NBI) Clearance (1) Original and (1) Photocopy  <b>Remarks:</b> Apply NBI Clearance through online registration <a href="https://nbiclearance-online.com">https://nbiclearance-online.com</a>  B. National Police Clearance (NPC) (1) Original and (1) Photocopy  <b>Remarks:</b> Apply National Police Clearance through online registration <a href="https://pnpclearance.ph">https://pnpclearance.ph</a>		<b>Agency - Division:</b> Any NBI Satellite Office - Clearance Section  <b>Agency - Division:</b> Any Police Station – Clearance Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required	1.1 Evaluates requirements	None	15 minutes	Security Guard II; Security,

documents				Intelligence, and Investigation Division
<b>Location:</b> Receiving Counter, 3rd Floor, Security Investigation and Intelligence Division (SIID) Office, Department of Public Order and Safety (DPOS) Building	1.2 Issues DPOS clearance form upon validation of requirements	None	3 minutes	Security Guard II; Security, Intelligence, and Investigation Division
2. Accomplishes the DPOS clearance form  <b>Location:</b> Receiving Counter, 3rd Floor, Security Investigation and Intelligence Division (SIID) Office, Department of Public Order and Safety (DPOS) Building	2.1 Receives and records DPOS clearance form, assigning a control number for evaluation	None	20 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	2.2 Affixes initials for the DPOS clearance approval	None	1 hour	Chief; Security, Intelligence and Investigation Division
	2.3 Reviews and signs DPOS clearance	None	30 minutes	City Government Department Head III; Department of Public Order and Safety
3. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, 3rd Floor, Security Investigation and Intelligence Division (SIID) Office, Department of Public Order and Safety (DPOS) Building	3.1 Releases DPOS clearance to the applicant	None	15 minutes	Security Guard II; Security, Intelligence, and Investigation Division
<b>General Remarks:</b> This clearance is valid for one (1) year from the date of issuance.				
<b>TOTAL PROCESSING TIME:</b>			<b>2 hours and 23 minutes</b>	

## 2. DPOS CLEARANCE FOR PRIVATE SECURITY AGENCY (NEW/RENEWAL)

The Department of Public Order and Safety (DPOS) provides clearance for private security agencies applying for new or renewing their business permits. This clearance ensures that the agencies comply with Quezon City Ordinance SP-942, S-2000, which regulates security services. The ordinance mandates operational standards for agencies and their personnel, including security guards, detectives, or watchmen to ensure they meet the city's requirements and uphold legal standards.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Private Security Agencies		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. License to Operate (LTO) (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> Philippine National Police (PNP) - Civil Security Group (CSG), Supervisory Office for Security and Investigation Agencies (SOSIA), Licensing Section		
2. CCTV Clearance (1) Photocopy		<b>Agency - Division:</b> Department of Public Order and Safety (DPOS) - Inspection and Monitoring Division (IMD)		
3. Current Official Tax Receipt (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> City Treasurer's Office (CTO) - Payment Lounge Section		
4. Latest Guard Count Stationed in Quezon City (1) Photocopy or (1) Electronic Copy		Applicant / Client		
5. Mayor's Permit (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
6. Business Tax Bill (1) Photocopy or (1) Electronic Copy  A. If New Applicant:		<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
B. If Renewal:		<b>Agency - Division:</b> City Treasurer's Office (CTO) - Assessment Business Renewal Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents	1.1 Checks and records all required documents for routing	None	10 minutes	Administrative Officer I; Administrative Division

<b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> Send email through <a href="mailto:siid.dpos@quezoncity.gov.ph">siid.dpos@quezoncity.gov.ph</a>	1.2 Reviews and routes the documents to the Security, Intelligence, and Investigation Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Prepares the letter order for inspection	None	1 hour	Security Guard II; Security, Intelligence, and Investigation Division
	1.4. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief; Security, Intelligence, and Investigation Division  Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.5. Conducts an on-site inspection and evaluates requirements	None	2 days	Security Agent I; Security, Intelligence, and Investigation Division
	1.6. Creates and submits an inspection report in preparation for DPOS clearance	None	1 hour	Security Agent I; Security, Intelligence, and Investigation Division
	1.7. Prepares the DPOS clearance	None	30 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.8. Signs the clearance, then recommends it to the Chief	None	10 minutes	Chief; Security, Intelligence, and

	Administrative Officer and Department Head			Investigation Division
	1.9. Affixes initials on the clearance for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2.1 Records and releases DPOS clearance to the applicant	None	10 minutes	Administrative Officer I; Administrative Division
<b>General Remarks:</b> This clearance is valid for one (1) year from the date of issuance.				
<b>TOTAL PROCESSING TIME: 4 days, 3 hours, and 30 minutes</b>				

### 3. DPOS CLEARANCE FOR PRIVATE SECURITY TRAINING CENTERS (NEW/RENEWAL)

The Department of Public Order and Safety (DPOS) issues this required clearance for private security training centers applying for or renewing a business permit in Quezon City. This clearance ensures adherence to the standards outlined in Quezon City Ordinance SP-942, S-2000, which governs the operations and activities of security, detective, and watchman services. It also outlines the obligations and penalties for any violations by these agencies.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Private Security Training Centers		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. License to Operate (LTO) (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> Philippine National Police (PNP) - Civil Security Group (CSG), Supervisory Office for Security and Investigation Agencies (SOSIA), Licensing Section		
2. CCTV Clearance (1) Photocopy		<b>Agency - Division:</b> Department of Public Order and Safety (DPOS) - Inspection and Monitoring Division (IMD)		
3. Current Official Tax Receipt (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> City Treasurer's Office (CTO) - Payment Lounge Section		
4. Mayor's Permit (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
5. Business Tax Bill (1) Photocopy or (1) Electronic Copy  A. If New Applicant:		<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
B. If Renewal:		<b>Agency - Division:</b> City Treasurer's Office (CTO) - Assessment Business Renewal Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and	1.1 Checks and records all required documents for routing	None	10 minutes	Administrative Officer I; Administrative Division
	1.2 Reviews and routes the documents to the Security, Intelligence, and	None	30 minutes	Chief Administrative Officer; Administrative Division

<p>Safety (DPOS) Building</p> <p><b>If Online:</b> Send email through <a href="mailto:siid.dpos@quezoncity.gov.ph">siid.dpos@quezoncity.gov.ph</a></p>	Investigation Division			
	1.3. Prepares letter order for inspection	None	1 hour	Security Guard II; Security, Intelligence, and Investigation Division
	1.4. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief; Security, Intelligence, and Investigation Division  Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.5. Conducts an inspection and evaluates requirements	None	2 days	Security Agent I; Security, Intelligence, and Investigation Division
	1.6. Creates and submits an inspection report in preparation for DPOS clearance	None	1 hour	Security Agent I; Security, Intelligence, and Investigation Division
	1.7. Prepares the DPOS clearance	None	30 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.8. Signs the clearance, then recommends it to the Chief Administrative Officer and Department Head	None	10 minutes	Chief; Security, Intelligence, and Investigation Division
	1.9. Affixes initials on the clearance	None	1 day	Chief Administrative



	for approval, followed by the signature of the Department Head			Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2.1 Records and releases DPOS clearance to the applicant	None	10 minutes	Administrative Officer I; Administrative Division
<b>General Remarks:</b> This clearance is valid for one (1) year from the date of issuance.				
<b>TOTAL PROCESSING TIME:</b>			<b>4 days, 3 hours, and 30 minutes</b>	

#### 4. DPOS CLEARANCE FOR PRIVATE DEALER OF AMMUNITION AND FIREARMS (NEW / RENEWAL)

The Department of Public Order and Safety (DPOS) issues this clearance as a requirement for private dealers seeking to obtain or renew a business permit for selling ammunition and firearms in Quezon City. The clearance ensures that dealers comply with Quezon City Ordinance SP-942, S-2000, which regulates the operations of security-related services, including the sale of ammunition and firearms. This ordinance also specifies the responsibilities and penalties for non-compliance.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Private Dealer of Ammunition and Firearms		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. License to Operate (LTO) (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> Philippine National Police (PNP) - Civil Security Group (CSG), Supervisory Office for Security and Investigation Agencies (SOSIA), Licensing Section		
2. CCTV Clearance (1) Photocopy		<b>Agency - Division:</b> Department of Public Order and Safety (DPOS) - Inspection and Monitoring Division (IMD)		
3. Current Official Tax Receipt (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> City Treasurer's Office (CTO) - Payment Lounge Section		
4. Mayor's Permit (1) Photocopy or (1) Electronic Copy		<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
5. Business Tax Bill (1) Photocopy or (1) Electronic Copy  A. If New Applicant:		<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)		
B. If Renewal:		<b>Agency - Division:</b> City Treasurer's Office (CTO) - Assessment Business Renewal Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and	1.1 Checks and records all required documents for routing	None	10 minutes	Administrative Officer I; Administrative Division
	1.2 Reviews and routes the documents to the Security, Intelligence, and	None	30 minutes	Chief Administrative Officer; Administrative Division

<p>Safety (DPOS) Building</p> <p><b>If Online:</b> Send email through <a href="mailto:siid.dpos@quezoncity.gov.ph">siid.dpos@quezoncity.gov.ph</a></p>	Investigation Division			
	1.3. Prepares letter order for inspection	None	1 hour	Security Guard II; Security, Intelligence, and Investigation Division
	1.4. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief; Security, Intelligence, and Investigation Division  Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.5. Conducts an on-site inspection and evaluates requirements	None	2 days	Security Agent I; Security, Intelligence, and Investigation Division
	1.6. Creates and submits an inspection report in preparation for DPOS clearance	None	1 hour	Security Agent I; Security, Intelligence, and Investigation Division
	1.7. Prepares the DPOS clearance	None	30 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.8. Signs the clearance, then recommends it to the Chief Administrative Officer and Department Head	None	10 minutes	Chief; Security, Intelligence, and Investigation Division
	1.9. Affixes initials on the clearance	None	1 day	Chief Administrative

	for approval, followed by the signature of the Department Head			Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2.1 Records and releases DPOS clearance to the applicant	None	10 minutes	Administrative Officer I; Administrative Division
<b>General Remarks:</b> This clearance is valid for one (1) year from the date of issuance.				
<b>TOTAL PROCESSING TIME:</b>			<b>4 days, 3 hours, and 30 minutes</b>	

## 5. DPOS CLEARANCE FOR RETAILER OF FIRECRACKERS AND PYROTECHNIC DEVICES

All retailers and wholesalers of firecrackers and pyrotechnic devices must obtain a clearance from the Department of Public Order and Safety (DPOS) to operate in Quezon City. This clearance ensures compliance with Ordinance SP-3233, S-2023, which regulates the sale, use, and prohibits the manufacturing of firecrackers and pyrotechnic devices within the city. The ordinance aims to ensure public safety by controlling these activities according to specified legal standards.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division
<b>CATEGORY:</b>	External Service
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Businesses Applying for a New / Renewal of Business Permit as a Retailer of Firecrackers and Pyrotechnic Devices
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of complaint or request (1) Original Copy  <b>Remarks:</b> Letter of complaint or request should include:  a. Name of retailer; a. Location of the stall; b. List of firecrackers and pyrotechnic devices to be sold; c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City	Applicant / Client
2. Barangay Clearance (1) Photocopy	<b>Agency - Division:</b> Barangay Hall - Clearance Section
3. Unified Business Permit Application Form (1) Photocopy	<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)
4. Special Permit (1) Photocopy	<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) -Business Permit Division (BPD)
5. Permit to Sell Firecrackers and Pyrotechnic Devices (1) Photocopy	<b>Agency - Division:</b> Philippine National Police (PNP) - Firearms and Explosives Office (FEO)
6. Fireworks Safety Training Certificate (1) Photocopy	<b>Agency - Division:</b> Philippine National Police (PNP) - Firearms and Explosives Office (FEO)

7. Fire Safety Inspection Certificate (1) Photocopy	<b>Agency - Division:</b> Bureau of Fire Protection (BFP) - Quezon City Fire District (QCFD)			
8. Lease Contract Agreement for Selling (1) Photocopy	<b>Agency - Division:</b> Establishment - Property Owner			
9. Photos of the location (1) Original Copy	Applicant / Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required documents  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1 Checks and records all required documents for routing	None	10 minutes	Administrative Officer I; Administrative Division
	1.2. Reviews and routes the documents to the Security, Intelligence, and Investigation Division for complete staff work	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Evaluates and reviews all requirements	None	20 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.4. Prepares letter order for inspection	None	1 hour	Security Guard II; Security, Intelligence, and Investigation Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	20 minutes	Chief; Security, Intelligence, and Investigation Division
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts an on-site inspection	None	1 day	Security Agent I; Security,

	and evaluates the requirements			Intelligence, and Investigation Division
	1.8. Creates and submits an inspection report in preparation for DPOS clearance	None	1 hour	Security Agent I; Security, Intelligence, and Investigation Division
	1.9. Prepares DPOS clearance	None	15 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.10. Signs the DPOS clearance, then recommends it to the Chief Administrative Officer and Department Head	None	10 minutes	Chief; Security, Intelligence, and Investigation Division
	1.11. Affixes initials on the clearance for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases the DPOS clearance to the applicant	None	10 minutes	Administrative Officer I; Administrative Division
<b>General Remarks:</b> This clearance is valid for only until December 31 of the current year it was applied for.				
<b>TOTAL PROCESSING TIME: 3 days, 3 hours, and 55 minutes</b>				

## 6. DPOS CLEARANCE FOR FIREWORKS DISPLAY AND PYROTECHNIC DEVICES

The Department of Public Order and Safety (DPOS) is authorized to issue clearances for the use or display of fireworks and pyrotechnic devices. This process is governed by Quezon City Ordinance SP-3233, S-2023, which regulates the sale and use of these devices and bans their manufacture within the city. Specific sections of this ordinance, including Section 6 on Fireworks Display in Barangay-Designated and Exhibition Zones, Section 7 on Barangay-Designated Zones, and Section 8 on Clearance for Fireworks Displays, detail the guidelines and restrictions to ensure public safety during such events.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division
<b>CATEGORY:</b>	External Service
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Business Owners, Establishments and Quezon City Residents
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request Letter (1) Original Copy  <b>Remarks:</b> Request Letter should include: <ul style="list-style-type: none"> <li>a. Name of contractor</li> <li>b. Name of the event</li> <li>c. Location, date, and time of the event</li> <li>d. Address the letter to:  <b>ELMO DG. SAN DIEGO, Ph.D.</b>              City Government Dept. Head III              Department of Public Order and Safety,              Quezon City</li> </ul>	Applicant / Client
2. Contract of Agreement (1) Photocopy  <b>Remarks:</b> The contract of agreement should be duly notarized	Applicant / Client
3. Dealer's Licence (1) Photocopy	<b>Agency - Division:</b> Philippine National Police (PNP) - Firearms and Explosives Office (FEO), Explosive Management Division (EMD)
4. Fireworks Display Operators Licence (1) Photocopy	<b>Agency - Division:</b> Philippine National Police (PNP) - Firearms and Explosives Office (FEO), Explosive Management Division (EMD)
5. Special Bank Receipt/s Payment for Fireworks Display (1) Photocopy	<b>Agency - Division:</b> Land Bank - Counter
6. Special Permit for Fireworks Display (1) Photocopy	<b>Agency - Division:</b> Philippine National Police (PNP) - Firearms and Explosives Office (FEO), Explosive Management Division (EMD)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all required documents  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1 Checks and records all required documents for routing	None	10 minutes	Administrative Officer I; Administrative Division
	1.2. Reviews and routes the documents to the Security, Intelligence, and Investigation Division for complete staff work	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Evaluates and reviews all requirements	None	20 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.4. Prepares letter order for inspection	None	1 hour	Security Guard II; Security, Intelligence, and Investigation Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	20 minutes	Chief; Security, Intelligence, and Investigation Division
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts an on-site inspection and evaluates the requirements	None	1 day	Security Agent I; Security, Intelligence, and Investigation Division
	1.8. Creates and submits an inspection report in preparation for DPOS clearance	None	1 hour	Security Agent I; Security, Intelligence, and Investigation Division
	1.9. Prepares DPOS clearance	None	15 minutes	Security Guard II; Security, Intelligence, and

				Investigation Division
	1.10. Signs the DPOS clearance, then recommends it to the Chief Administrative Officer and Department Head	None	10 minutes	Chief; Security, Intelligence, and Investigation Division
	1.11. Affixes initials on the clearance for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Secures approved DPOS clearance  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	2. Records and releases the DPOS clearance to the applicant	None	10 minutes	Administrative Officer I; Administrative Division
<b>General Remarks:</b> This clearance is valid only on the approved dates.				
<b>TOTAL PROCESSING TIME:</b>			<b>3 days, 3 hours, and 55 minutes</b>	

## 7. VERIFICATION, INSPECTION, AND RESOLUTION OF VARIOUS PUBLIC SAFETY AND SECURITY RELATED COMPLAINTS

The Department of Public Order and Safety (DPOS) verifies, inspects, and resolves public safety and security complaints received through letters, walk-ins, phone calls, or emails. Each report is assessed, investigated, and addressed in coordination with relevant authorities to ensure public safety and order.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		Complainants / Concerned Citizens		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter of complaint or request (1) Original Copy or (1) Electronic Copy</p> <p><b>Remarks:</b> Request letter should include:</p> <ol style="list-style-type: none"> <li>Name and contact information (optional)</li> <li>Location, date, and time of the incident</li> <li>Detailed description of complaint/request</li> <li>Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ol>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of complaint or request	1.1. Checks and records complaint or request for routing	None	10 minutes	Administrative Officer I; Administrative Division
<p><b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b> Send email through: <a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a> and <a href="mailto:sid.dpos@quezoncity.gov.ph">sid.dpos@quezoncity.gov.ph</a></p>	1.2. Reviews and routes the letter to the Security, Intelligence, and Investigation Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Receives and evaluates the complaint and instructs the Section-in-Charge for staff work	None	30 minutes	Chief; Security, Intelligence, and Investigation Division

<p>Inter-Agency:  <a href="mailto:quezoncity8888@op.gov.ph">quezoncity8888@op.gov.ph</a></p> <p>Phone-In:          SIID: 874-9991          DPOS/ADMIN:          8924-1851</p>	1.4. Prepares a letter order for inspection of complaint <i>(Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction)</i>	None	30 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Security, Intelligence, and Investigation Division
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts initial investigation or operation on the area of complaint	None	7 days	Security Agent I; Security, Intelligence, and Investigation Division
	1.8. Prepares inspection report, endorsements to the concerned offices; and creates a letter reply to the complainant for the action taken	None	1 day	Security Agent I; Security, Intelligence, and Investigation Division
	1.9. Reviews the inspection report, endorsements, and letter reply; then signs and recommends them to the Chief Administrative Officer and Department Head for approval	None	1 day	Chief; Security, Intelligence, and Investigation Division
	1.10. Affixes initials on the report,	None	1 day	Chief Administrative

	endorsements and letter reply for approval, followed by the signature of the Department Head			Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2.Receives feedback from the DPOS  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> E-mail: <a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a>	2.1. Records and releases letter replies to the complainant and concerned department/s	None	30 minutes	Administrative Officer I; Administrative Division
<b>General Remarks:</b> The processing time for this service may vary depending on the complexity of the complaint. Simple or minor complaints may take 2 to 3 working days, while complicated or major cases requiring in-depth investigation and coordination with other departments may take up to 12 working days.				
<b>TOTAL PROCESSING TIME:</b>			<b>11 days, 2 hours, and 40 minutes</b>	

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

The Department of Public Order and Safety (DPOS) assigns security personnel to safeguard government facilities in Quezon City. This service involves deploying trained security officers from the Security Intelligence and Investigation Division (SIID) to protect government assets, employees, clients, and visitors. Their main goal is to prevent and respond to any threats or unauthorized activities, thereby maintaining a safe and secure environment. Availability of security personnel determines the extent of service provision.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		Quezon City Local Government Facilities		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1) Original Copy  <b>Remarks:</b> Request letter should include: <ul style="list-style-type: none"> <li>a. Name of requesting party;</li> <li>b. Name and address of facility;</li> <li>c. Number of employees;</li> <li>d. Number of clients served;</li> <li>e. Purpose of request;</li> <li>f. Number of requested security personnel;</li> <li>g. Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City</li> </ul>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a request letter  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the request letter for routing	None	10 minutes	Administrative Officer I; Administrative Division
	1.2. Reviews and routes the letter to the Security, Intelligence, and Investigation Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Receives and evaluates the request and instructs the Security Officer for staff work	None	10 minutes	Chief, Security, Intelligence, and Investigation Division

	1.4. Conducts security survey and prepares report for recommendation	None	2 days	Security Officer II; Security, Intelligence, and Investigation Division
	1.5. Prepares Duty Detailed Order (DDO) for deployment of security personnel	None	1 hour and 30 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	1.6. Reviews and signs the Duty Detailed Order (DDO), then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief, Security, Intelligence, and Investigation Division
	1.7. Affixes initials on the Duty Detailed Order (DDO) for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Acknowledges and confirms the deployment of the security personnel  <b>Location:</b> Requested deployment site or through official communication channels	2.1. Deploys security personnel as per approved Duty Detailed Order (DDO)	None	1 day	Security Officer III; Security, Intelligence, and Investigation Division
<b>TOTAL PROCESSING TIME:</b>			<b>4 days, 2 hours, and 50 minutes</b>	

## 9. FILING OF PROTEST

Apprehended individuals with issued Ordinance Violation Receipt (OVR) tickets for violating city ordinances have two options: they can either avail of the No Contest Provision within five (5) working days from the issuance of the ticket, and pay the corresponding fines, as stated under Section 4 of the City Ordinance SP2752, S2018, or file a formal complaint by filing a protest with the Protest Adjudication Board (PAB). Should a protest be filed, a hearing will be scheduled to allow both the violator and the apprehending deputized enforcer to present their cases, ensuring a fair and transparent process.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division
<b>CATEGORY:</b>	External Service
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	G2C - Government to Citizen
<b>WHO MAY AVAIL:</b>	Individuals issued with Ordinance Violation Receipts (OVR) by DPOS-authorized enforcers
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. Ordinance Violation Receipt (OVR) Ticket/s (1) Original Copy and (2) Photocopy</p> <p><b>Remarks:</b> The OVR ticket is issued by the Department of Public Order and Safety (DPOS) Deputized Enforcer during apprehension</p> <p>List of DPOS Deputized Enforcer:</p> <ul style="list-style-type: none"> <li>a. Market Development and Administration Department (MDAD)</li> <li>b. Task Force Disiplina (TFD)</li> <li>c. Quezon City Police District (QCPD)</li> <li>d. All Barangay Public Safety Officers (BPSO)</li> </ul>	Applicant / Client
<p>2. Complaint Affidavit (1) Original Copy and (2) Photocopy</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>a. The complaint affidavit should include: <ul style="list-style-type: none"> <li>1. Name and address of the complainant;</li> <li>2. Name of the apprehending enforcer;</li> <li>3. Details of the complaint;</li> <li>4. Date and time of apprehension</li> </ul> </li> <li>b. The complaint affidavit may be handwritten or computerized</li> </ul>	Applicant / Client



c. The complaint affidavit should be notarized by any notary public				
3. Any valid government issued ID with date of birth (1) Original Copy and (2) Photocopy <ul style="list-style-type: none"> <li>● Driver's License</li> <li>● Professional Regulation Commission (PRC) ID</li> <li>● Passport</li> <li>● Senior Citizen ID</li> <li>● SSS ID / e-Card ID</li> <li>● UMID</li> <li>● COMELEC / Voter's ID / COMELEC Registration Form</li> <li>● Philippine Identification (PhilID / ePhilID)</li> <li>● NBI Clearance</li> </ul> <b>Remarks:</b> Preferably Quezon City ID for QCitizens <i>Location:</i> Quezon City ID - Ground Floor, Finance Building, Civic Center F, Quezon City Hall Compound		Any National Government Offices		
4. Order of Payment (1) Original Copy and (2) Photocopy		Agency - Division: Traffic and Transport Management Department - OVR Redemption Center		
<b>If Applicable Only:</b>				
1. Supporting Evidences / Photos (2) Original Copy		Applicant / Client		
<b>Remarks:</b> Optional but highly recommended to substantiate the proterter's claim				
<b>Additional documents if a representative is filing in behalf of the complainant:</b> <ol style="list-style-type: none"> <li>a. Representative's valid government-issued ID (1) Original Copy and (1) Photocopy</li> <li>b. Violator's government-issued ID (2) Photocopy</li> <li>c. Authorization letter from the violator (1) Original Copy</li> </ol>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files a complaint against issued OVR Ticket/s	1.1. Conducts initial verification of the complaint for processing	None	5 Minutes	Security Guard II; Security, Intelligence, and Investigation Division
<b>Location:</b>				

<p>Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>Notes / Instruction:</b> 1. Proceed to the PAB Office to formally initiate a complaint against the issued OVR ticket(s).</p> <p>2. The following conditions must be met for the complaint to be accepted: - <i>The complaint must be submitted within five (5) working days from the issuance of the OVR ticket(s).</i> - <i>Requests for fine reductions are not permitted.</i></p>				
<p>2. Submits all documents listed in the requirements checklist</p> <p><b>Location:</b> Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p>	<p>2.1. Verifies all documents submitted by the complainant</p>	<p>None</p>	<p>5 Minutes</p>	<p>Security Guard II; Security, Intelligence, and Investigation Division</p>
<p>3. Selects a hearing date from the options provided by the PAB Office</p> <p><b>Location:</b> Protest Adjudication Board Office, 3rd Floor, Department of Public Order</p>	<p>3.1. Schedules a hearing date within seven (7) working days of filing the complaint</p>	<p>None</p>	<p>3 minutes</p>	<p>Security Guard II; Security, Intelligence, and Investigation Division</p>

and Safety (DPOS) Building				
<p>4. Signs and secures a copy of the complaint action sheet</p> <p><b>Location:</b> PAB Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p>	4.1. Prepares and provides a copy of the complaint action sheet to the complainant	None	4 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	4.2. Encodes all details of the filed complaint and prepares invitations and summons for the complainant and apprehending deputized enforcer	None	5 Minutes	Planning Officer 1; Administrative Division
	4.3. Signs the summons and invitations	None	1 Hour	Chief, Security, Intelligence, and Investigation Division  City Government Department Head III; Department of Public Order and Safety
	4.4. Serves invitations and summons to the complainant and the apprehending deputized enforcer, then awaits the scheduled hearing date	None	7 days	Security Guard II; Security, Intelligence, and Investigation Division
<p>5. Attends the scheduled hearing on the date and time specified in the complaint action sheet</p> <p><b>Location:</b> Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>Notes / Instruction:</b> 1. Even if an authorized representative filed the</p>	5.1. Conducts the hearing with both parties	None	1 hour	Executive Officer; Security, Intelligence, and Investigation Division
	5.2. Prepares resolution if the case is resolved; otherwise, a second and final hearing will be scheduled	None	5 minutes	Planning Officer I; Administrative Division
	5.3. Submits the resolution for approval by board members	None	5 minutes	Planning Officer I; Administrative Division
	5.4. Approves and signs the resolution	None	30 minutes	Protest Adjudication Board Members;

complaint, the individual named in the OVR Ticket must personally attend the hearing				Department of Public Order and Safety
<p>6. Proceed to the OVR Redemption Center to either complete the payment process for a confirmed violation or to clear the record if the ticket is canceled, without any cost.</p> <p><b>Location:</b></p> <p>Receiving Area, OVR Redemption Center, Ground Floor, DPOS Building</p>	6.1. Assists the complainant by providing the necessary documentation including the adjudication sheet and the approved resolution to the OVR Redemption Center	None	6 Minutes	Security Guard II; Security, Intelligence, and Investigation Division
<p><b>General Remarks:</b></p> <p>To check your OVR Ticket status:</p> <ol style="list-style-type: none"> <li>1. Visit the QC e-Services site (<a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>)</li> <li>2. Log in or click 'Register Here' to create a QC E-Services Account.</li> <li>3. Choose 'OVR Online Payment'.</li> <li>4. Enter your OVR ticket number to view the current status and complete any required actions.</li> </ol> <p>For ticket inquiries, you may contact: OVR Redemption Center - 09621740143</p> <p>For concerns or disputes, call: DPOS - PAB at (02) 8734-9991</p>				
<b>TOTAL PROCESSING TIME:</b>			<b>7 days, 3 hours, and 8 minutes</b>	

## 10. PROVISION OF SECURITY PERSONNEL TO SPECIAL EVENTS / ACTIVITIES WITHIN QUEZON CITY

The Department of Public Order and Safety (DPOS) facilitates the coordination and provision of security personnel for public events in Quezon City to ensure effective crowd control and safety management.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division			
<b>CATEGORY:</b>	External Service			
<b>CLASSIFICATION:</b>	Complex			
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business G2C - Government to Client G2G - Government to Government			
<b>WHO MAY AVAIL:</b>	Event Organizers, Governmental Entities, and Business Representatives Operating Within Quezon City			
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<p>1. Request Letter (1) Original Copy</p> <p><b>Remarks:</b> The request letter should include:</p> <ul style="list-style-type: none"> <li>a. Name and contact information of the organizer/representative;</li> <li>b. Event name;</li> <li>c. Location, date, and time of event;</li> <li>d. Nature of event;</li> <li>e. Expected crowd size;</li> <li>f. Nature of assistance requested;</li> <li>g. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>	Applicant/Client			
2. Event Coordination Form (1) Original Copy and (1) Photocopy	<b>Agency - Division:</b> Department of Public Order and Safety - Administrative Division			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a request letter  <b>Location:</b>	1.1. Checks and records the request for routing	None	10 minutes	Administrative Officer I; Administrative Division
<b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and	1.2. Receives and evaluates the request, then instructs the Special Operations Section for	None	30 minutes	Chief Administrative Officer; Administrative Division

Safety (DPOS) Building  <b>If Online:</b> Send through email: <a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a>  <b>Phone-in:</b> 8734-9991	complete staff work			
	1.3. Reviews and prepares a memorandum letter for a scheduled meeting with the client and Law and Order cluster members		1 hour	Security Officer I; Security, Intelligence, and Investigation Division
	1.4. Affixes initials on the memorandum, then recommends it to the Department Head for approval	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.5. Approves and signs the memorandum	None	1 day	City Government Department Head III; Department of Public Order and Safety
2. Confirms attendance on the scheduled coordination meeting  <b>Location:</b> <b>Phone-in:</b> 8734-9991	2.1. Informs the client regarding the scheduled coordination meeting	None	30 minutes	Security Officer I; Security, Intelligence, and Investigation Division
3. Attends the scheduled coordination meeting  <b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	3.1. Conducts a coordination meeting with the client, Law and Order Cluster, and other concerned agencies to discuss the details of the activity	None	4 hours	Security Officer I; Security, Intelligence, and Investigation Division  Chief Administrative Officer; Administrative Division
	3.2. Creates a work calendar and assigns available personnel for deployment	None	1 day	Security Officer I; Security, Intelligence, and Investigation Division

	3.3. Prepares letter order	None	30 minutes	Security Officer I; Security, Intelligence, and Investigation Division
	3.4. Affixes initials on the letter order, then recommends it to the Department Head for approval	None	30 minutes	Chief Administrative Officer; Administrative Division
	3.5. Approves and signs the letter order for deployment of personnel	None	1 day	City Government Department Head III; Department of Public Order and Safety
4. Acknowledges and confirms the deployment of the security personnel  <b>Location:</b> Requested event site or through official communication channels	4.1. Deploys security personnel as per approved letter order	None	1 day	Security Officer III; Security, Intelligence, and Investigation Division
<b>TOTAL PROCESSING TIME:</b>			<b>4 days, 7 hours, and 40 minutes</b>	

## **Green Transport Division**

### **External Services**



## 1. VERIFICATION, INSPECTION, AND RESOLUTION OF ISSUES ALONG THE QUEZON CITY BIKE LANE NETWORK

This service addresses public concerns related to the Quezon City Bike Lane Network. It includes verifying reported issues, inspecting infrastructure, and resolving complaints such as obstructions or safety hazards to ensure the bike lanes are functional and safe.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Green Transport Division, Administrative Division			
<b>CATEGORY:</b>	External Service			
<b>CLASSIFICATION:</b>	Simple			
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>WHO MAY AVAIL:</b>	Complainants / Concerned Citizens			
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<p>1. Letter of complaint or request (1) Original Copy</p> <p><b>Remarks:</b> The letter of complaint or request should include:</p> <ul style="list-style-type: none"> <li>a. Name and contact information (optional);</li> <li>b. Location, date, and time of the incident;</li> <li>c. Detailed description of complaint/request;</li> <li>d. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>	Applicant / Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submits a letter of complaint or request</p> <p><b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b> Email: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a></p>	1.1. Checks and records the letter of complaint or request, then forwards it to the Chief Administrative Officer	None	10 minutes	Administrative Officer I; Administrative Division
	1.2. Reviews and routes the letter to the Green Transport Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Receives and evaluates the complaint and instructs the Senior Transportation	None	10 minutes	Chief Transportation Development Officer; Green Transport Division

<p>Facebook page: Green Transport Division-DPOS</p> <p>Phone: 8710 0743</p>	Regulation Officer for staff work			
	1.4. Prepares letter order	None	30 minutes	Traffic Aide II; Green Transport Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief Transportation Development Officer; Green Transport Division
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts an inspection and addresses the complaint	None	3 hours	Senior Transportation Regulation Officer; Green Transport Division  Traffic Aide II; Green Transport Division
	1.8. Prepares an after-operation report detailing the actions taken for the client, the City Mayor, and other concerned departments	None	1 hour	Traffic Aide II; Green Transport Division
	1.9. Reviews and signs the after-operation report	None	10 minutes	Senior Transportation Regulation Officer; Green Transport Division  Traffic Aide II; Green Transport Division
	1.10. Affixes initials on the report for approval, followed by the signature of the Department	None	1 day	Chief Administrative Officer; Administrative Division

	Head			City Government Department Head III; Department of Public Order and Safety
<p>2. Receives feedback from the filed complaint or request</p> <p><b>Location:</b>  <b>If Walk-in:</b>  Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b>  Email:  <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a></p> <p>Facebook page:  Green Transport Division-DPOS</p> <p>Phone: 8710 0743</p>	2.1. Records and releases the after-operation report to the complainant through their method of communication	None	10 minutes	Traffic Aide II; Green Transport Division
<b>TOTAL PROCESSING TIME:</b>			<b>2 days, 6 hours, and 10 minutes</b>	

## 2. REQUEST FOR TRANSPORTATION ASSISTANCE OR SERVICES

The Department of Public Order and Safety (DPOS) provides transportation services during significant events organized by the Quezon City Local Government Unit (QC LGU), National Government Agencies (NGAs), and Non-Governmental Organizations (NGOs). Additionally, this office provides “Libreng Sakay” during transport strikes.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Green Transport Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		City Government Offices, National Government Agencies (NGAs) and Non-Governmental Organizations (NGOs)		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Request letter (1) Original Copy and (1) Photocopy</p> <p><b>Remarks:</b> The request letter should include:</p> <ul style="list-style-type: none"> <li>a. Event location, date, and time of event;</li> <li>a. Purpose of the request;</li> <li>b. Number of e-trikes needed;</li> <li>c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submits request letter for e-trike services</p> <p><b>Location:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p>	1.1. Checks and records the request letter, then forwards it to the Chief Administrative Officer for initial review	None	10 minutes	Administrative Officer I; Administrative Division
	1.2. Reviews and routes the request letter to Green Transport Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Reviews and evaluates the request letter and instructs the Administrative Officer V / Housing and Homesite Regulation Officer	None	20 minutes	Chief Transportation Development Officer; Green Transport Division

	III for complete staff work			
	1.4. Allocates e-trike unit/s and driver/s for the requested event	None	30 minutes	Administrative Officer V; Green Transport Division  Traffic Aide II; Green Transport Division  Housing and Homesite Regulation Officer III; Green Transport Division
	1.5. Prepares letter order	None	30 minutes	Traffic Aide II; Green Transport Division
	1.6. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief Transportation Development Officer; Green Transport Division
	1.7. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Receives the requested e-trike services as scheduled  <b>Location:</b> Ground Floor, Green Transport Division Office, Department of Public Order and Safety (DPOS) Building	2.1. Dispatches the e-trike to the designated area	None	20 minutes	Housing and Homesite Regulation Officer III; Green Transport Division
<b>TOTAL PROCESSING TIME:</b>			<b>1 day, 2 hours, and 50 minutes</b>	

### 3. E-TRIKE LIBRENG SAKAY (UPON AVAILABILITY)

The Department of Public Order and Safety (DPOS) offers the E-Trike Libreng Sakay program to provide free transportation with electric tricycles as available. It prioritizes vulnerable sectors, such as Persons with Disabilities (PWDs), pregnant women, and senior citizens.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Green Transport Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Simple		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Senior Citizens, Persons with Disabilities, Pregnant Women, and Quezon City Citizens		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
No Requirement/s Needed				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for e-trike at the Green Transport Division  <b>Location:</b> Ground Floor, Green Transport Division, Department of Public Order and Safety (DPOS) Building	1.1. Checks and records the request, then forwards to the Administrative Officer V for complete staff work	None	2 minutes	Traffic Aide II; Green Transport Division
	1.2. Assigns a driver and an e-trike	None	4 minutes	Administrative Officer V; Green Transport Division  Traffic Aide II; Green Transport Division
2. Receives requested e-trike services  <b>Location:</b> Ground Floor, Green Transport Division Office, Department of Public Order and Safety	2.1. Dispatches the e-trike with a designated driver	None	4 minutes	Traffic Aide II; Green Transport Division
<b>TOTAL PROCESSING TIME:</b>			<b>10 minutes</b>	

## **Clearing and Demolition Division**

### **External Services**

# 1. VERIFICATION, INSPECTION, AND RESOLUTION OF VARIOUS PUBLIC SAFETY AND OBSTRUCTION RELATED COMPLAINTS

The Department of Public Order and Safety - Clearing and Demolition Division (DPOS - CDD) is mandated to conduct verification, inspection, and resolution on complaints relative to public safety, specifically road obstructions and illegal structures on public property. Complaints can be submitted through official letters, walk-ins, phone calls, or emails, and are handled promptly to ensure public safety and compliance with regulations.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Clearing and Demolition Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		Complainants / Concerned Citizens		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter of complaint or request (1) Original Copy</p> <p><b>Remarks:</b> The letter of complaint or request should include:</p> <ul style="list-style-type: none"> <li>a. Name and contact information (optional);</li> <li>b. Location, date, and time of the incident;</li> <li>c. Detailed description of complaint/request;</li> <li>d. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submits a letter of complaint or request</p> <p><b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b> Send Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a></p>	1.1 Checks and records the complaint or request for routing	None	10 minutes	Administrative Officer; Administrative Division
	1.2 Reviews and routes the letter to the CDD	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3 Evaluates the complaint and gives instruction to the Section-in-Charge for complete staff work	None	30 minutes	Chief; Clearing and Demolition Division



	1.4 Prepares a letter order for inspection of complaints <i>(Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction)</i>	None	1 hour	Administrative Aide IV; Clearing and Demolition Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.6. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts ocular inspection and operation	None	4 days	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.8. Prepares inspection report, endorsements to the concerned offices; and creates a letter reply to the complainant for the action taken	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant; Clearing and

				Demolition Division
	1.9. Reviews the inspection report, endorsements, letter replies; then signs and recommends to the Chief Administrative Officer and Department Head	None	1 hour	Chief; Clearing and Demolition Division
	1.10. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
2. Receives feedback from the filed complaint or request  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> Email: <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a>	2.1. Records and releases letter replies to the complainant and concerned department/s	None	10 minutes	Administrative Officer I; Administrative Division
<b>TOTAL PROCESSING TIME:</b>			<b>7 days, 3 hours and 50 minutes</b>	

## 2. CONDUCT OF CLEARING OPERATION FOR FIXED ILLEGAL STRUCTURES OR OBSTRUCTIONS

The Department of Public Order and Safety-Clearing and Demolition Division (DPOS-CDD) implements the clearing of fixed or immovable road obstructions, encroachments, and illegal structures, based on the complaints received by this department and on the inspections conducted.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Clearing and Demolition Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		Complainant/s		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter of complaint or request (1) Original Copy</p> <p><b>Remarks:</b> The letter of complaint or request should include:</p> <ul style="list-style-type: none"> <li>a. Name and contact information (optional);</li> <li>a. Location, date, and time of incident;</li> <li>b. Detailed description of the complaint or request;</li> <li>c. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submits a letter requesting a clearing operation</p> <p><b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and</p>	1.1 Checks and records the letter of complaint or request for routing	None	10 minutes	Administrative Officer; Administrative Division
	1.2 Reviews and routes the letter to the Clearing and Demolition Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3 Receives and evaluates the complaint and instructs the Section-in-Charge for complete staff work	None	30 minutes	Chief; Clearing and Demolition Division

<a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	1.4 Prepares a letter order for inspection of complaint <i>(Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction)</i>	None	1 hour	Administrative Aide IV; Clearing and Demolition Division
	1.5 Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.6 Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts ocular inspection and verification	None	4 days	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.8. Prepares an inspection report and recommendation to issue a Notice of Violation (NOV) for the violation of Quezon City Ordinance No. SP-2068, S-2011	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant;

				Clearing and Demolition Division
	1.9. Reviews and signs the recommendation, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.10. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.11. Issues Notice of Violation (NOV) to the owner to self-demolish the fixed illegal structure within 7 days	None	2 hours	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.12. Awaits for the expiration of the prescriptive period of the NOV and checks violator compliance for the removal of illegal structure	None	7 days	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.13. Prepares a letter order to initiate immediate clearing operations	None	30 minutes	Administrative Aide VI; Clearing and

	for non-compliant structure			Demolition Division
	1.14. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.15. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.16. Coordinates with internal and external partner agencies for a joint clearing operation	None	4 hours	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  External Agencies and other offices
	1.17. Conducts clearing operation and prepares an after-operation report detailing the actions taken to be sent to the client, the City Mayor, and other concerned departments	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  External Agencies and other offices
	1.18. Signs the after-operation report, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.19. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division

				City Government Department Head III; Department of Public Order and Safety
<p>2. Receives feedback from the filed complaint or request</p> <p><b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a></p>	<p>2.1. Records and releases the after-operation report to the complainant through their method of communication, and transmits the report to the City Mayor</p>	None	10 minutes	Administrative Officer; Administrative Division
<b>TOTAL PROCESSING TIME:</b>			<b>18 days, 2 hours and 50 minutes</b>	

### 3. CONDUCT OF CLEARING OPERATION FOR MOVABLE OBSTRUCTIONS

The Department of Public Order and Safety-Clearing and Demolition Division (DPOS-CDD) implements the clearing of movable sidewalk and road obstructions based on the complaints received by this department and on the inspections conducted.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Clearing and Demolition Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		Complainant/s		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>1. Letter of complaint or request (1) Original Copy</p> <p><b>Remarks:</b> The letter of complaint or request should include:</p> <ul style="list-style-type: none"> <li>a. Name (optional);</li> <li>b. Location, date, and time of incident;</li> <li>c. Detailed description of the complaint or request;</li> <li>d. Address the letter to: <b>ELMO DG.SAN DIEGO, Ph.D.</b> Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City</li> </ul>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a letter requesting a clearing operation	1.1 Checks and records the letter of complaint or request for routing	None	10 minutes	Administrative Officer; Administrative Division
<b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.2 Reviews and routes the letter to the Clearing and Demolition Division	None	30 minutes	Chief Administrative Officer; Administrative Division



<p><b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a></p>	<p>1.3 Receives and evaluates the complaint and instructs the Section-in-Charge for complete staff work</p>	None	30 minutes	Chief; Clearing and Demolition Division
	<p>1.4 Prepares a letter order for inspection of complaints (<i>Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction</i>)</p>	None	1 hour	Administrative Aide IV; Clearing and Demolition Division
	<p>1.5 Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head</p>	None	30 minutes	Chief; Clearing and Demolition Division
	<p>1.6 Affixes initials for approval, followed by the signature of the Department Head</p>	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	<p>1.7. Conducts ocular inspection and verification</p>	None	4 days	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant; Clearing and Demolition Division

	1.8. Prepares an after-inspection report detailing the preliminary actions taken	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.9. Signs the after-inspection report, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.10. Affixes initials on the after-inspection report, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.11. Prepares a letter order to conduct immediate clearing operations	None	30 minutes	Administrative Aide VI; Clearing and Demolition Division
	1.12. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.13. Affixes initials for approval, followed by the signature	None	1 day	Chief Administrative Officer; Administrative Division

	of the Department Head			City Government Department Head III; Department of Public Order and Safety
	1.14. Coordinates with internal and external partner agencies for joint clearing operations	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  External Agencies and other offices
	1.15. Conducts clearing operation and prepares an after-operation report detailing the actions taken to be sent to the client, the City Mayor, and other concerned departments	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division  External Agencies and other offices
	1.16. Signs the after-operation report, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.17. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety

<p>2. Receives feedback from the filed complaint or request</p> <p><b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p><b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a></p>	<p>2.1. Records and releases the after-operation report to the complainant through their method of communication, and transmits the report to the City Mayor</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Officer; Administrative Division</p>
<p><b>TOTAL PROCESSING TIME:</b></p>			<p><b>11 days, 4 hours and 50 minutes</b></p>	

#### 4. SERVICE OF CEASE AND DESIST ORDER (CDO)

The Department of Public Order and Safety (DPOS) is mandated to assist the Quezon City Department of Building Official (QC-DBO) in the implementation or enforcement of a Cease and Desist Order (CDO) to prevent and/or stop the construction of buildings and structures found in violation of the National Building Code.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Clearing and Demolition Division, Administrative Division		
<b>CATEGORY:</b>		External Service		
<b>CLASSIFICATION:</b>		Highly Technical		
<b>TYPE OF TRANSACTION:</b>		G2G - Government to Government		
<b>WHO MAY AVAIL:</b>		Department of Building Official (DBO)		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Endorsement / Transmittal (1) Original Copy or (1) Photocopy		<b>Agency - Division:</b> Department of Building Official (DBO) - Investigation and Adjudication Division (IAD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits endorsement for service of cease and desist order  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	1.1. Checks and records the endorsement for cease and desist order	None	10 minutes	Administrative Officer; Administrative Division
	1.2. Reviews and routes the endorsement / transmittal to the CDD for complete staff work	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Assigns the cease and desist order to the Officer-in-Charge of the district where the CDO is addressed	None	1 hour	Chief, Clearing and Demolition Division
	1.4. Prepares letter order	None	30 minutes	Administrative Aide; Clearing and Demolition Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	1 hour	Chief; Clearing and Demolition Division
	1.6. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division

				City Government Department Head III; Department of Public Order and Safety
	1.7. Enforces the cease and desist order	None	4 days	Housing and Homesite Regulation Officer I; Clearing and Demolition Division
	1.8. Prepares a report for Department of Building Official regarding the successful enforcement of cease and desist order		1 day	Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.9. Reviews, recommends approval, and signs the after-operation report	None	30 minutes	Chief; Clearing and Demolition Division
	1.10. Affixes initials for approval, followed by the signature of the Department Head	None	1 days	City Government Department Head III; Department of Public Order and Safety
2. Receives feedback from the endorsed cease and desist order service  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	2.1. Records the release of the documents and returns a copy of the cease and desist order to the DBO, informing them of its implementation	None	1 hour	Administrative Officer; Administrative Division
<b>TOTAL PROCESSING TIME:</b>			<b>7 days, 4 hours, and 40 minutes</b>	

## 5. THERMOPLASTIC REPAINTING / MARKINGS OF PEDESTRIAN LANES ON PUBLIC ROADS

The Clearing and Demolition Division (CDD) of the Department of Public Order and Safety (DPOS) offers thermoplastic repainting and marking for pedestrian lanes on public roads based on valid requests. This service is designed to enhance road safety by improving the visibility of pedestrian pathways.

<b>OFFICE / DIVISION:</b>		Department of Public Order and Safety, Clearing and Demolition Division, Administrative Division		
<b>CATEGORY</b>		External Service		
<b>CLASSIFICATION:</b>		Complex		
<b>TYPE OF TRANSACTION:</b>		G2C - Government to Citizen		
<b>WHO MAY AVAIL:</b>		Barangays, Schools, Requesters, and other Quezon City Stakeholders		
<b>OPERATING HOURS:</b>		8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1) Original Copy  <b>Remarks:</b> The letter of request should include: <ol style="list-style-type: none"> <li>Name (optional);</li> <li>Location for repainting / markings;</li> <li>Detailed description of the complaint or request;</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City</li> </ol>		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request for thermoplastic painting service  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	1.1. Checks and records the request letter for routing	None	10 minutes	Administrative Officer; Administrative Division
	1.2. Reviews and routes the letter to the CDD for complete staff work	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Reviews the validity of the request and assigns personnel to prepare a letter order for the inspection and installation of thermoplastic markings	None	30 minutes	Chief; Clearing and Demolition Division

	1.4. Prepares letter order	None	30 minutes	Administrative Aide; Administrative Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.6. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Prepares thermoplastic paints and other necessary materials, then conducts the thermoplastic painting and markings on designated pedestrian lanes	None	1 day	Labor Foreman; Clearing and Demolition Division  Laborer II; Clearing and Demolition Division
	1.8. Submits an after-operation report detailing the successful application of thermoplastic painting and markings	None	1 day	Labor Foreman; Clearing and Demolition Division  Laborer II; Clearing and Demolition Division
	1.9. Signs the after-operation report, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.10 Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division



				City Government Department Head III; Department of Public Order and Safety
2. Receives feedback from the filed request  <b>Location:</b> <b>If Walk-in:</b> Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building  <b>If Online:</b> Email at <a href="mailto:dpos@quezoncity.gov.ph">dpos@quezoncity.gov.ph</a> and <a href="mailto:cdd.dpos@quezoncity.gov.ph">cdd.dpos@quezoncity.gov.ph</a>	2.1. Records and releases the after-operation report to the requester through their method of communication, and transmits the report to the City Mayor	None	10 minutes	Administrative Officer; Administrative Division
<b>TOTAL PROCESSING TIME:</b>			<b>4 days, 2 hours and 50 minutes</b>	

# **Inspection and Monitoring Division**

## **External Services**

## 1. PROCESSING AND ISSUANCE OF CCTV CLEARANCE

The Department of Public Order and Safety (DPOS) assists the Business Permit and Licensing Department (BPLD) in enforcing QC Ordinance No. SP-2695, S-2018. This updated ordinance requires all business establishments within Quezon City to install CCTV systems, adhering to the standards set in the Department of Interior and Local Government (DILG) Memorandum Circular No. 2014-119. The Inspection and Monitoring Division (DPOS-IMD) grants CCTV clearances to businesses that comply with these specifications to promote safety and security across the city by ensuring that surveillance systems meet established technical guidelines.

<b>OFFICE / DIVISION:</b>	Department of Public Order and Safety, Inspection and Monitoring Division			
<b>CATEGORY</b>	External Service			
<b>CLASSIFICATION:</b>	Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2B - Government to Business			
<b>WHO MAY AVAIL:</b>	All business establishments required by the Business Permits and Licensing Department (BPLD) in Quezon City			
<b>OPERATING HOURS:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
1. Request Letter (1) Electronic Copy  <b>Remarks:</b> The request letter should include: <ol style="list-style-type: none"> <li>Mayor's permit number</li> <li>Business name</li> <li>Business address</li> <li>Address the letter to:  <b>ELMO DG.SAN DIEGO, Ph.D.</b>              Police Brigadier General (Ret.)              City Government Dept. Head III              Department of Public Order and Safety              Quezon City</li> </ol>	Applicant / Client			
2. Latest official receipt of business permit (1) Electronic Copy	<b>Agency - Division:</b> Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents for CCTV clearance via email  <b>Location:</b>  Send an email through: <a href="mailto:imd.dpos@quezoncity.gov.ph">imd.dpos@quezoncity.gov.ph</a>	1.1. Checks the submitted requirements and sends acknowledgement of receipt to the applicant	None	20 minutes	Monitoring Aide; Inspection and Monitoring Division
<b>Notes/Instruction:</b> Processing of	1.2. Prints Unified Business Application and assigns Control Application Number (CAN)	None	20 minutes	Monitoring Aide; Inspection and Monitoring Division

CCTV clearance application is conducted strictly online to streamline operations and ensure transparency. This department minimizes direct interaction to safeguard the integrity of the process.	1.3. Creates a list of daily applications for letter order preparation	None	20 minutes	Monitoring Aide; Inspection and Monitoring Division
	1.4. Prepares letter order for site inspection of business establishments and forwards it to the Officer-in-Charge	None	4 hours	Special Operations Officer II; Inspection and Monitoring Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	2 hours	Officer-In-Charge; Inspection and Monitoring Division
	1.6. Affixes initials on the letter order for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division  City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts site inspection of business establishments	None	7 days	Inspectors; Inspection and Monitoring Division
	1.8. Prepares summary of inspection reports	None	2 hours	Inspectors; Inspection and Monitoring Division
	1.9. Reviews and sorts inspection reports	None	1 hour	Administrative Aide; Inspection and Monitoring Division
	1.10. Encodes the inspection reports according to compliance status	None	1 hour	Administrative Aide; Inspection and Monitoring Division
	1.11. Endorses non-compliant businesses to BPLD and assigns IMD numbers for compliant establishments in preparation for	None	30 minutes	Administrative Aide; Inspection and Monitoring Division

	CCTV clearance issuance			
	1.12. Creates CCTV clearances for compliant businesses	None	30 minutes	Monitoring Aide I; Inspection and Monitoring Division
	1.13. Reviews CCTV clearances	None	1 hour	Officer-In-Charge; Inspection and Monitoring Division
	1.14. Approves and signs CCTV clearances for release	None	2 hours	City Government Department Head III; Department of Public Order and Safety
2. Receives CCTV Clearance via email  <b>Location:</b> Clearance is sent to registered email address	2.1. Sends CCTV clearance to compliant business establishments via email	None	2 hour/s	Administrative Aide; Inspection and Monitoring Division
	2.2. Encodes issued CCTV Clearance for records sent via email	None	1 hour/s	Administrative Aide; Inspection and Monitoring Division
<b>General Remarks:</b> DPOS CCTV Clearance is valid one (1) year from the date of its issuance and must be renewed annually.				
<b>TOTAL PROCESSING TIME:</b>			<b>10 days and 2 hours</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	To provide feedback, please complete the Client Satisfaction Measurement Form available at the reception counters of any Department of Public Order and Safety (DPOS) division: Administrative Division (ADMIN), Security, Intelligence, and Investigation Division (SIID), Green Transport Division (GTD), Clearing and Demolition Division (CDD), Inspection and Monitoring Division (IMD) and deposit it in the secure drop box provided. You can also submit feedback electronically by scanning the CSM QR code.
How feedback is processed	All feedback received is processed by the Quezon City Citizen Services Department (QCCSD), the City's dedicated body for monitoring and reviewing each submission, for transparency and impartiality. Once processed, feedback is forwarded to the DPOS for appropriate action. Responses are sent to the feedback provider whenever possible.
How to file a complaint	If you need to file a complaint, please follow the same process as sending feedback, using the designated forms and boxes provided at each division or electronically via the QR code.
How complained are processed	Complaints submitted to the QCCSD are systematically reviewed and routed to the DPOS for resolution. Each complaint is addressed by the relevant division within the Department.
Contact Information	<a href="mailto:DPOS@quezoncity.gov.ph">DPOS@quezoncity.gov.ph</a> Tel. No. 8924-1851 / 8710-1871 0917-717-0025

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