



**DEPARTEMENT OF PUBLIC
ORDER AND SAFETY**

**CITIZEN'S CHARTER
2020 (1st Edition)**



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I. **Mandate:**

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

II. **Vision:**

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

III. **Mission:**

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

IV. **Service Pledge:**

We commit to:

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



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Administrative Division

External Service



1. RECRUITMENT AND HIRING OF DPOS PERSONNEL

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

Office / Division:	Administrative Division, Department of Public Order and Safety			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Quezon City residents, high school graduate, college level, college graduate or post graduate;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent / Application		Administrative Division, DPOS		
Personal Data Sheet		School / University		
Diploma - High School or College or Post Graduate		School / University		
Transcript of Records		Civil Service Commission / PRC		
Civil Service Eligibility or its equivalent		Philippine Statistics Authority		
Birth Certificate		Philippine Statistics Authority		
Marriage Contract (if applicable)		Accredited Drug Testing Laboratory / Hospital		
Drug Test Result		National Bureau of Investigation		
NBI		City Treasurer's Office, Quezon City Hall		
Community Tax Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter of application with Personal Data Sheet	1. Receives the application and informs applicant to wait for notification, through text message, from the Administrative Personnel;	N/A	3 mins	Receiving Clerk
	1.1 Records the document and prepares routing slip;	N/A	2 mins	Receiving Clerk
	1.2 Forwards the application to the Administrative Division;	N/A	3 mins	Receiving Clerk
	1.3 Evaluates and checks the qualifications of the applicant, prepares recommendation and refer to the Department Head for instruction;	N/A	15 mins	Chief Administrative Officer



	1.4 Reviews the recommendation; gives instruction to the CAO whether to consider or reject applicant;	N/A	30 mins	Head, DPOS
	1.5 Instructs Administrative Clerk to include the name of the applicant in the masterlist of applicants or to inform the applicant that he/she did not qualify to the current need of the department;	N/A	30 mins	Chief Administrative Officer
	1.6 Encodes the name of the applicant in the masterlist of applicants and informs them of their application status;	N/A	15 mins	Admin Clerk
	1.7 Sets the date for interview of all applicants; (this will depend on the availability of slots for COS)	N/A	30 mins	Chief Administrative Officer
	1.8 Informs DPOS Selection Committee members on the date and time of interview;	N/A	30 mins	Admin Clerk
	1.9 Informs all qualified applicants through e-message or text on the date and time of initial interview by the DPOS Selection Committee;	N/A	1 hour	Admin Clerk
2. Applicant appears on the date and time specified by the Admin Clerk;	2. Orients the applicant on the process of the interview and the important information the DSC will be asking;	N/A	30 mins	Admin Clerk
	2.1 Interviews qualified applicants;	N/A	20 mins	DPOS Selection Committee



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



4. Submits to DPOS all the documentary requirements	4.1 Receives and checks on the completeness of the documents and advises them to report after 2 days	N/A	2 hours	Admin Clerk
	4.2 Prepares Contract of Service for the newly hired applicants	N/A	1 hour	Admin Clerk
	4.3 Prepares all documentary requirements for the signing of contract and notifies all successful applicants to report for signing and orientation;	N/A	2 days	Admin Clerk
5. Reports to DPOS on the specified date for contract signing and orientation	5.1 The applicants are oriented on the Terms and Conditions prior to signing of contract;	N/A	30 mins	Chief Administrative Officer
6. Applicants signs Contract	6.1 Have the newly hired personnel sign contract as Contract of Service employees of DPOS for the period _____ ;	N/A	1 hour	Admin Clerk
	6.2 Affixes signature on the Contract of Service;	N/A	20 mins	Head, DPOS
	6.2 Transmits the signed Contract of Service to the Human Resource and Management Department for processing and signature of the Mayor;	N/A	30 mins	Admin Clerk
7. Reports for work	7.1 Welcomes the newly hired Contract of Service Personnel and gives them orientation on the functions of our department;	N/A	30 mins	Chief Administrative Officer
TOTAL:			8 days 6 hours 18 mins	



Administrative Division

Internal Service



2. CERTIFICATE OF EMPLOYMENT

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

Office / Division:		Administrative Division, Department of Public Order and Safety		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All DPOS employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Administrative Division Office, DPOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter request	1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel;	N/A	3 mins.	Administrative Clerk
	2. Checks on the status of the applicant's employment;	N/A	10 mins.	Administrative Clerk
	3. Prepares the Certificate of Employment	N/A	10 mins	Administrative Clerk
	4. Reviews and affixes initials on the Certificate of Employment	N/A	10 mins	Chief Administrative Officer
	5. Approves and signs Certificate of Employment	N/A	10 mins	Head, DPOS
	6. Informs requesting personnel thru text message that the Certificate of Employment is already signed by the DPOS Head/	N/A	5 mins	Administrative Clerk
	TOTAL:		48 mins	



3. LEAVE CARDS

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

Office / Division:		Administrative Division, Department of Public Order and Safety		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All DPOS employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter or verbal request		Administrative Division Office, DPOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter request	1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel;	N/A	3 mins.	Administrative Clerk
	2. Checks on the purpose of the request and the other documents needed	N/A	5 mins.	Administrative Clerk
	3. Checks on the number vacation and sick leave credits from the database	N/A	10 mins	Administrative Clerk
	4. Prepares and signs the Leave Card	N/A	10 mins	Administrative Clerk
	5. Approves and signs the Leave Card	N/A	10 mins	Chief Administrative Officer
	6. Informs requesting personnel thru text message that the Leave Card is already signed by the Chief Administrative Officer	N/A	5 mins	Administrative Clerk
	TOTAL:		43 mins	



4. OFFICE CLEARANCE (A)

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

Office / Division:		Administrative Division, Department of Public Order and Safety		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All DPOS employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter or verbal request		Administrative Division Office, DPOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter request	1. Receives the letter request	N/A	3 mins.	Administrative Clerk
	2. Checks on the 201 file of the personnel;	N/A	5 mins.	Administrative Clerk
	3. Prepares Office Clearance	N/A	10 mins	Administrative Clerk
	4. Clears as to Money and Property Accountability	N/A	10 mins	OIC, Finance and Budget Section
	5. Clears as Records Accountability	N/A	10 mins	OIC, Records Section
	6. Clears as to Traffic Operations Accountability	N/A	10 mins	Chief, Traffic Operations Division
	7. Clears as to Administrative Accountability	N/A	10 mins	Chief Administrative Officer
	8. Approves and signs Office Clearance	N/A	10 mins	Head, DPOS
	9. Informs personnel thru text message and attaches clearance to the other documents	N/A	10 mins	Administrative Clerk
	TOTAL:		1 hour 18 mins	



5. OFFICE CLEARANCE (B)

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

Office / Division:		Administrative Division, Department of Public Order and Safety		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All DPOS employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter or verbal request		Administrative Division Office, DPOS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter request	1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel;	N/A	3 mins.	Administrative Clerk
	2. Checks on the purpose of the request and the other documents needed	N/A	5 mins.	Administrative Clerk
	3. Prepares Office Clearance	N/A	10 mins	Administrative Clerk
	4. Reviews and affixes initials on the Office Clearance	N/A	10 mins	Chief Administrative Officer
	5. Approves and signs Office Clearance	N/A	10 mins	Head, DPOS
	6. Informs requesting personnel thru text message that the Office Clearance is already signed by the DPOS Head	N/A	10 mins	Administrative Clerk
	TOTAL:		48 mins	



Security and Intelligence Division

External Services



6. DPOS CLEARANCE FOR PRIVATE SECURITY GUARD

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

Office / Division:	Security and Intelligence Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private Security Guards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate		City Treasurer's Office		
2. Official Receipt (Mayor's Permit and Health Cert.)		City Treasurer's Office		
3. NBI /Police Clearance		NBI / Police Office		
4. 1x1 Picture				
5. Security Guard License		PNP Sosia		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all documentary requirements	1. Issues DPOS Clearance Form	None	5 minutes	SID Personnel
2. Accomplishes DPOS Clearance form	2. Receives and Records DPOS Clearance Form with supporting documents and assigns control number	None	10 minutes	SID Personnel
	2.1 Recommends /affixes initials for Approval of DPOS Clearance	None	5 minutes	Chief, SID
	2.2 Affixes initials on the DPOS Clearance	None	5 minutes	Chief, Admin
	2.3 Approves and signs Clearance	None	5 minutes	Head, DPOS
3. Secures approved DPOS Clearance	3. Releases DPOS Clearance	None	5 minutes	SID Personnel
TOTAL:			35 Minutes	

7. DPOS CLEARANCE FOR PRIVATE SECURITY AGENCY, TRAINING CENTERS, DEALER OF AMMUNITION & FIREARMS, RETAILER OF FIRECRACKERS AND FIREWORKS DISPLAY PYROTECHNICS

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

Office / Division:	Security and Intelligence Division
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Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Individuals applying for New/Renewal of Business Permit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SECURITY AGENCY (NEW)	
1. Business Permit Application Form	BPLD
2. Barangay Clearance	Barangay of Business Location
3. Fire Safety Inspection Certificate	BFD
4. License to Operate from PNP	PNP
5. SEC Registration (Corp)	SEC
6. DTI (Single)	DTI
SECURITY AGENCY (RENEWAL)	
1. Previous Business Permit	BPLD
2. Official Receipt (Business Tax - Current Year)	CTO
3. Locational Clearance	CPDO
4. License to Operate	PNP
5. Bgy. Clearance	Barangay of Business Location
6. Monthly Disposition of Guards	
7. Fire Safety Inspection Certificate	BFD
SECURITY TRAINING CENTER (NEW)	
1. Business Permit Application Form	BPLD
2. Barangay Clearance	Barangay of Business Location
3. Fire Safety Inspection Certificate	BFD
4. Accreditation from TESDA/PNP	TESDA/PNP
5. SEC Registration (Corp)	SEC
6. DTI (Single)	DTI
SECURITY TRAINING CENTER (RENEWAL)	
1. Business Permit Application Form	BPLD
2. Barangay Clearance	Barangay of Business Location
3. Fire Safety Inspection Certificate	BFD
4. Accreditation from TESDA/PNP	TESDA/PNP
5. Official Receipt (Business Tax - Current Year)	CTO
RETAILER OF FIREARMS AND AMMUNITIONS (NEW)	
1. Business Permit Application Form	BPLD
2. Barangay Clearance	Barangay of Business Location
3. Fire Safety Inspection Certificate	BFD
4. License to Operate to Deal in Firearm/Ammunition	PNP
5. SEC Registration (Corp)	SEC
6. DTI (Single)	DTI
RETAILER OF FIREARMS AND AMMUNITIONS (RENEWAL)	
1. Business Permit Application Form	BPLD
2. Barangay Clearance	Barangay of Business Location
3. Fire Safety Inspection Certificate	BFD



4. License to Operate to Deal in Firearm/Ammunition		PNP		
5. Official Receipt (Business Tax - Current Year)		CTO		
RETAILER OF FIRECRACKERS				
1. Filled-up MDAD Application Form		MDAD		
2. Barangay Clearance		Barangay of Business Location		
3. License to Deal Firecrackers and Pyrotechnic Devices		PNP		
4. Authorization from the Manufacturer				
5. Police Clearance		PNP		
6. RTC/MTC/ Prosecutor's Clearance		RTC/MTC/Prosecutor's Office		
7. Mayor's Clearance		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the necessary requirements	1. Receives and checks all the requirements and prepares routing slip	None	10 minutes	Receiving/Releasing Clerk
	1.1. Reviews and evaluates documents	None	30 minutes	Chief, Admin
	1.2. Refers to division-in-charge for complete staff work	None	20 minutes	DPOS, Head
	1.3. Evaluates and reviews all requirements	None	20 minutes	SID Personnel
	1.4. Prepares DPOS Clearance	None	15 minutes	SID Personnel
	1.5. Recommends approval	None	10 minutes	Chief, SID
	1.6 Reviews and affixes initials	None	30 minutes	Chief, Admin
	1.7. Approves/Signs clearance	None	1 Day	Head, DPOS
2. Secures Approved DPOS Clearance	2. Releases clearance to the applicant	None	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 2 Hours 25 Minutes	

8. DPOS CLEARANCE FOR FIREWORKS DISPLAY PYROTECHNICS



The Department of Public Order and Safety (DPOS) is responsible in issuing clearance for the use or display of firecrackers and pyrotechnics devices.

Office / Division:	Security and Intelligence Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Individuals applying for New/Renewal of Business Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FIREWORKS DISPLAY AND PYROTECHNICS				
1. Request letter				
2. Barangay Clearance		Concerned Barangay		
3. Fire Safety Certificate		BFD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request and all the necessary requirements	1. Receives and checks all the requirements and prepares routing slip	None	10 minutes	Receiving/Releasing Clerk
	1.2 Reviews and evaluates documents	None	30 minutes	Chief, Admin
	1.3 Reviews documents and refers request to SID for complete staff action	None	20 minutes	DPOS, Head
	1.4 Prepares DPOS Clearance	None	15 minutes	SID Personnel
	1.5 Recommends Approval	None	10 minutes	Chief, SID
	1.6 Reviews and affixes initials	None	30 minutes	Chief, Admin
	1.7 Approves/signs clearance	None	1 Day	Head, DPOS
2. Secures Approved DPOS Clearance	2. Releases clearance to the applicant	None	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 2 Hours 5 Minutes	

9. DPOS CLEARANCE FOR FIRING RANGE



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

Office / Division:	Security and Intelligence Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Individuals applying for New/Renewal of Business Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SECURITY AGENCY (NEW)				
1. Application Form		BPLD		
2. Barangay Clearance		Barangay of Business Location		
3. Fire Safety Inspection Certificate		BFD		
4. FED Gun Club Accreditation		PNP		
5. FED Firing Range Accreditation		PNP		
6. DTI (Single)		DTI		
7. SEC (Corp)		SEC		
8. Locational Clearance		CPDO		
SECURITY AGENCY (RENEWAL)				
1. Previous Business Permit				
2. Barangay Clearance		Barangay of Business Location		
3. Fire Safety Inspection Certificate		BFD		
4. FED Gun Club Accreditation		PNP		
5. FED Firing Range Accreditation		PNP		
6. Official Receipt (Business Tax - Current Year)		CTO		
7. Official Receipt of Payment (Art. 41-QC Revenue Code)		DPOS		
8. Locational Clearance		CPDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the necessary requirements	1. Receives and records all documents and prepares routing slip	NONE	10 minutes	Receiving/Releasing Clerk
	1.1 Reviews and evaluates documents	NONE	30 minutes	Chief, Admin
	1.2 Reviews and refers to division-in-charge for complete staff work	NONE	30 minutes	DPOS, Head
	1.3 Evaluates and reviews all requirements	NONE	20 minutes	SID Personnel
	1.4 Issues Order of Payment	NONE	5 minutes	SID Personnel



2. Pays Corresponding Fees	2. Receives payment and issues Official Receipt	1-5 Ranges Php1000 6-10 Ranges Php2000 More than 10 Ranges Php 4000	1 hour	Cashier/CTO
3. Applicants submits Official Receipt	3. Receives and verifies official receipt submitted			
	3.1 Prepares DPOS clearance	NONE	10 minutes	SID Personnel
	3.2 Recommends for approval	NONE	10 minutes	Chief, SID
	3.3 Affixes initial for approval of clearance	NONE	10 minutes	Chief, Admin
	3.4 Approves/signs clearance	NONE	1 Day	Head, DPOS
4. Secures approved DPOS Clearance	4. Releases approved clearance	NONE	10 minutes	Receiving/Releasing Clerk
TOTAL:			1 Day 3 Hours and 15 Minutes	

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

Inspection / verification of various public safety and security related complaints are conducted by this department in response to the various complaints of our constituents.

Office / Division:		Security and Intelligence Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request or Letter of Complaint				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter request	1. Receives the letter request and informs applicant to wait for notification from the Administrative Personnel;	N/A	3 mins.	Administrative Clerk



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

11. CONDUCT OF CLEARING OPERATION

One of the objectives of the Department of Public Order and Safety is the strict implementation and enforcement of all laws and ordinances. DPOS is mandated to implement the clearing of road obstructions, encroachments, illegal structures and construction based on the complaints received by this department and on the inspections conducted by the Security and Intelligence Division;

Office / Division:		Security and Intelligence Division		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Complainants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of complaint/request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files letter of complaint	1. Receives and records complaint/request for routing slip	None	20 minutes	Receiving Clerk
	1.1 Reviews and evaluates documents	None	20 minutes	Chief, Admin
	1.2 Reviews documents and refers complaint to	None	30 minutes	DPOS, Head



	SID for complete staff action			
	1.3 Evaluates the complaints and gives instruction to section-in-charge	None	10 minutes	Chief, SID
	1.4 Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction of DPOS authority.	None	1 hour	SID Personnel
	1.5 Recommends approval of Letter Order/ Endorsements	None	15 minutes	Chief, SID
	1.6 Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.7 Approves/Signs of Letter Order/ Endorsements	None	1 day	Head, DPOS
	1.8 Conducts ocular Inspection/ verification	None	3 days	SID Personnel
	1.9 Prepares Inspection Report and Recommendations	None	1 day	SID Personnel
	1.10 Issues Notice of Violation	None	1 day	SID Personnel
	1.11 Prepares Letter Order to conduct clearing operation	None	10 minutes	SID Personnel
	1.12 Recommends approval of Letter Order	None	15 minutes	Chief, SID
	1.13 Reviews and affixes initials	None	10 minutes	Chief, Admin
	1.14 Approves/Signs of Letter Order	None	1 day	Head, DPOS
	1.15 Coordinates and collaborates with external partner agencies/offices for joint clearing operation	None	1 day	SID, External Agencies and other offices
	1.16 Conducts clearing operation	None	1 day	SID, External Agencies and other offices



	1.17 Prepares After operation report	None	4 hours	SID Personnel
	1.18 Transmits Report to the Mayor's Office	None	1 day	Releasing Clerk
	TOTAL:		8 Days 5 Hours 20 Minutes	



Green Transport Office

External Services



12. DISTRIBUTION AND AWARDING OF ELECTRIC TRICYCLES

The Green Transport Office of the DPOS was mandated to contribute measures relative to Clear Air Act. The office initiated the upgrading and modernization of the conventional tricycles. E-Trikes were also distributed to some barangays as means of livelihood

Office or Division		Green Transport Office		
Classifications		Simple		
Types of Transactions		G2C – Government to Citizen		
Who May Avail		Indigent Constituents of Quezon City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Resolutions		Barangay		
Voter's ID / Certification		Comelec		
Professional Driver's License		Land Transportation Office		
Barangay Clearance / Indigency		Barangay		
Police Clearance		Quezon City Police District		
Voter's ID		Comelec		
Valid ID's		Any Gov't Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit letter request	1. Receives and records letter request	None	5 minutes	Receiving Clerk
	1.1 Reviews and evaluates documents	None	20 minutes	Chief, Admin
	1.2 Reviews documents and refers request to GTO for complete staff action	None	20 minutes	DPOS, Head
	1.3 Evaluates the request and gives instruction to section-in-charge	None	10 minutes	OIC, GTO
For qualified applicants	1.4 Informs applicants to submit all requirements if qualified;	None	30 minutes	GTO, Section Chief
For disqualified applicants:	Prepares letter of denial for disqualified applicants			
	Recommends and affixes initial on the letter of denial		10 minutes	OIC, GTO
	Affixes initial on letter of denial		10 minutes	Chief, Admin
	Approves letter of denial		30 minutes	DPOS, Head
	Releases / sends letter of denial to disqualified applicants		1 hour	Releasing Clerk



2. Applicants submit all documentary requirements	2. Receives, evaluates and records documents submitted;	None	1 hour	GTO Clerk
	2.1 Assesses applicants based on the documents submitted and refers to the Selection Committee for evaluation.	None	1 Hour	Green Transport Staff
	2.2 Encodes the name and other personal data of the applicants in the master list of all applicants.	None	1 Hour	Green Transport Staff
	2.3 Sets the date for the interview of the selected recipients and availability of the DPOS Selection Committee	None	1 Hour	Chief Admin. Section
3. Interview and conduct training of selected etrike beneficiaries	3. Informs all selected applicants on the date and time of interview thru text message.	None	2 Hours	GTO Admin Clerk
	3.1 Interviews all selected applicants	None	1 Hour	Selection Committee
	3.2 Tabulates the result of the interview of the Selection Committee Members	None	1 Hour	Green Transport Staff
	3.3 Submits result to the Head, DPOS	None	30 minutes	OIC, GTO
	3.4 Reviews and evaluates results and recommends to Head, DPOS	None	20 minutes	Chief, Admin
	3.5 Approves application and instructs the OIC, GTO for complete staff work	None	20 minutes	DPOS, Head
	3.6 Informs all successful beneficiaries on the date and time of training thru text message.	None	1 Hour	GTO Admin Clerk
4. Attends training and orientation	4. Conducts training and Orientation for beneficiaries regarding etrike operation	None	3 hours	GTO Operations Section
	Prepares Memorandum of Agreement between the Quezon City Government and the Recipient	None	1 day	EVWealth



	Sets appointment with the Mayor for the signing of MOU and awarding of unit	None	1 day	GTO Admin Section
5. Reports to the Green Transport Office, DPOS on the specified date for contract signing	5. Signs Memorandum of Agreement	None	30 minutes	GTO Admin Section
	5.1 Distribution of E-Trikes to qualifies recipients	None	1 hour	Office of the Mayor and DPOS
TOTAL	For disqualified applicants		2 hours 15 mins	
	For qualified applicants		4 days 5 mins	

13. MONITORING/INSPECTION OF DISTRIBUTED ELECTRIC TRICYCLES

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

Office / Division:		Green Transport Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Quezon City Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Instructs to monitor/inspect the distributed E-Trikes.	None	15 minutes	OIC, GTO
	1.1 Prepares Letter Order for monitoring/inspection of E-Trikes	None	15 minutes	Admin Staff, GTO
	1.2 Recommends approval of Letter Order	None	20 minutes	Head, DPOS
	1.3. Affixes initials to Letter Order	None	5 minutes	OIC, Green Transport Office
	1.4 Approves/Signs Letter Order	None	15 minutes	Head, DPOS



	1.5 Conducts Monitoring / Inspection	None	6 hours	GTO Staff
	1.6 Prepares After Monitoring / Inspection Report	None	1 hour	GTO Staff
	1.7 Reviews Report and affixes initial	None	5 minutes	OIC GTO
	1.8 Review Report and affixes initial	None	15 minutes	Chief Admin, DPOS
	1.9 Approves and Signs the Report	None	15 minutes	Head, DPOS
	1.10 Records and Release Report to Concern Office	None	15 minutes	Receiving Clerk, DPOS
	1.11 Files Documents for Future Reference	None	5 minutes	GTO Clerk
	TOTAL		2 hours 25 minutes	



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



Office / Division	Address	Contact Information
Office of the Department Head	3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8924-1851
Administrative Division	3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8710-1871
Security and Intelligence Division	3 rd Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8734-9991
Green Transport Office	1 st Floor DPOS Building, Kalayaan Avenue, Diliman, Quezon City	8710-0743