



**TASK FORCE CONTROL AND PREVENTION
AND REMOVAL OF ALL ILLEGAL STRUCTURES AND
SQUATTING**

CITIZEN'S CHARTER

2019 (1st Edition)



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I. Mandate:

- The Task Force COPRISS is mandated to address squatting in the city through conduct of investigation/inspection based on reports received.
- Dismantling of illegal construction along sidewalk and major thoroughfare conduct dialogues among affected families and issuance of dismantling notices and/or Paanyaya to a meeting or dialogue.

II. Vision:

- To see Quezon City a beautiful city, clean and cleared with illegal structures occupied by informal settlers.

III. Mission:

- To prevent and to totally eradicate the proliferation of informal settlers within the city.
- To remove /dismantle illegal structures occupied by informal settlers, professional squatters and squatting syndicates.
- To monitor the illegal activities such as construction of structures, buying and selling of lands introduced by professional squatters and squatting syndicates on different areas of Quezon City.
- To implement the provisions of City Ordinances and existing laws on squatting.

IV. Service Pledge:

We, the employees of the Task Force COPRISS:

- Serve you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Monday to Friday 8:00 am to 5:00 pm without noon break;



LIST OF SERVICES

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Central Office

Internal Services



1. FRONTLINE SERVICES

Scheduled of Availability of Service:

Monday to Friday

8:00 am – 5:00 pm

Office or Division:	TASK FORCE COPRISS			
Classification:	Demolition Team			
Type of Transaction:	Internal Services			
Who may avail:	Complaint- any persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Letter Request	1.Receiving and processing documents		3 Minutes	<i>Receiving Section</i>
	2.Evaluation of the Documents		1 to 3 days	<i>Office Head</i>
	3.Dissemination of the documents to assigned coordinators		1 day	<i>Office Head</i>
	4.Conduct ocular investigation and issuance of "Paanyaya"		14 days	<i>District Coordinator</i>
	5. Conduct (3) consecutive dialogues with the complainant and the affected structure owners.		4 weeks	<i>Mediator</i>
	6. Submit corresponding report		1 day	<i>Mediator</i>
	7. Prepared a request for the issuance of an Order address to the Office of the City Attorney.		3 to 5 days	<i>Office Head</i>

	8. Processing of the request		12 Months	<i>Office of the Secretary to the Mayor</i>
	9. Upon receiving the Memorandum Order issued a 30 days' Notice/Notices		10 days	<i>District Coordinator</i>
	11. Upon Issued of the 30 day notice, prepared request for the issuance of a clearance at the Office of the City Attorney		3 days	<i>Office Head</i>
	12. Upon issuance of a clearance final 7 to 15 notices will issued		5 days	<i>District Coordinator</i>
	13. Request for a Certificate of Compliance (COC)		7 days	<i>Office Head</i>
	14. Preparation for a Conduct of COC		2 Months	<i>Quezon City Local Housing Board</i>
	15. Request for a conduct of Pre-Demolition Conference (PDC)		5 days	<i>Office Head</i>
	16. Preparation of Pre-Demolition Conference		1 Month	<i>Camp Karingal</i>
	17. Request for Police Assistance		1 to 2 Months	<i>Office Head</i>
	18. Implementation of the Memorandum		5 days	<i>Task Force COPRISS</i>
	19. Submission of After dismantling operation from the Office of the Mayor		1 day	<i>Office Head</i>
-END OF TRANSACTION-				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	File a complaint through writing a formal complaint /request.
How feedbacks are processed	The office conduct ocular investigation at the area and at the same time issued paanyaya for a dialogue with the complainant, the affected families; together with other government agencies concern.
How to file a complaint	-Complaints can also be filed personal at the office. Make sure to provide the following information -Submission of formal complaint/request to Task Force COPRISS office.
How complaints are processed	A. Conduct ocular investigation and the same time issue a paanyaya for a conduct of a dialogue at least for 3 consecutive meeting. B. If the effort make to settle the case during meetings, the case will be, forwarded to the Department of the City Legal for disposition as to whether or not an order has to be issued. C. Issuance of an Order from the City Legal Ordering to demolition subject illegal structures. D. Issuance of a 30-day demolition notices to the affected families. E. Application for a conduct of a Local Housing Board requesting



	<p>for the issuance of a Certificate of Compliance on demolition.</p> <p>F.Request for a Clearance on demolition from the City Legal Office.</p> <p>G.Issuance of Final 7 day Notices to the affected families.</p> <p>H.Request for a conduct of a Pre-demolition Conference from the PCUP.</p> <p>I.Request for Police Assistance from Police National Police</p> <p>J.Implementation of the Order</p>
<p>Contact Information of Task Force COPRISS</p>	<p>tfcopriss@gmail.com</p> <p>Trunk line: 89884242</p> <p>Local:8646</p>



Office	Address	Contact Information
Task Force COPRISS	Gate 3 Civic Center Building C, QC Hall Compound	8988-42-42 Local 8646