

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

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

| | |
|-----------------------------|------------------------------------|
| Office / Division: | Security and Intelligence Division |
| Classification: | Highly Technical |
| Type of Transaction: | G2C |
| Who may avail: | Complainants |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--------------------------------|---|-----------------|-----------------|----------------------------|
| 1. Letter of complaint/request | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Files letter of complaint | 1.1 Receives and records complaint/request for routing slip | NONE | 20 minutes | Receiving/ Releasing Clerk |
| | 1.2 Reviews and evaluates documents | NONE | 20 minutes | Chief, Admin |
| | 1.3 Reviews documents and refers complaint to SID for complete staff action | NONE | 20 minutes | DPOS, Head |
| | 1.4 Evaluates the complaints and gives instruction to section-in-charge | NONE | 10 minutes | Chief, SID |
| | 1.5 Prepares Letter Order for Inspection of Complaints or Endorsements to other concerned office if the request is not within the jurisdiction of DPOS authority. | NONE | 1 hour | SID Personnel |
| | 1.6 Recommends approval of Letter Order/ Endorsements | NONE | 15 minutes | Chief, SID |

| | | | | |
|--------|---|------|------------|----------------------------|
| | 1.7 Affixes initials to Letter Order or Endorsements | NONE | 10 minutes | Chief, Admin |
| | 1.8 Approves/Signs of Letter Order/ Endorsements | NONE | 1 day | Head, DPOS |
| | 1.9 Conducts ocular Inspection/ Clearing Operation (E.O. 12) | NONE | 7 days | SID Personnel |
| | 1.10 Prepares After Operation Report, endorsement to concerned offices and Letter to Complainant for the action taken | NONE | 4 hours | SID Personnel |
| | 1.11 Reviews reports/ Endorsements/ Letter and affixes his initial on the documents | NONE | 15 minutes | Chief, SID |
| | 1.12 Reviews reports and affixes initials to Endorsements and Letter reply to Complainant | NONE | 20 minutes | Chief, Admin |
| | 1.13 Approves and signs documents | NONE | 1 day | Head, DPOS |
| | 1.14 Records and Files | NONE | 20 minutes | Receiving/ Releasing Clerk |
| | 1.15 Releases Endorsement/ Letter to concerned offices | NONE | 30 minutes | Receiving/ Releasing Clerk |
| TOTAL: | | | 10 Days | |