

## 6. PROCEDURE IN THE 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 mandated for clearing road obstructions, encroachments, street, alleys and illegal structures and construction based on the complaints received by this department.

<b>Office / Division:</b>	Security and Intelligence Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	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 Refers complaint/request to SID for Action	NONE	30 minutes	Head, DPOS
	1.3 Evaluates the request/complaint	NONE	10 minutes	Chief, SID
	1.4 Prepares Letter Order for inspection operation	NONE	10 minutes	SID Personnel
	1.5 Conducts Inspection	NONE	3 days	SID Personnel
	1.6 Prepares Inspection Report/Recommendations	NONE	1 day	SID Personnel
	1.7 Issues Notice of Violation	NONE	1 day	SID Personnel
	1.8 Prepares Letter Order for clearing operation	NONE	10 minutes	SID Personnel
	1.9 Coordinates and collaborates with external partner agencies/offices for joint clearing operation	NONE	1 day	SID, External Agencies and other offices
	1.10 Conducts clearing operation	NONE	1 day	SID, External Agencies and other offices
	1.11 Prepares After operation report	NONE	4 hours	SID Personnel
	1.12 Submits Report to the Mayor's Office	NONE	1 day	Receiving/Releasing Clerk
<b>TOTAL:</b>			8 Days 5 Hours and 20 Minutes	