



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

**CITIZEN'S CHARTER**

**2022**

## **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 prolife 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 for 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, efficient, and with utmost courtesy by authorized personnel with proper identification from Monday to Friday 8:00 am to 5:00 pm without noon break;

## **V. LEGAL BASIS:**

- Executive Order No. 1 Series of 1996

## ANTI-SQUATTING AND ILLEGAL STRUCTURES

- Monitor the illegal activities such as construction of structures, buying and selling of lands introduced by professional squatters and squatting syndicates on different areas for Quezon City.
- Clearing of illegal structures built within the City.

<b>OFFICE OR DIVISION:</b>	TF COPRISS			
<b>CLASSIFICATION:</b>	Complex, Highly Technical			
<b>TYPE OF TRANSACTION:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>WHO MAY AVAIL:</b>	Q.C Lot owners, different agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. TCT</li> <li>2. Updated Real Estate Tax Clearance</li> <li>3. Latest Tax Declaration</li> <li>4. Special Power of Atty. (when applicable)</li> <li>5. Location Map</li> <li>6. Other documents required</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Receiving and processing documents	None	3 Minutes	<i>Receiving Section</i>
	2. Evaluation of the Documents	None	1 to 3 days	<i>Office Head</i>
	3. Dissemination of the documents to assigned coordinators	None	1 day	<i>Office Head</i>
	4. Conduct ocular investigation and issuance of "Paanyaya"	None	14 days	<i>District Coordinator</i>
	5. Conduct (3) consecutive dialogues with the complainant and the affected structure owners.	None	4 weeks	<i>Mediator</i>



	6. Submit corresponding report	None	1 day	<i>Mediator</i>
	7. Prepared a request for the issuance of an Order address to the Office of the City Attorney.	None	3 to 5 days	<i>Office Head</i>
	8. Processing of the request	None	12 Months	<i>Office of the City Attorney</i>
	9. Upon receiving the Memorandum Order issued a 30 days' Notice/Notices	None	10 days	<i>District Coordinator</i>
	10. Request for a Certificate of Compliance ( <b>COC</b> )	None	7 days	<i>Office Head</i>
	11. Request for a conduct of Pre-Demolition Conference ( <b>PDC</b> )	None	5 days	<i>Office Head</i>
	12. Request for a Certificate of Compliance ( <b>COC</b> )	None	7 days	
	13. Request for Police Assistance	None	1 to 2 Months	<i>Office Head</i>
	14. Implementation of the Memorandum	None	5 days	<i>Task Force COPRISS</i>
	15. Submission of After dismantling operation from the Office of the Mayor	None	1 day	<i>Office Head</i>
<b>END OF TRANSACTION</b>				



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<p>How to file a complaint</p>	<p>Complaints can also be filed personal or via email at the office. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>Letter request of the said complaint providing their contact information.</li> <li>Attached the photo and location of the said property or structures.</li> </ul>
<p><u>Contact Information:</u></p> <p><i>Contact Center ng Bayan (CCB) Civil Service Commission</i></p> <p><i>Presidential Complaints Center (PCC), Office of the President</i></p> <p><i>Anti-Red Tape Authority (ARTA)</i></p>	<p>0908-881-6565 <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 1-6565 <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a></p> <p>8888</p> <p><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5043</p>

## **CONTACT INFORMATION**

**Office Address:** 3<sup>rd</sup> Floor Civic Center, Building C, Quezon City Hall

**Email:** [tfcopriss@quezoncity.gov.ph](mailto:tfcopriss@quezoncity.gov.ph)

**Trunkline:** 988-4242

**Local** : 8646 or 8431

**MARLOWE Y. JACUITN**

Head

**NOEL D.R ORPIADA**

Head for Operation