

2. CONDUCT OF CLEARING OPERATION FOR FIXED ILLEGAL STRUCTURES OR OBSTRUCTIONS

The Department of Public Order and Safety-Clearing and Demolition Division (DPOS-CDD) implements the clearing of fixed or immovable road obstructions, encroachments, and illegal structures, based on the complaints received by this department and on the inspections conducted.

OFFICE / DIVISION:		Department of Public Order and Safety, Clearing and Demolition Division, Administrative Division		
CATEGORY:		External Service		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
WHO MAY AVAIL:		Complainant/s		
OPERATING HOURS:		8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Letter of complaint or request (1) Original Copy</p> <p>Remarks: The letter of complaint or request should include:</p> <ul style="list-style-type: none"> a. Name and contact information (optional); a. Location, date, and time of incident; b. Detailed description of the complaint or request; c. Address the letter to: ELMO DG.SAN DIEGO, Ph.D. Police Brigadier General (Ret.) City Government Dept. Head III Department of Public Order and Safety Quezon City 		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits a letter requesting a clearing operation</p> <p>Location: If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p>If Online: Email at dpos@quezoncity.gov.ph and</p>	1.1 Checks and records the letter of complaint or request for routing	None	10 minutes	Administrative Officer; Administrative Division
	1.2 Reviews and routes the letter to the Clearing and Demolition Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3 Receives and evaluates the complaint and instructs the Section-in-Charge for complete staff work	None	30 minutes	Chief; Clearing and Demolition Division

cdd.dpos@quezoncity.gov.ph	1.4 Prepares a letter order for inspection of complaint <i>(Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction)</i>	None	1 hour	Administrative Aide IV; Clearing and Demolition Division
	1.5 Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.6 Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division City Government Department Head III; Department of Public Order and Safety
	1.7. Conducts ocular inspection and verification	None	4 days	Housing and Homesite Regulation Officer I; Clearing and Demolition Division Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.8. Prepares an inspection report and recommendation to issue a Notice of Violation (NOV) for the violation of Quezon City Ordinance No. SP-2068, S-2011	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division Housing and Homesite Regulation Assistant;

				Clearing and Demolition Division
	1.9. Reviews and signs the recommendation, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.10. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division City Government Department Head III; Department of Public Order and Safety
	1.11. Issues Notice of Violation (NOV) to the owner to self-demolish the fixed illegal structure within 7 days	None	2 hours	Housing and Homesite Regulation Officer I; Clearing and Demolition Division Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.12. Awaits for the expiration of the prescriptive period of the NOV and checks violator compliance for the removal of illegal structure	None	7 days	Housing and Homesite Regulation Officer I; Clearing and Demolition Division Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.13. Prepares a letter order to initiate immediate clearing operations	None	30 minutes	Administrative Aide VI; Clearing and

	for non-compliant structure			Demolition Division
	1.14. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.15. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division City Government Department Head III; Department of Public Order and Safety
	1.16. Coordinates with internal and external partner agencies for a joint clearing operation	None	4 hours	Housing and Homesite Regulation Officer I; Clearing and Demolition Division External Agencies and other offices
	1.17. Conducts clearing operation and prepares an after-operation report detailing the actions taken to be sent to the client, the City Mayor, and other concerned departments	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division External Agencies and other offices
	1.18. Signs the after-operation report, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.19. Affixes initials for approval, followed by the signature of the Department Head	None	1 day	Chief Administrative Officer; Administrative Division

				City Government Department Head III; Department of Public Order and Safety
<p>2. Receives feedback from the filed complaint or request</p> <p>Location: If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p>If Online: Email at dpos@quezoncity.gov.ph and cdd.dpos@quezoncity.gov.ph</p>	<p>2.1. Records and releases the after-operation report to the complainant through their method of communication, and transmits the report to the City Mayor</p>	None	10 minutes	Administrative Officer; Administrative Division
TOTAL PROCESSING TIME:			18 days, 2 hours and 50 minutes	