

3. CONDUCT OF CLEARING OPERATION FOR MOVABLE OBSTRUCTIONS

The Department of Public Order and Safety-Clearing and Demolition Division (DPOS-CDD) implements the clearing of movable sidewalk and road obstructions 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> <p>a. Name (optional); b. Location, date, and time of incident; c. Detailed description of the complaint or request; d. 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</p>		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a letter requesting a clearing operation	1.1 Checks and records the letter of complaint or request for routing	None	10 minutes	Administrative Officer; Administrative Division
Location: If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building	1.2 Reviews and routes the letter to the Clearing and Demolition Division	None	30 minutes	Chief Administrative Officer; Administrative Division

<p>If Online: Email at dpos@quezoncity.gov.ph and cdd.dpos@quezoncity.gov.ph</p>	<p>1.3 Receives and evaluates the complaint and instructs the Section-in-Charge for complete staff work</p>	None	30 minutes	Chief; Clearing and Demolition Division
	<p>1.4 Prepares a letter order for inspection of complaints (<i>Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction</i>)</p>	None	1 hour	Administrative Aide IV; Clearing and Demolition Division
	<p>1.5 Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head</p>	None	30 minutes	Chief; Clearing and Demolition Division
	<p>1.6 Affixes initials for approval, followed by the signature of the Department Head</p>	None	1 day	Chief Administrative Officer; Administrative Division City Government Department Head III; Department of Public Order and Safety
	<p>1.7. Conducts ocular inspection and verification</p>	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 after-inspection report detailing the preliminary actions taken	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division Housing and Homesite Regulation Assistant; Clearing and Demolition Division
	1.9. Signs the after-inspection report, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.10. Affixes initials on the after-inspection report, 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. Prepares a letter order to conduct immediate clearing operations	None	30 minutes	Administrative Aide VI; Clearing and Demolition Division
	1.12. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.13. Affixes initials for approval, followed by the signature	None	1 day	Chief Administrative Officer; Administrative Division

	of the Department Head			City Government Department Head III; Department of Public Order and Safety
	1.14. Coordinates with internal and external partner agencies for joint clearing operations	None	1 day	Housing and Homesite Regulation Officer I; Clearing and Demolition Division External Agencies and other offices
	1.15. 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
	1.16. Signs the after-operation report, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief; Clearing and Demolition Division
	1.17. 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>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Officer; Administrative Division</p>
<p>TOTAL PROCESSING TIME:</p>			<p>11 days, 4 hours and 50 minutes</p>	