

9. FILING OF PROTEST

Apprehended individuals with issued Ordinance Violation Receipt (OVR) tickets for violating city ordinances have two options: they can either avail of the No Contest Provision within five (5) working days from the issuance of the ticket, and pay the corresponding fines, as stated under Section 4 of the City Ordinance SP2752, S2018, or file a formal complaint by filing a protest with the Protest Adjudication Board (PAB). Should a protest be filed, a hearing will be scheduled to allow both the violator and the apprehending deputized enforcer to present their cases, ensuring a fair and transparent process.

OFFICE / DIVISION:	Department of Public Order and Safety, Security, Intelligence and Investigation Division, Administrative Division
CATEGORY:	External Service
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C - Government to Citizen
WHO MAY AVAIL:	Individuals issued with Ordinance Violation Receipts (OVR) by DPOS-authorized enforcers
OPERATING HOURS:	8:00 AM - 5:00 PM
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Ordinance Violation Receipt (OVR) Ticket/s (1) Original Copy and (2) Photocopy</p> <p>Remarks: The OVR ticket is issued by the Department of Public Order and Safety (DPOS) Deputized Enforcer during apprehension</p> <p>List of DPOS Deputized Enforcer:</p> <ul style="list-style-type: none"> a. Market Development and Administration Department (MDAD) b. Task Force Disiplina (TFD) c. Quezon City Police District (QCPD) d. All Barangay Public Safety Officers (BPSO) 	Applicant / Client
<p>2. Complaint Affidavit (1) Original Copy and (2) Photocopy</p> <p>Remarks:</p> <ul style="list-style-type: none"> a. The complaint affidavit should include: <ul style="list-style-type: none"> 1. Name and address of the complainant; 2. Name of the apprehending enforcer; 3. Details of the complaint; 4. Date and time of apprehension b. The complaint affidavit may be handwritten or computerized 	Applicant / Client

c. The complaint affidavit should be notarized by any notary public				
3. Any valid government issued ID with date of birth (1) Original Copy and (2) Photocopy <ul style="list-style-type: none"> ● Driver's License ● Professional Regulation Commission (PRC) ID ● Passport ● Senior Citizen ID ● SSS ID / e-Card ID ● UMID ● COMELEC / Voter's ID / COMELEC Registration Form ● Philippine Identification (PhilID / ePhilID) ● NBI Clearance Remarks: Preferably Quezon City ID for QC Citizens <i>Location:</i> Quezon City ID - Ground Floor, Finance Building, Civic Center F, Quezon City Hall Compound		Any National Government Offices		
4. Order of Payment (1) Original Copy and (2) Photocopy		Agency - Division: Traffic and Transport Management Department - OVR Redemption Center		
If Applicable Only:				
1. Supporting Evidences / Photos (2) Original Copy Remarks: Optional but highly recommended to substantiate the proterter's claim		Applicant / Client		
Additional documents if a representative is filing in behalf of the complainant: <ol style="list-style-type: none"> a. Representative's valid government-issued ID (1) Original Copy and (1) Photocopy b. Violator's government-issued ID (2) Photocopy c. Authorization letter from the violator (1) Original Copy 		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a complaint against issued OVR Ticket/s	1.1. Conducts initial verification of the complaint for processing	None	5 Minutes	Security Guard II; Security, Intelligence, and Investigation Division
Location:				

<p>Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p> <p>Notes / Instruction: 1. Proceed to the PAB Office to formally initiate a complaint against the issued OVR ticket(s).</p> <p>2. The following conditions must be met for the complaint to be accepted: - <i>The complaint must be submitted within five (5) working days from the issuance of the OVR ticket(s).</i> - <i>Requests for fine reductions are not permitted.</i></p>				
<p>2. Submits all documents listed in the requirements checklist</p> <p>Location: Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p>	<p>2.1. Verifies all documents submitted by the complainant</p>	<p>None</p>	<p>5 Minutes</p>	<p>Security Guard II; Security, Intelligence, and Investigation Division</p>
<p>3. Selects a hearing date from the options provided by the PAB Office</p> <p>Location: Protest Adjudication Board Office, 3rd Floor, Department of Public Order</p>	<p>3.1. Schedules a hearing date within seven (7) working days of filing the complaint</p>	<p>None</p>	<p>3 minutes</p>	<p>Security Guard II; Security, Intelligence, and Investigation Division</p>

and Safety (DPOS) Building				
<p>4. Signs and secures a copy of the complaint action sheet</p> <p>Location: PAB Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p>	4.1. Prepares and provides a copy of the complaint action sheet to the complainant	None	4 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	4.2. Encodes all details of the filed complaint and prepares invitations and summons for the complainant and apprehending deputized enforcer	None	5 Minutes	Planning Officer 1; Administrative Division
	4.3. Signs the summons and invitations	None	1 Hour	Chief, Security, Intelligence, and Investigation Division City Government Department Head III; Department of Public Order and Safety
	4.4. Serves invitations and summons to the complainant and the apprehending deputized enforcer, then awaits the scheduled hearing date	None	7 days	Security Guard II; Security, Intelligence, and Investigation Division
<p>5. Attends the scheduled hearing on the date and time specified in the complaint action sheet</p> <p>Location: Protest Adjudication Board Office, 3rd Floor, Department of Public Order and Safety (DPOS) Building</p> <p>Notes / Instruction: 1. Even if an authorized representative filed the</p>	5.1. Conducts the hearing with both parties	None	1 hour	Executive Officer; Security, Intelligence, and Investigation Division
	5.2. Prepares resolution if the case is resolved; otherwise, a second and final hearing will be scheduled	None	5 minutes	Planning Officer I; Administrative Division
	5.3. Submits the resolution for approval by board members	None	5 minutes	Planning Officer I; Administrative Division
	5.4. Approves and signs the resolution	None	30 minutes	Protest Adjudication Board Members;

complaint, the individual named in the OVR Ticket must personally attend the hearing				Department of Public Order and Safety
<p>6. Proceed to the OVR Redemption Center to either complete the payment process for a confirmed violation or to clear the record if the ticket is canceled, without any cost.</p> <p>Location:</p> <p>Receiving Area, OVR Redemption Center, Ground Floor, DPOS Building</p>	6.1. Assists the complainant by providing the necessary documentation including the adjudication sheet and the approved resolution to the OVR Redemption Center	None	6 Minutes	Security Guard II; Security, Intelligence, and Investigation Division
<p>General Remarks:</p> <p>To check your OVR Ticket status:</p> <ol style="list-style-type: none"> 1. Visit the QC e-Services site (https://qceservices.quezoncity.gov.ph/) 2. Log in or click 'Register Here' to create a QC E-Services Account. 3. Choose 'OVR Online Payment'. 4. Enter your OVR ticket number to view the current status and complete any required actions. <p>For ticket inquiries, you may contact: OVR Redemption Center - 09621740143</p> <p>For concerns or disputes, call: DPOS - PAB at (02) 8734-9991</p>				
TOTAL PROCESSING TIME:			7 days, 3 hours, and 8 minutes	