

1. PROCESSING AND ISSUANCE OF CCTV CLEARANCE

The Department of Public Order and Safety (DPOS) assists the Business Permit and Licensing Department (BPLD) in enforcing QC Ordinance No. SP-2695, S-2018. This updated ordinance requires all business establishments within Quezon City to install CCTV systems, adhering to the standards set in the Department of Interior and Local Government (DILG) Memorandum Circular No. 2014-119. The Inspection and Monitoring Division (DPOS-IMD) grants CCTV clearances to businesses that comply with these specifications to promote safety and security across the city by ensuring that surveillance systems meet established technical guidelines.

OFFICE / DIVISION:	Department of Public Order and Safety, Inspection and Monitoring Division			
CATEGORY	External Service			
CLASSIFICATION:	Highly Technical			
TYPE OF TRANSACTION:	G2B - Government to Business			
WHO MAY AVAIL:	All business establishments required by the Business Permits and Licensing Department (BPLD) in Quezon City			
OPERATING HOURS:	8:00 AM - 5:00 PM			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Request Letter (1) Electronic Copy Remarks: The request letter should include: <ol style="list-style-type: none"> Mayor's permit number Business name Business address 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			
2. Latest official receipt of business permit (1) Electronic Copy	Agency - Division: Business Permits and Licensing Department (BPLD) - Business Permit Division (BPD)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents for CCTV clearance via email Location: Send an email through: imd.dpos@quezoncity.gov.ph	1.1. Checks the submitted requirements and sends acknowledgement of receipt to the applicant	None	20 minutes	Monitoring Aide; Inspection and Monitoring Division
Notes/Instruction: Processing of	1.2. Prints Unified Business Application and assigns Control Application Number (CAN)	None	20 minutes	Monitoring Aide; Inspection and Monitoring Division

CCTV clearance application is conducted strictly online to streamline operations and ensure transparency. This department minimizes direct interaction to safeguard the integrity of the process.	1.3. Creates a list of daily applications for letter order preparation	None	20 minutes	Monitoring Aide; Inspection and Monitoring Division
	1.4. Prepares letter order for site inspection of business establishments and forwards it to the Officer-in-Charge	None	4 hours	Special Operations Officer II; Inspection and Monitoring Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	2 hours	Officer-In-Charge; Inspection and Monitoring Division
	1.6. Affixes initials on the letter order 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 site inspection of business establishments	None	7 days	Inspectors; Inspection and Monitoring Division
	1.8. Prepares summary of inspection reports	None	2 hours	Inspectors; Inspection and Monitoring Division
	1.9. Reviews and sorts inspection reports	None	1 hour	Administrative Aide; Inspection and Monitoring Division
	1.10. Encodes the inspection reports according to compliance status	None	1 hour	Administrative Aide; Inspection and Monitoring Division
	1.11. Endorses non-compliant businesses to BPLD and assigns IMD numbers for compliant establishments in preparation for	None	30 minutes	Administrative Aide; Inspection and Monitoring Division

	CCTV clearance issuance			
	1.12. Creates CCTV clearances for compliant businesses	None	30 minutes	Monitoring Aide I; Inspection and Monitoring Division
	1.13. Reviews CCTV clearances	None	1 hour	Officer-In-Charge; Inspection and Monitoring Division
	1.14. Approves and signs CCTV clearances for release	None	2 hours	City Government Department Head III; Department of Public Order and Safety
2. Receives CCTV Clearance via email Location: Clearance is sent to registered email address	2.1. Sends CCTV clearance to compliant business establishments via email	None	2 hour/s	Administrative Aide; Inspection and Monitoring Division
	2.2. Encodes issued CCTV Clearance for records sent via email	None	1 hour/s	Administrative Aide; Inspection and Monitoring Division
General Remarks: DPOS CCTV Clearance is valid one (1) year from the date of its issuance and must be renewed annually.				
TOTAL PROCESSING TIME:			10 days and 2 hours	