

1. VERIFICATION, INSPECTION, AND RESOLUTION OF ISSUES ALONG THE QUEZON CITY BIKE LANE NETWORK

This service addresses public concerns related to the Quezon City Bike Lane Network. It includes verifying reported issues, inspecting infrastructure, and resolving complaints such as obstructions or safety hazards to ensure the bike lanes are functional and safe.

OFFICE / DIVISION:	Department of Public Order and Safety, Green Transport Division, Administrative Division			
CATEGORY:	External Service			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
WHO MAY AVAIL:	Complainants / Concerned Citizens			
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); b. Location, date, and time of the incident; c. Detailed description of complaint/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 	Applicant / Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submits a letter of 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: dpos@quezoncity.gov.ph</p>	1.1. Checks and records the letter of complaint or request, then forwards it to the Chief Administrative Officer	None	10 minutes	Administrative Officer I; Administrative Division
	1.2. Reviews and routes the letter to the Green Transport Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Receives and evaluates the complaint and instructs the Senior Transportation	None	10 minutes	Chief Transportation Development Officer; Green Transport Division

<p>Facebook page: Green Transport Division-DPOS</p> <p>Phone: 8710 0743</p>	Regulation Officer for staff work			
	1.4. Prepares letter order	None	30 minutes	Traffic Aide II; Green Transport Division
	1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head	None	30 minutes	Chief Transportation Development Officer; Green Transport 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 an inspection and addresses the complaint	None	3 hours	Senior Transportation Regulation Officer; Green Transport Division Traffic Aide II; Green Transport Division
	1.8. Prepares an after-operation report detailing the actions taken for the client, the City Mayor, and other concerned departments	None	1 hour	Traffic Aide II; Green Transport Division
	1.9. Reviews and signs the after-operation report	None	10 minutes	Senior Transportation Regulation Officer; Green Transport Division Traffic Aide II; Green Transport Division
	1.10. Affixes initials on the report for approval, followed by the signature of the Department	None	1 day	Chief Administrative Officer; Administrative Division

	Head			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: dpos@quezoncity.gov.ph</p> <p>Facebook page: Green Transport Division-DPOS</p> <p>Phone: 8710 0743</p>	2.1. Records and releases the after-operation report to the complainant through their method of communication	None	10 minutes	Traffic Aide II; Green Transport Division
TOTAL PROCESSING TIME:			2 days, 6 hours, and 10 minutes	