

1. VERIFICATION, INSPECTION, AND RESOLUTION OF VARIOUS PUBLIC SAFETY AND OBSTRUCTION RELATED COMPLAINTS

The Department of Public Order and Safety - Clearing and Demolition Division (DPOS - CDD) is mandated to conduct verification, inspection, and resolution on complaints relative to public safety, specifically road obstructions and illegal structures on public property. Complaints can be submitted through official letters, walk-ins, phone calls, or emails, and are handled promptly to ensure public safety and compliance with regulations.

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:		Complainants / Concerned Citizens		
OPERATING HOURS:		8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of complaint or request (1) Original Copy Remarks: The letter of complaint or request should include: <ol 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
1. Submits a letter of complaint or request Location: If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building If Online: Send Email at dpos@quezoncity.gov.ph and cdd.dpos@quezoncity.gov.ph	1.1 Checks and records the complaint or request for routing	None	10 minutes	Administrative Officer; Administrative Division
	1.2 Reviews and routes the letter to the CDD	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3 Evaluates the complaint and gives instruction to the Section-in-Charge for complete staff work	None	30 minutes	Chief; Clearing and Demolition Division

	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>	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 operation	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 inspection report, endorsements to the concerned offices; and creates a letter reply to the complainant for the action 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. Reviews the inspection report, endorsements, letter replies; then signs and recommends to the Chief Administrative Officer and Department Head	None	1 hour	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
2. Receives feedback from the filed complaint or request Location: If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building If Online: Email: dpos@quezoncity.gov.ph	2.1. Records and releases letter replies to the complainant and concerned department/s	None	10 minutes	Administrative Officer I; Administrative Division
TOTAL PROCESSING TIME:			7 days, 3 hours and 50 minutes	