

7. VERIFICATION, INSPECTION, AND RESOLUTION OF VARIOUS PUBLIC SAFETY AND SECURITY RELATED COMPLAINTS

The Department of Public Order and Safety (DPOS) verifies, inspects, and resolves public safety and security complaints received through letters, walk-ins, phone calls, or emails. Each report is assessed, investigated, and addressed in coordination with relevant authorities to ensure public safety and order.

OFFICE / DIVISION:		Department of Public Order and Safety, Security, Intelligence and Investigation 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		
<p>1. Letter of complaint or request (1) Original Copy or (1) Electronic Copy</p> <p>Remarks: Request letter should include:</p> <ol style="list-style-type: none"> Name and contact information (optional) Location, date, and time of the incident Detailed description of complaint/request 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 letter of complaint or request	1.1. Checks and records complaint or request for routing	None	10 minutes	Administrative Officer I; Administrative Division
<p>Location: If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building</p> <p>If Online: Send email through: DPOS@quezoncity.gov.ph and sid.dpos@quezoncity.gov.ph</p>	1.2. Reviews and routes the letter to the Security, Intelligence, and Investigation Division	None	30 minutes	Chief Administrative Officer; Administrative Division
	1.3. Receives and evaluates the complaint and instructs the Section-in-Charge for staff work	None	30 minutes	Chief; Security, Intelligence, and Investigation Division

<p>Inter-Agency: quezoncity8888@o.p.gov.ph</p> <p>Phone-In: SIID: 874-9991 DPOS/ADMIN: 8924-1851</p>	<p>1.4. Prepares a letter order for inspection of complaint <i>(Prepares endorsements to appropriate offices if the issue falls outside the department's jurisdiction)</i></p>	None	30 minutes	Security Guard II; Security, Intelligence, and Investigation Division
	<p>1.5. Signs the letter order, then recommends it to the Chief Administrative Officer and Department Head</p>	None	30 minutes	Chief; Security, Intelligence, and Investigation Division
	<p>1.6. Affixes initials on the letter order 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 initial investigation or operation on the area of complaint</p>	None	7 days	Security Agent I; Security, Intelligence, and Investigation Division
	<p>1.8. Prepares inspection report, endorsements to the concerned offices; and creates a letter reply to the complainant for the action taken</p>	None	1 day	Security Agent I; Security, Intelligence, and Investigation Division
	<p>1.9. Reviews the inspection report, endorsements, and letter reply; then signs and recommends them to the Chief Administrative Officer and Department Head for approval</p>	None	1 day	Chief; Security, Intelligence, and Investigation Division
	<p>1.10. Affixes initials on the report,</p>	None	1 day	Chief Administrative

	endorsements and letter reply for approval, followed by the signature of the Department Head			Officer; Administrative Division City Government Department Head III; Department of Public Order and Safety
2.Receives feedback from the DPOS Location: If Walk-in: Receiving Counter, Ground Floor, Department of Public Order and Safety (DPOS) Building If Online: E-mail: DPOS@quezoncity.gov.ph	2.1. Records and releases letter replies to the complainant and concerned department/s	None	30 minutes	Administrative Officer I; Administrative Division
General Remarks: The processing time for this service may vary depending on the complexity of the complaint. Simple or minor complaints may take 2 to 3 working days, while complicated or major cases requiring in-depth investigation and coordination with other departments may take up to 12 working days.				
TOTAL PROCESSING TIME:			11 days, 2 hours, and 40 minutes	