



CITIZEN'S CHARTER

PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION



The Public Safety Division is hereby deputized and authorized to Issue Ordinance Violation Receipt (OVR) to Person who will be violating the **CITY ORDINANCES** and is requested to pay for their penalties on or before the said day of the deadline at the concerned office.

CLIENT'S STEP	OFFICE ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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CITIZEN'S CHARTER	PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION (POD-PSD)			
PEACE AND ORDER DERPARTMENT-PUBLIC SAFETY DIVISION	SIMPLE			
The Public Safety Division is hereby deputized and authorized to Issue Ordinance Violation Receipt (OVR) to Person who will be violating the CITY ORDINANCES and is requested to pay for their penalties on or before the said day of deadline at the concerned office.	ISSUANCE OF OVR IN VIOLATION TO; <ul style="list-style-type: none"> • ORDINANCE NO. 12 S. 2020 <i>"MANDATORY WEARING OF FACEMASK AND FACESHIELD"</i> • ORDINANCE NO. 14 AND 15 S. 2020 <i>"SOCIAL DISTANCING"</i> • ORDINANCE NO. 13 S. 2018 <i>"SMOKING IN PUBLIC PLACES INCLUDING PUBLIC CONVEYANCES, ADVERTISEMENTS, PROMOTIONS AND SPONSORSHIPS OF TOBACCO PRODUCTS"</i>. • ORDINANCE NO. 69 S. 2017 <i>"REGULATING THE MANUFACTURER, PRODUCTION, SALE AND USE OF THE FIRE CRACKERS, PYROTECHNIC DEVICES AND ANY OTHER EXPLOSIVE DEVICES"</i> • ORDINANCE NO. 08 S. 2020 <i>"AN ORDINANCE PROHIBITING THE SELLING AND DRINKING OF ALCOHOLIC DRINKS IN ESTABLISHMENTS AND PUBLIC PLACES WITHIN TERRITORIAL JURISDICTION OF PASIG CITY During the state of NATIONAL EMERGENCY providing penalties for violation therefor and for other purposes"</i> 			
CITIZEN'S CHARTER	<ol style="list-style-type: none"> 1. Concerned person/violator/agencies involved in the above mentioned violations. 2. Authorized representative of the agency to which the deputized officer belongs. 3. Government to government 			
PEACE AND ORDER DERPARTMENT-PUBLIC SAFETY DIVISION	WHERE TO SECURE? <ol style="list-style-type: none"> 1. CENRO OFFICE 2. CASHIER. 3. SSS 4. PHILHEALTH 5. BIR 6. NBI 7. OSCA 8. PRC 9. COMELEC 10. LTO 11. PHILPOST 12. DSWD 13. DFA 14. GSIS 			

<ul style="list-style-type: none"> • WALK IN PROCESS FOR THE SETTLEMENT OF OVR <ol style="list-style-type: none"> 1. Submit the needed requirements indicated above to the concerned person/agencies 2. Pay the corresponding violation amount in the cashier 3. Present the O.R to the concerned/involved office 4. Receive the document from the authorized staff 	<ol style="list-style-type: none"> 1. Retrieve the copy of OVR for the reference of the violated Ordinance 2. Assess the submitted requirements by the concerned person/violator 3. Record the O.R no presented by the concerned person/violator 4. Released the needed paper to the concerned person/violator 	<p>ORD. NO. 12 S. 2020 "MANDATORY WEARING OF FACE MASK AND FACE SHIELD"</p> <p><i>1st offense-500.00 +community service of 8 hours</i> <i>2nd offense-1000.00+community service of 12 hours</i> <i>3rd offense-3000.00+community service of 16 hours</i> <i>Further offenses-5000.00 +community service of 24 hours</i></p> <p>ORD. NO. 14 & 15 S. 2020 "SOCIAL DISTANCING"</p> <p><i>5000.00 and imprisonment of 6 months for a person who will be found guilty of the violation</i></p> <p><i>5000.00 And suspension of business permit for the establishment who will violate the said provisions of the ordinance.</i></p> <p>ORD. NO 13 S. 2018 "SMOKING IN PUBLIC PLACES INCLUDING PUBLIC CONVEYANCES, ADVERTISEMENTS, PROMOTIONS AND SPONSORSHIPS OF TOBACCO PRODUCTS"</p> <p><i>1st Offense- 3,000 or Smoke Cessation Seminar</i> <i>2nd Offense-3,000 + Smoke Cessation Seminar</i> <i>3rd Offense-5,000+15 days imprisonment</i></p> <p>ORDINANCE NO. 69 S. 2017 "REGULATING THE MANUFACTURER, PRODUCTION, SALE AND USE OF THE FIRE CRACKERS, PYROTECHNIC DEVICES AND ANY OTHER EXPLOSIVE DEVICES"</p>	<p>1-2 Hours Transaction Process</p> <p>5 days for Smoke Cessation Seminar</p>	<p>Ms. Claire L. Miayo CENRO</p> <p>CASHIER</p> <p>Ms. Claire L. Miayo CENRO</p> <p>Mr. Edwin Magno Dra. Chona Lolarga CITY HEALTH OFFICE</p>
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		<p><i>Fine of 5000.00 and imprisonment of 6 months, confiscation of stocks, and automatic cancellation of permit granted by the City Government</i></p> <p>ORDINANCE NO. 08 S. 2020 <i>"AN ORDINANCE PROHIBITING THE SELLING AND DRINKING OF ALCOHOLIC DRINKS IN ESTABLISHMENTS AND PUBLIC PLACES WITHIN TERRITORIAL JURISDICTION OF PASIG CITY During the state of NATIONAL EMERGENCY providing penalties for violation therefor and for other purposes"</i></p> <p><i>1st offense-500.00 or 4 hours of community service 2nd offense-1000.00 or 8 hours of community service 3rd offense-2000.00 or 16 hours of community service and imprisonment of not less than 1 month or not less than 3 months or both at the discretion of the court.</i></p>		
TOTAL			2 HOURS	
			5 DAYS FOR SMOKE CESSATION SEMINAR	

OFFICE OR DIVISION	PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION (POD-PSD)
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	REQUISITION OF PSD PERSONNEL DURING: 1. SPECIAL TASKING 2. DISASTER 3. SECURITY ASSISTANCE SUBMISSION OF COMPLAINTS
WHO MAY AVAIL THE SERVICE	1. OTHER DEPARTMENTS/ASSOCIATIONS 2. CITIZENS OF PASIG 3. GOVERNMENT TO ASSOCIATIONS
CHECKLIST OF REQUIREMENTS <ul style="list-style-type: none"> • Memo from the higher authority • Request Letter 	WHERE TO SECURE? Such as: 1. HRDO, Mayor's Office, etc. 2. Public Safety Division

CLIENT'S STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • <i>WALK IN PROCESS</i> 1. Submit request letter to the concerned office/division	1. Received request letter from the requesting office 2. Conduct security plan to the area of responsibility 3. Conduct security assistance 4. Prepare and submit documentation report for further reference.	N/A	1 HOUR	Authorized Staff of the Requesting Office CRISELDA O. CUSTODIO JESUS M. LAYA
<ul style="list-style-type: none"> • Fill out complaints form or write a letter to the concerned person/office and submit to the authorized Staff. 	1. Received complaint letter from the person concerned for proper actions to be taken	N/A	30 mins.- 1 Hour	CRISELDA O. CUSTODIO Concerned Person Involved
TOTAL			2 HOURS & 30 MINUTES	



PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION

Is hereby authorized to provide assistance and security to special activities, hosted by the City under the supervision of PSD Chief and Higher Authorities, natural calamities, and other events that may occur.

FEEDBACK AND COMPLAINTS MECHANISM

HOW TO SEND FEEDBACK	Clients are encouraged to give feedbacks by simply dropping their feedback forms at designated drop boxes at information desk, <i>UGNAYAN SA PASIG</i> and to its respective offices.
HOW FEEDBACK IS PROCESSED	Gathering of feedbacks/complaints and conducting monitoring for appropriate actions to be taken.
HOW TO FILE A COMPLAINT	Accomplish complaint/feedback forms and drop it at designated drop boxes or message <i>UGNAYAN SA PASIG</i> for online complaints.
HOW COMPLAINTS ARE PROCESSED	Received complaints thru verbal and written are being forwarded to its concerned offices for proper action to be taken.
CONTACT INFORMATION	<p>Clients may send or raise their feedback and concern through our office hotline and email address</p> <p>PSD Hotline: 8642-1918 Pasig City Hall Trunk line: 8643-1111 C3: 8643-0000 UGNAYAN SA PASIG: loc. 550 Facebook Page: UGNAYAN SA PASIG Email Address: opspasig@gmail.com publicsafety1600@gmail.com</p>



**PEACE AND ORDER DEPARTMENT
ACTION LINE DIVISION**

Steps / Procedure on filing complaints and other queries



OFFICE OR DIVISION	PEACE AND ORDER DEPARTMENT- ACTION (POD-ACTION LINE)
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	FILING OF COMPLAINTS
WHO MAY AVAIL THE SERVICE	VISITORS
CHECKLIST OF REQUIREMENTS (BY CONCERNED PERSON/VIOLATOR/AGENCIES)	N/A

CLIENT'S STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visitor's log in/ fill up log book: Date / time, Name, Address Nature of Visit/ complaints.	Evaluation and facilitate information regarding complaints/ query.	N/A		Jhonatan Vinluan/ Angeline Dela Cruz/ Jessel Autencio – Office Clerk Niña Daenne Villegas, Admin. Officer / Catherine Pascual, Assist. Admin. Officer
Submission as per recommendation of request letter and/or additional information documents as may be required by the evaluating officer.	Actions/ options to be undertaken within 24 hours after evaluation: A. Verification of complaint/ inspection. B. Issuance of notice/ invitation to respondents. C. Coordinate/ endorse to concerned department/ offices. D. Implement/ execute appropriate legal actions.	N/A		Dr. Norman Luis D. De Leon, OIC – Action Line Division/TFMK / Danilo R. Lafrades, Deputy Division Chief / Rolando M. Salazar, Operation Chief – Action Line Division / Alvin John M. Soriano, Operation Chief - TFMK

CITIZEN'S CHARTER
ACTION LINE DIVISION

OFFICE OR DIVISION	PEACE AND ORDER DEPARTMENT- ACTION LINE DIVISION (POD-ACTION LINE)
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	WALK-IN COMPLAINTS ISSUANCE OF UOVR TO, <ul style="list-style-type: none"> • VIOLATION OF CITY ORDINANCE No. 23 S. 2016 SEC. 17 - (OBSTRUCTION) SEC. 89 A - (DRIVING WITHOUT LICENSE) (REFUSAL/FAILURE TO SURRENDER DRIVER'S LICENSE) SEC. 40 - (ILLEGAL PARKING/WAITING IN PROHIBITED AREA) SEC. 108 - (IMPROPER/NON-USE OF SAFETY HELMET FOR MOTORCYCLIST)
WHO MAY AVAIL THE SERVICE	4. OTHER DEPARTMENTS/ASSOCIATIONS 5. CITIZENS OF PASIG 6. GOVERNMENT TO ASSOCIATIONS
CHECKLIST OF REQUIREMENTS (BY CONCERNED PERSON/VIOLATOR)	N/A
FOR WALK-IN COMPLAINTS: 1. REQUEST LETTER 2. PICTURES OF OBSTRUCTED ROAD/SIDEWALKS FOR ISSUED UOVR: ORDINANCE VIOLATION RECEIPT (UOVR)	

NAME OF SERVICE: CLEARING OF ROADS AND SIDEWALKS

Brief Description of the services: implementation of Municipal Ordinance No. 18-92.

FEEDBACK AND COMPLAINTS MECHANISM	
HOW TO SEND FEEDBACK	Clients are encouraged to give feedbacks by simply dropping their feedback forms at designated drop boxes at information desk.
HOW FEEDBACK IS PROCESSED	Gathering of feedbacks and conducting monitoring for appropriate actions to be taken.
HOW TO FILE A COMPLAINT	Accomplish complaint/feedback forms and drop it at designated drop boxes or information desk.
HOW COMPLAINTS ARE PROCESSED	Received complaints thru verbal and written are being forwarded.
CONTACT INFORMATION	Clients may send or raise their feedback and concern through hotline: Action Line Division Hotline: 8641-6373/8641-6374 Pasig City Hall Trunk line: 8643-1111 C3: 8643-0000 Facebook Page: Pasig Action Line Email Address: actionlinedivision@gmail.com

CLIENT'S STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Municipal Ordinance No. 18-92 (Violation of all kinds of Obstruction)	Action Line Division monitors different Barangays within Pasig City if there are violation of the said Ordinance.	N/A	N/A	Officer In Charge and Action Line Field Officers
<ul style="list-style-type: none"> FOR WALK-IN COMPLAINT Submit complaint letter to the concerned person	Received complaint letter from the person concerned regarding City Ordinance.	N/A	5 – 10 minutes	Administrative Officer
	Clearing and Demolition: <ul style="list-style-type: none"> Conducts verification of complaints Issuance of notice/invitation to respondents Coordinate/endorse to concerned Department/Division Implement/execute appropriate legal actions. 		Actions / options to be undertaken within 24 hours after evaluation.	Field Officer / Inspector



CITIZEN'S CHARTER
PEACE AND ORDER DEPARTMENT-KABATAAN RESCUE PATROL DIVISION
NAME OF SERVICE: REACH OUT RESCUE OPERATIONS OF MINORS
 Brief Description of the service: Implementation of the Pasig City Ordinance No. 4, series of 2016, also known as the Pasig City Children's Protection Ordinance of 2016.



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Ordinance No. 4, series of 2016, also known as the Pasig City Children's Protection Ordinance of 2016 shall apply to the following (Article 1, Sec.2):</p> <p>a. All minors, whether or not Pasig City residents, found within the territory of the City of Pasig;</p> <p>b. All establishments and business located within Pasig City</p>	<p>KRPD team monitors the different barangays of Pasig City to promote health and safety, maintain peace and order and preserve the comfort and convenience of their inhabitation</p>	N/A	N/A	<p>Aida L. Altamero Margie B. Marcaida Czarina Arianne O. Bernal</p>
2	<p>Article 2. Prohibited Acts</p> <p>Sec. 3- Minors are prohibited to wander, stray, saunter or loiter in the streets, plazas, malls, recreational centers and any other places or areas outside the immediate vicinity of their residences within the curfew hours.</p> <p>Sec. 5- It shall be unlawful for any parent, guardian or person having care of the child to abandon, abuse, neglect, exploit or force their children/ward or send them out in the streets to beg or perform any service for a fee.</p> <p>Sec. 9- It shall be unlawful for any minor when inside the internet café, computer game shop center, computer rental shops and the likes, to perform or exhibit, surf the internet, produce, distribute sexually malicious materials, gamble online bet and play computer games during school hours.</p>	<p>The minor rescued by KRPD will be interviewed and documented by the rescuers using the Intake form for rescued minors. (The form contains the minor's details such as full name, age, birthday, time, date and place of rescue, name of parents or guardians, violation/s and other remarks. The name of the rescuer is also reflected in the Intake form.)</p> <p>A. If minor is from Pasig City and a first or second time offender: - KRPD interviews the minor for documentation - Minor is brought to the barangay where the minor is rescued for counseling and proper disposition. The parents/ guardians will be informed of the minor's situation and will be summoned by the barangay.</p> <p>B. If minor is not from Pasig City or a repeat offender: - KRPD interviews minor for documentation</p>	N/A	N/A	<p>Aida L. Altamero Margie B. Marcaida Czarina Arianne O. Bernal</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		- Minor is subjected to medical assessment for marks of abuse or injuries - Minor is turned over to Pasig City Social Welfare and Development (PSWD) for documentation and disposition			
3	<p>Sec. 4- Establishments such as computer shops, billiard halls, amusement places, motels, night clubs, video bars, and the like are prohibited to accept any unaccompanied minors at any given time is prohibited by the law specifically during curfew hours.</p> <p>Sec. 7- It shall be unlawful for any person or business entity to sell liquor, alcoholic beverages and other intoxicating drinks to minors.</p> <p>Sec. 8- It shall be unlawful for any person or business entity to sell tobacco, cigarettes, e-cigarettes, VAPE and the likes to minors.</p>	<p>Implementing Rules and Regulations (IRR) Rule VII, Sec. 13B of Penal Provisions: Establishment and businesses mentioned in Ord. No.4, series of 2016 who are found guilty of any violation shall be penalized as follows:</p> <p>1st Offense: a fine of Three Thousand Pesos (Php3,000.00)</p> <p>2nd Offense: a fine of Five Thousand Pesos (PHP5,000.00) and one (1) month suspension of operation</p> <p>3rd Offense: Closure of establishment over the required penalty from Local Gov't Code</p>	<p>1st Offense: Php3,000</p> <p>2nd Offense: PHP5,000</p>	BPLO's processing time	Business Permits and Licensure Office (BPLO)
4	Sec. 6- Truancy. It shall be unlawful for any minor under the age of 18, who is subject to compulsory education to loiter, idle wander or be in any park, playground, or amusement center, internet café, computer gaming shops or center, or computer rental shops, vacant lot or any places other than school, between the hours of seven (7:00am) to three (3:00pm) on days when school is in session	<p>For Minors (Students):</p> <p>- KRPD interviews student for documentation - Student is turned over to his/her school for counseling and disposition - Parent/guardian of the student will be informed and summoned by the school administration</p>	N/A	N/A	<p>Aida L. Altamero Margie B. Marcaida Czarina Arianne O. Bernal</p> <p>School Administration</p>
TOTAL:			N/A	N/A	N/A

Office or Division:	Kabataan Rescue Patrol Division
Classification:	Simple

Type of Transaction:	G2C – Government to Citizens G2B – Government to Business
Who may avail:	General Public or Civilians

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
*Forms to be accomplished by the <u>RESCUERS</u>	
1. Intake form	KRPD Office
2. Daily Accomplishment Report form	KRPD Office
3. Daily Individual Accomplishment Report form	KRPD Office
4. Endorsement form (if rescued minor will be endorsed to PSWD)	KRPD Office
*Forms to be accomplished by the <u>DRIVERS</u>	KRPD Office
5. Driver's Daily Report form	KRPD Office
6. Driver's Daily Gas Report form	KRPD Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> * E-mail, Messaging, and Drop feedback and complaints in drop boxes at Ugnayan sa Pasig * Call Pasig C3 * Call KRPD Office
How feedback is processed	<p>Feedback received by the respective office is forwarded to the KRPD Office. KRPD then conducts rescue operation immediately.</p> <p>After operation, an Incident report will be prepared and sent back to the office that sent KRPD the feedback.</p> <p>A copy of the incident report is furnished to the Peace and Order Department (POD) for information, reference and documentation.</p>
How to file a complaint	<ul style="list-style-type: none"> * E-mail, Messaging, and Drop feedback and complaints in drop boxes at Ugnayan sa Pasig * Call Pasig C3 * Call KRPD Office
How complaints are processed	<p>Complaint received by the respective offices is forwarded to the KRPD Office. KRPD then conducts rescue operation immediately.</p> <p>After operation, an Incident report will be prepared and sent back to the office that sent KRPD the complaint.</p> <p>A copy of the incident report is furnished to the Peace and Order Department (POD) for information, reference and documentation.</p>
Contact Information	<ul style="list-style-type: none"> * Ugnayan sa Pasig drop boxes inside the City Hall of Pasig, San Nicolas, Pasig City * Pasig City Command and Control Center (C3)- 8643-1111 * Kabataan Rescue Patrol Division Office- 8534-9889



CITIZEN'S CHARTER

Peace and Order Department Bantay Pasig Division



1. Enforcement of all existing City Ordinances in order to maintain peace and order and instill discipline within the community

Office or Division	Peace and Order Department, Bantay Pasig Division (POD, BPD)
Classification:	Simple
Type of transaction:	Government to citizens
Who may avail:	All citizens within Pasig City, includes: 1. Homeowners Associations 2. Concerned Citizens 3. Complainants 4. Offended parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Complaint thru Pasig C3, ➤ e-Complaint, ➤ Ugnayan sa Pasig,(UsaP), complaint ➤ Public Assistance and Complaint Desk (PACD),complaint ➤ BPD Desk Officer complaint 	<ul style="list-style-type: none"> • Through Pasig C3 hotline 8643-0000 • Pasig C3 Text Hotline No. 0908 899 3333 • Ugnayan sa Pasig, ground flr. Pasig City Hall + 6386431111 loc 550 • Office of the President , 8888 Citizens' Complaint Hotline • Public Assistance and Complaint Desk (City Admin Office) • Bantay Pasig Desk Officer

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Provide pictures of the concerned complaint; 2. Send e-mail / social media message to the particular complaint office with attachment e.g. (Pasig C3, e-complaint, UsaP, PACD,	1. To receive request / complaint form from concerned Offices; 2. Issue order to Operation Officer /concerned officers to verify the veracity of complaint. Conduct patrol /operation; 3. Issue respondent/s notice of violation if applicable; 2. Conduct monitoring and operation if respondent/s failed to comply with the notice of violation given; 4. To issue Ordinance Violation Receipt (OVR) based on the violated City Ordinance 3. submit after operation report/ feedbac report to concerned offices	No fee required	1 day	BP Alexander Santos BP Edgardo Concillado BP Cristina Marcellana BP Junie Yango BP Randy Caparros
TOTAL				1 hour transaction 1 day Conducted during tour of duty	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish Feedback Report via concerned Social Media Platform of PIO, Ugnayan, Pasig C3, PACD, 8888.
How feedback is processed	Responsible concerned offices shall forward feedback to this office
How to file a complaint	Accomplish the designated Client steps for particular name of service
How complaints are processed	Complaint received shall be forwarded to this office for appropriate actions of concerned BPD officers
Contact Information	Bantay Pasig Division BTOC TNT 09388023049 GLOBE 09357052583

2. Security assistance and crowd control during public events / mass gatherings spearheaded by the city government of Pasig and other concerned institutions

Office or Division	Peace and Order Department, Bantay Pasig Division (POD, BPD)
Classification:	Simple
Type of transaction:	Government to Government / Government to other associations /
Who may avail:	All citizens organizations within Pasig City; All government Units; All government events and activities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Request Letter from requestee addressed to the Admin Office of City Hall / Mayor's Office	➤ Admin Office of City Hall / Mayor's Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Submit Request to the City mayor's Office / City Admin	1. To receive approved request 2. Submit Implementing Security Plan during Major events; 3. Issue order to Operation 4. Conduct security assistance and crowd control monitoring; 5. Submit after operation report/ feedback report to concerned offices	No Fee Required	1 hour	BP Alejandro H. Singson BP Marie Chona V. Arellano
TOTAL				1 hour transaction 1 day Depending on the duration of the event	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish Feedback Report via concerned Social Media Platform of PIO, Ugnayan, Pasig C3, PACD, 8888.
How feedback is processed	Responsible concerned offices shall forward feedback to this office
How to file a complaint	Accomplish the designated Client steps for particular name of service
How complaints are processed	Complaint received shall be forwarded to this office for appropriate actions of concerned BPD officers
Contact Information	Bantay Pasig Division BTOC TNT 09388023049 GLOBE 09357052583

3. Providing manpower for assistance, monitoring, security and crowd control in connection with the conduct of Rescue and Relief Operation during natural and man-made calamities, i.e. pandemic (CoVid-19)

Office or Division	Peace and Order Department, Bantay Pasig Division (POD, BPD)
Classification:	Simple
Type of transaction:	Government to citizens Government to government
Who may avail:	All citizens within Pasig City, includes: 1. Homeowners Associations 2. Concerned Citizens 3. Complainants 4. Other government units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> > 1. Memorandum Order from concerned offices such as: HRDO; PDRRMO; Mayor's Office, City Admin and others authorities > Request Letter 	<ul style="list-style-type: none"> • Mayor's Office • PDRRMO • Through Pasig C3 hotline 8643-0000 • Pasig C3 Text Hotline No. 0908 899 3333 • Ugnayan sa Pasig, ground flr. Pasig City Hall + 6386431111 loc 550 • Office of the President , 8888 Citizens' Complaint Hotline • Public Assistance and Complaint Desk (City Admin Office) • Bantay Pasig Desk Officer

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Submit Request Letter addressed to concerned Offices.	1. To receive approved request 2. Submit Implementing Security Plan to concerned offices; 3. Issue order to Operation 4. Conduct security assistance and crowd control monitoring; 5. Submit after Operation Report / feedback report to concerned offices	No fee required	1 hour	BP Alejandro H. Singson BP Marie Chona V. Arellano
TOTAL				1 hour transaction 1 day or more Depending on the gravity of disaster or calamity	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish Feedback Report via concerned Social Media Platform of PIO, Ugnayan, Pasig C3, PACD, 8888.
How feedback is processed	Responsible concerned offices shall forward feedback to this office
How to file a complaint	Accomplish the designated Client steps for particular name of service
How complaints are processed	Complaint received shall be forwarded to this office for appropriate actions of concerned BPD officers
Contact Information	Bantay Pasig Division BTOC TNT 09388023049 GLOBE 09357052583

- * Simple: 3 days
- * Complex: 7 days
- * Highly Complex: 20 days