



**PUBLIC ORDER AND SAFETY OFFICE**



**Main Office**  
**External Services**



## I. Information Helpdesk

The Information or Helpdesk is for every walk-in client, requesting assistance necessitating immediate appropriate action

<b>Office or Division:</b>		Public Order and Safety Office		
		• Admin Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Inquiry and Information		
<b>Who may Avail:</b>		all		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
N/A		Public Order and Safety Office -Operation Division -Admin Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Helpdesk	1. Admin staff	None	1 Minute	Admin Staff Admin Division

## II. Blotter 24/7

All details that need to be recorded/ documented officially for further disposition reference. This is available to the Public 24/7.

<b>Office or Division:</b>		Public Order and Safety Office		
		• Operation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any kind of ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to front Desk (talk to duty desk)		None	1 Minute	Desk Officer Operation Division
2. Present ID if any of give full details of yourself.		None	2 Minutes	Desk Officer Operation Division



3. Present the story and details of the subject incident/s or subject person/s of concern for documentation		None	10 Minutes	Desk Officer Operation Division
4. Answer question from desk officer.		None	5 minutes	Desk Officer Operation division
5. Write your name and affix your signature at the bottom of the blotter			30 Seconds	Desk Officer Operation Division

### III. Community Assistance 24/7

This is a services rendered to the client / clientele notably during accidents and fire occurrences, this service is available 24/7.

<b>Office or Division:</b>	Public Order and Safety Office • Operation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
N/A		Public Order and Safety Office – Operations Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed / Contact to the nearest POSO Office	Operation Division	None	0 minute	Desk Officer  Operation Division
2. Give full details of information for recording and action		None	5 Minutes	Desk Officer  Operation Division



by desk officer on duty				
3. Upon receipt of the information, the POSO Operations will assign one (1) or more personnel to render the necessary assistance.		None	5 Minutes	Head, Operation  Operation Division
4. After responding, the POSO personnel record the full details or assistance rendered		None	5 Minutes	Desk Officer  Operation Division
5. Have the arrested person, if any, undergo medical examination and/or endorsed to concerned agency			30 minutes - 1 Hour	Arresting Officer  Operation Division
6. Take appropriate action as may be warranted				





#### IV. Burial, Security and Public Assist

This service is rendered to the requesting client for security to maintain Peace and Order of the event/activity.

<b>Office or Division:</b>		Public Order and Safety Office		
		• Admin Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen		
<b>Who may Avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Public Order and Safety Office – Operations Division - Admin Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with a contact no. to the POSO Office three (3) working days before the date of activity.	Admin Division	None	Two (2) days	Admin Staff Admin Division
2. Confirmation by POSO Personnel in one (1) to Two (2) days after the filling		None		Admin Staff Admin Division



## V. Complain against POSO Employee

This service is for the client complaining of malfeasance or other misbehavior will be investigated and validated within five (5) working days, this complaint will be turn over to BOD (Board of Discipline) for depository action by POSO personnel, filling of complain is five (5) working days, this complain was turn over to BOD (Board of Discipline) for legal action.

<b>Office or Division:</b>		Public Order and Safety Office		
<b>Classification:</b>		• Admin Division		
<b>Type of Transaction:</b>		Simple		
<b>Who may Avail:</b>		Government to Citizen		
<b>Who may Avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any kind of ID		Complainant		
Fully accomplished complaint sheet form		Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the POSO Office, speak to the duty desk officer	Desk Office will record the complaint, summon the complaint summon the respond its gathered evidence and forward the report to Head BOD	None	2 minutes	Admin Staff Admin Division
2. Give full details of yourself. Present ID if any			5 Minutes	Admin Staff Admin Division
3. Get form and answer the question. Give Full details of			5 Minutes	Admin Staff Admin Division



your complaint.				
4. Return the complaint sheet form to the Desk Officer for appropriate action.			2 Minutes	Admin Staff Admin Division

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Fill-out Feedback Form and drop on the Suggestion Box or the concerned individual can write a formal letter to the Office of the public Order and Safety Office For inquires and follow-up, clients may contact Email: <a href="mailto:posomuntinlupa2013@gmail.com">posomuntinlupa2013@gmail.com</a>
How feedbacks are processed?	Every month the Suggestion Box will be opened, and then the concerns will be encoded and summarized. All Concerns will be forwarded to the responsible offices/individuals and will be addressed accordingly.
How to file a complaint?	Concerned individuals can write a formal letter and submit it to the Public Order and Safety Office For inquires and follow-up, clients may contact Email: <a href="mailto:posomuntinlupa2013@gmail.com">posomuntinlupa2013@gmail.com</a>
How complaints are processed?	Formal letter of complaints will be endorsed to the Head Officer which will be forwarded to the responsible offices / individuals to be addressed accordingly.
Contact Information of: <ul style="list-style-type: none"> <li>• Contact Center ng Bayan (CCB)</li> <li>• Presidential complaint Center (PCC)</li> <li>• Anti-Red Tape Authority (ARTA)</li> </ul>	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> :1-ARTA (2782) PCC:8888 CCB:(+63)908-8816-565 (SMS)





LIST OF OFFICES		
OFFICE	ADDRESS	Contact Information
MAIN Office	3 <sup>rd</sup> Floor Plaza Central Building, Poblacion, Muntinlupa City	Email: posomuntinlupa2013@gmail.com
Susana Heights Operations Base	Upper Frenza Poblacion, Muntinlupa City	Head Operations: Maj. Merlinoban A. Quinay CP No. 0920-535-7204
Sucat Sub-Station	Meralco St. Sucat MC	Team Leader: Roy L. Tolentino CP No. 0949-396-3838