



**PEACE AND ORDER DEPARTMENT
CITIZEN'S CHARTER**

Office or Division:	Peace and Order Department-Administration Office
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	<ul style="list-style-type: none"> - Bantay Pasig Division - Public Safety Division - Action Line Division - Kabataan Rescue and Patrol Division

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint		Department/Office		
Personal Data Sheet		Department/Office		
Accomplishment Reports		Department/Office		
Annual Reports		Department/Office		
Annual Budgets		Department/Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Record Management	The office takes charge in the recording and keeping of records of the department.	NONE	Updating	Remedios C. Gomez, MPA Joemar L. Garcia. LPT
Prepares annual budget	The division is in the charge for preparing and consolidation of annual budget to be submitted to finance committee	NONE	1 month	Remedios C. Gomez, MPA Carla Era B. Amoyo, LPT
Consolidation of monthly and annual reports	The office consolidates the various reports	NONE	Monthly/ Annually	Remedios C. Gomez, MPA Joemar L. Garcia, LPT Carla Era B. Amoyo, LPT
Allocation of Supplies	In coordination with the Office of General Services, mobility of requirement of same	NONE	Monthly	Carla Era B. Amoyo, LPT
Training of personnel	Processing of all the requirements need for the training	NONE	1 month	Remedios C. Gomez, MPA Joemar L. Garcia, LPT Carla Era B. Amoyo, LPT
Grievances of personnel	Complaints will submit letters of complaint that will be addressed to the	NONE	2-3 days	Joemar L. Garcia, LPT





	office			
Collection of Daily Time Record (DTR) for Salary, Overtime and Hazard Pay	Manages DTR for Overtime and Hazard Pay	NONE	Monthly	Joemar L. Garcia, LPT
IPCR/DPCR/OPCR	The office takes charge in coordinating with HRDO and CPDO for the monitoring of IPCR/DPCR/OPCR	NONE	Semi-annual and annual	Joemar L. Garcia, LPT
Leave Application	Personnel will submit Leave Application form and individually file into their GEMS account to be approved by the office.	NONE	Daily/Monthly	Joemar L. Garcia, LPT

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

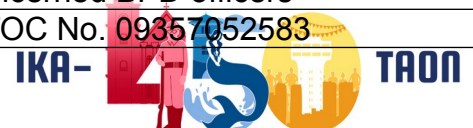


#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Provide pictures of the concerned complaint; 2. Send e-mail / social media message to the particular complaint office with attachment e.g. (Pasig C3, e-complaint, UsaP, PACD,	1. To receive request / complaint form from 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/ feedback report to concerned offices	No fee required	1 day	Concerned Detachment Commander
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 No. 09357052583





2. Procedure in the implementation of City Ordinance No. 2 Series of 2021 Imposing Fines, Penalties and Community Services

Office or Division	Peace and Order Department, Bantay Pasig Division (POD, BPD)
Classification:	Simple
Type of transaction:	Government to citizens
Who may avail:	City Ordinance Violator/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NO CONTEST PROVISION > Ordinance Violation Receipt > Order of Payment > Official Receipt	<ul style="list-style-type: none"> • Apprehending Officer • POD-BPD Office • City Treasurer's Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Report to POD-BPD Office for City Ordinance Violation assessment; 2. Secure an Order of Payment if opted to avail no contest policy; 3. Proceed to City Treasurer's Office to pay the City Ordinance penalty; 4. Return the copy of Official Receipt from City Treasurer's Office to POD-BPD Office for recording (Considered as Case Closed).	1. Assess the City Ordinance Violation; 2. Issue an Order of Payment; 3. Receive copy of Official Receipt (OR) from the payment of the violator.	According to violated City Ordinance fines and Penalties	<ul style="list-style-type: none"> • Assessment – 1 hour • Order of Payment – 30 minutes • Proceed to City Treasurer's Office – 1 hour • Receiving of OR – 30 minutes 	<ul style="list-style-type: none"> • Desk Officer on duty • Encoder on duty • City Treasurer's Cashier
TOTAL				3 hours	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
AVAILMENT OF COMMUNITY SERVICE > Ordinance Violation Receipt > Certificate of Indigency issued by CSWD > Proceed to the concerned Punong	<ul style="list-style-type: none"> • Apprehending Officer • POD-BPD Office • City Social Welfare and Development Office





Barangay to render Community Service depending on violated City Ordinance assessment

- Written Report from Punong Barangay for completion of Community Service

- Concerned Barangay Chairman

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Report to POD-BPD Office for City Ordinance Violation assessment of duration of Community Service; 2. Secure Certificate of Indigency from CSWD; 3. Proceed to concerned Barangay; 4. Submit Written Report of completion of Community Service from Punong Barangay (Considered as Case Closed).	1. Assess the City Ordinance Violation for the duration of Community Service; 2. Receive copy of Certificate of Indigency; 3. Receive copy Written Report of completion of Community Service from Punong Barangay, to wit: <ul style="list-style-type: none"> ➤ For the penalty of P1,000.00 and below - eight (8) hours of Community Service; ➤ For the penalty of more than P1,000.00 but not more than P3,000.00 – sixteen (16) hours of Community Service; and ➤ For the penalty of more than P3,000.00 but not more than P5,000.00 – twenty (20) hours of Community Service. 	None	<ul style="list-style-type: none"> • Assessment – 1 hour • Secure Certificate of Indigency – 30 minutes • Proceed to concerned Punong Barangay – 1 hour • Receiving of Written Report of completion – 30 minutes 	<ul style="list-style-type: none"> • Desk Officer on duty • Encoder on duty • Concerned Punong Barangay
TOTAL				3 hours	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NON-COMPLIANCE TO OVR OF CITY ORDINANCE VIOLATOR/S WITHIN FIVE (5) WORKING DAYS <ul style="list-style-type: none"> ➤ Ordinance Violation Receipt ➤ Sworn Statement of Apprehending Officer ➤ Affidavit or Certification from POD-BPD that the violator failed or did not avail of the No Contest and Community Service Provision 	<ul style="list-style-type: none"> • Apprehending Officer • POD-BPD Office





- Indorsement Letter for case filing against City Ordinance violator addressed to Pasig City Prosecutor's Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. No appearance to POD-BPD Office within five (5) working days.	1. Wait for five (5) working days for the appearance of City Ordinance Violator/s; 2. Indorsement Letter addressed to Pasig City Prosecutor's Office against City Ordinance violator for filing of appropriate legal action.	None	Five (5) working days	<ul style="list-style-type: none"> • POD-BPD Encoder • POD-BPD Investigator • POD-BPD, Chief
TOTAL				5 working days	

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	Proceed to POD-BPD Office and submit Complaint Letter.
How complaints are processed	Complaint received shall be entertained by POD-BPD Desk Officer on duty for appropriate actions.
Contact Information	Bantay Pasig Division BTOC No. 09357052583.

3. Security assistance and crowd control during major 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	FEE 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	Operation Officer and /concerned Detachment officers
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 No. 09357052583

4. 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	Operation Officer and /concerned Detachment officers
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 No. 09357052583

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





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.

CITIZEN'S CHARTER	PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION (POD-PSD)
PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION	SIMPLE
<p>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.</p> <p>Rationalize its organizational structure and staffing pattern and for the uniform enforcement all laws, ordinances, resolutions, executive orders, and other rules and regulations.</p> <p>Formulate plans and recommend measures which will improve the public order and safety situation in the City of Pasig.</p> <p>Secure the safety of all properties owned by the City Government of Pasig including, vital installations within the such as the city hall, city library, school buildings, hospitals, other facilities, and its peripheral area;</p> <p>Provide security and orderliness during all authorized city activities.</p>	<p>ISSUANCE OF OVR IN VIOLATION TO;</p> <ul style="list-style-type: none">• ORDINANCE NO. 13 S. 2018 "SMOKING IN PUBLIC PLACES INCLUDING PUBLIC CONVEYANCES, ADVERTISEMENTS, PROMOTIONS AND SPONSORSHIPS OF TOBACCO PRODUCTS".• ORDINANCE NO. 69 S. 2017 "REGULATING THE MANUFACTURER, PRODUCTION, SALE AND USE OF THE FIRE CRACKERS, PYROTECHNIC DEVICES AND ANY OTHER EXPLOSIVE DEVICES"• ORDINANCE NO. 08 S. 2020 "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"
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	<p>WHERE TO SECURE?</p> <ol style="list-style-type: none">1. CENRO OFFICE2. CASHIER.3. BIR4. NBI5. OSCA6. PRC7. COMELEC8. DSWD



CLIENT'S STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK IN PROCESS FOR THE SETTLEMENT OF OVR				
1. Submit the needed requirements indicated above to the concerned person/agencies	1. Retrieve the copy of OVR for the reference of the violated Ordinance	ORD. NO 13 S. 2018 "SMOKING IN PUBLIC PLACES INCLUDING PUBLIC CONVEYANCES, ADVERTISEMENTS, PROMOTIONS AND SPONSORSHIPS OF TOBACCO PRODUCTS"	5-10 minutes transaction process	CENRO
2. Pay the corresponding violation amount in the cashier	2. Assess the submitted requirements by the concerned person/violator	1st Offense- 3,000 or Smoke Cessation Seminar 2nd Offense-3,000 + Smoke Cessation Seminar 3rd Offense-5,000+15 days imprisonment	5 days for Smoke Cessation Seminar	CASHIER
3. Present the O.R to the concerned/involving office	3. Record the O.R no presented by the concerned person/violator	ORDINANCE NO. 69 S. 2017 "REGULATING THE MANUFACTURER, PRODUCTION, SALE AND USE OF THE FIRE CRACKERS, PYROTECHNIC DEVICES AND ANY OTHER EXPLOSIVE DEVICES"		CENRO CITY HEALTH OFFICE
4. Receive the document from the authorized staff	4. Released the needed paper to the concerned person/violator	Fine of 5000.00 and imprisonment of 6 months, confiscation of stocks, and automatic cancellation of permit granted by the City Government		

CLIENT'S STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
WALK IN PROCESS				
1. Submit request letter to the	1. Received request letter from the requesting office	N/A	N/A	Authorized Staff of the Requesting Office





<p>concerned office/division</p> <p>2. Forward transmittal letter to the concerned office/division</p>	<p>2. Conduct security plan to the area of responsibility</p> <p>3. Conduct security assistance</p> <p>4. Prepare and submit documentation report for further reference.</p>			<p>CRISELDA O. CUSTODIO</p> <p>JESUS M. LAYA/ BERNADETTE GUINTO</p>
<p>Fill out complaints form or write a letter to the concerned person/office and submit to the authorized Staff.</p>	<p>1. Received complaint letter from Ugnayan Office and C3 complaint forwarded to FOI in charge at the office.</p>	N/A	N/A	<p>CRISELDA O. CUSTODIO</p> <p>MS. ANGELA S. MAGSAJO- FOI</p> <p>In charge and Concerned Person Involved</p>

PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION

OFFICE OR DIVISION	PEACE AND ORDER DEPARTMENT-PUBLIC SAFETY DIVISION (POD-PSD)
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	<p>REQUISITION OF PSD PERSONNEL DURING:</p> <p>1. SPECIAL TASKING</p> <p>2. DISASTER</p>





	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 • Memo from the higher authority • Request Letter	WHERE TO SECURE? Such as: 1. HRDO, Mayor's Office, etc. 2. 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 or send it via text messages.
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	Clients may send or raise their feedback and concern through our office hotline and email address 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



CLEARING OF GOVERNMENT ROADS, SIDEWALKS, WATERWAYS, EASEMENT,
OPEN SPACES AND GOVERNMENT CONTROLLED AREA
Brief Description of the services : Public Services / Implementation of City Ordinance No. 18-92

OFFICE / DIVISION	PEACE AND ORDER DEPARTMENT – ACTION LINE DIVISION (POD – ACTION LINE)
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
WHO MAY AVAIL THE SERVICE	Private Citizens Business Establishments Government Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter / Endorsement Letter 2. Pictures and other supporting documents	Concerned Government Offices (Ex: Assessor's, Engineering, Building Official, Barangay, BPLO etc.)

Steps / Procedure on filing complaints and other queries

#	CLIENT'S STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	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	1 – 3 minutes	Jhonatan Vinluan/ Angeline Dela Cruz – Office Clerk Niña Daenne Villegas , Admin. Officer / Catherine Pascual , Assist. Admin. Officer
2	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	N/A		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





		concerned department/offices. D. Implement/execute appropriate legal actions.			
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#	CLIENT'S STEP	OFFICE ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	For Violation of Obstruction in all Public roads and sidewalks including waterways and other considered danger areas	Action Line Division-Special Operation Unit monitors 30 Barangays in compliance of existing Ordinances of City of Pasig	N/A	N/A	Officer In Charge and Action Line Field Officers
	<ul style="list-style-type: none"> COMPLAINTS Received complaint itineraries	Review and verification of complaints from the person and affected concerned		10 – 20 minutes	Administrative Officer
	Other communication letters for urgent action and assistance Indorsement letter request by other government offices and agencies WALK-IN COMPLAINTS / UGNAYAN SA PASIG / C3 888 Citizen's Complaint-Office of the President Public Assistance and Complaint Desk's-Office of City ADMIN	Clearing and Demolition: <ul style="list-style-type: none"> Conducts inspection for verification of complaints Issuance of notice/invitation to respondents Coordinate and properly indorse matter to concerned Department/Division Implement/execute appropriate legal actions. 	N/A	Actions / options to be undertaken within 24 hours after evaluation.	Field Officer / Inspector
TOTAL:					

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.
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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 verbal and written complaints are being forwarded for verification and appropriate action to concerned units and offices.

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





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.

Office or Division:	Kabataan Rescue Patrol Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
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	
6. Driver's Daily Gas Report form	KRPD Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	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): a. All minors, whether or not Pasig City residents, found within the territory of the City of Pasig; b. All establishments and business located within Pasig City	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 inhabitance	N/A	N/A	KRPD Drivers and Rescuers
2	Article 2. Prohibited Acts Sec. 3- Minors are prohibited to wander,	The minor rescued by KRPD will be interviewed and documented by the	N/A	N/A	KRPD Rescuers; Barangay





#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>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 - 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</p>			Council for the Protection of Children (BCPC); OSWD
3	Sec. 4- Establishments	Implementing Rules and	1 st		



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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>Regulations (IRR) Rule VII, Sec. 13B of Penal Provisions:</p> <p>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>Offense: Php3,000</p> <p>2nd Offense: PHP5,000</p>	<p>processing time</p>	<p>Permits and Licensure Office (BPLO); Treasury Department</p>
4	<p>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>	<p>For Minors (Students):</p> <ul style="list-style-type: none"> - 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 	N/A	N/A	<p>KRPD; Barangay Council for the Protection of Children (BCPC); School Administration</p>
5	<p>Ordinance No. 39, s. 2020 or An Ordinance</p>				





#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Creating the Peace and Order Department and Integrating Therein the Various Offices, Rationalizing Its Organizational Structure and Staffing Pattern and Appropriating Funds Thereof Sec. 5. Divisions' Functions- Each division shall coordinate with one another to ensure efficiency and harmony.				
	5.5 KABATAAN RESCUE PATROL DIVISION- This division shall perform the following duties and functions: a. Assist the City Social Welfare and Development Office (Office on Social Welfare and Development) in implementing related laws, ordinance, orders, rules and regulations for the welfare of the minors and the youth b. Prepare plans and programs to assist the advocacy of the City Government of Pasig on programs for the development and welfare of children; c. Provide information materials on current programs relative to child protection and welfare through massive information campaign;	Coordination with CSWD (OSWD) on the implementation of the laws and ordinances for the welfare of minors and the youth Distribution of Information materials containing (Flyers and Posters) to the communities to spread the information regarding child protection	N/A	N/A	KRPD



#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	d. Monitor the thirty (30) barangays within the City of Pasig with regard to the proper implementation of ordinances involving welfare of the children; e. Assist the CSWD (OSWD) in their rescue operations involving children;				
	a. In close coordination with the CSWD (OSWD), apprehend minors that will violate the curfew ordinance of the City Government of Pasig c. Perform other duties and functions mandated by laws, ordinances, resolutions, orders, and other relevant rules and regulations.	Coordinate and Assist the CSWD (OSWD) in rescuing minors violating curfew ordinance			
TOTAL:			N/A	N/A	N/A

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback

- * E-mail, Messaging, and Drop feedback and complaints in drop boxes at Ugnayan sa Pasig
- * Call Pasig C3
- * Call KRPD Office/ Field Officer Gester Bonn L. Bagares- 0963-6287178





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/ Field Officer Gesther Bonn L. Bagares- 0963-6287178
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/ Field Officer Gesther Bonn L. Bagares- 0963-6287178