



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
CITY SECURITY SERVICE OFFICE
Tacloban City Convention Center/Astradome



CITIZEN'S CHARTER

FRONTLINE SERVICES	PROCEDURE	TIME	RESPONSIBLE PERSON/S	REQUIREMENTS	AMOUNT PAYABLE
<p>1.Security Provision: All city government-owned buildings,facilities, offices, health centers, public markets,fish ports, slaughterhouse, terminal, transitional shelters,memorial markers, social hubs,park& play-grounds, DepEd elemen-tary and secondary school premises.</p> <p>Action/Prevention</p>	<p>Deployment of security officers and school guards to watch and secure designated posts/ areas of all city government- owned facilities and school buildings.</p> <p>Strict implementa-tion of security pro-cedures to exempt entry of unautho-rized person(s) in specific guarded vital installations.</p> <p>In case of Apprehension: conduct clarificatory interview and searching questions for documentation and the required inves-tigation.</p>	<p>24hours, 7 days a week at three (3) shifts rotational secu-rity provision.</p> <p>Immediately upon assumption of duty in all assigned posts/ areas.</p> <p>1 hour by radio, cellphone or any means of communication to expedite proper dispositive action</p>	<p>Security Staff for Operation, Security Staff for Administration, Security Officersor School Guards assigned at their respective government installations and facilities including DepEd elementary and secondary school premises</p> <p>Security Staff for Operation</p> <p>Security Staff for Investigation</p> <p>➤ Security Officers/ School Guards' Log- book ➤ Security Officers School Guards assigned at the</p>	<p>➤ Attendance Log sheet ➤ Detail Order/ Office Order ➤ Daily Time Record ➤ Biometrics ➤ Logbook Entry ➤ Weekly/Monthly Accomplishment Report</p> <p>➤ Deny entry of unscrupu-lous and dubious person-alities to negate illegal activity within the guarded city government and Dep Ed school properties.</p> <p>➤ Incident report of Security Officers/or School Guard of the affected area/post ➤ Police /Brgy. Blotter excerpt (if needed) ➤ Exhibits (hard copy) ➤ Investigative Report</p>	<p>No cost chargeable against any city government funds other than the compensation received by regular and casual employees and the agreed stipulations in the service contract of Job Order security personnel.</p> <p>Notarial fee for legal documentation personally shouldered by the office and/or interested party for the reproduction of evidentiary attachments/requirements..</p> <p>Notarial fee for legal documentation personally shouldered by the office and/or interested party for the reproduction of evidentiary attachments/requirements..</p>

<p>a) <i>Proprietary Concerns:</i> (City Government-owned)</p> <p>b) <i>Personnel Concerns:</i> (Internal)</p>	<p>Documentation and investigation of reports or complaints in case of theft and loss(es) incurred within the guarded properties of the city.</p> <p>Procedural investigation to erring and undesirable members of the security force.</p> <p>Reception of controverting answer/reply with supporting documents by concerned to ensure compliance to legal processes.</p> <p>Proportionate distribution of security/</p>	<p>1– 2 days upon receipt of the information based on the available documentary and testimonial evidence on hand.</p> <p>1 hour by radio, cellphone or any means of communication to expedite proper dispositive action.</p> <p>2 days by letter or memo which shall be properly received by security officer concerned to comply with notice requirement.</p>	<p>respective government installations/facilities and school buildings.</p> <p>Security Staff for Investigation</p> <p>Security Staff for Investigation</p> <p>Security Staff for Investigation</p>	<ul style="list-style-type: none"> ➤ Incident report of Security Officers/or School Guards of the affected area/post ➤ Police /Brgy. Blotter excerpt (if needed) ➤ Exhibits (hard copy) ➤ Investigative Report ➤ Face to face conversation between the parties or the investigator for <i>motu proprio</i> investigation on acts violative of security policies rules and regulations. Evaluation and perusal of documents with proper recommendation based on material evidence gathered. ➤ Logbook 	<p>Notarial fee for legal documentation personally shouldered by the office and/or interested party for the reproduction of evidentiary attachments/requirements..</p> <p>No costs.</p> <p>Notarial fee for legal documentation personally shouldered by the office and/or interested party for the reproduction of evidentiary attachments/requirements.</p> <p>No specific amount or</p>
<p>2. Inspection:</p> <p>3. Monitoring:</p>	<p>schoolguard personnel.</p> <p>Checking of Security Officers or School Guards assigned at</p>	<p>24hours, 7 days a week at three (3) shifts rotational security provision.</p>	<p>Security Staff for Operation/Shift Supervisors and designated Area Supervisors</p>	<ul style="list-style-type: none"> ➤ After Inspection Report of Security Staff for Operation ➤ After Inspection Report of Shift Supervisors and Area Supervisor ➤ Logbook 	<p>pecuniary charges other than the expense for stationeries used for accounting of duty personnel by post/area.</p> <p>No specific amount or pecuniary charges other than the</p>

<p>4.Reporting:</p>	<p>the respective government installations and facilities including DepEd school premises.</p> <p>Collation and consolidation of individual reports from all security officers, school guards, Shift Supervisors & Area Supervisors.</p>	<p>24hours7 days a week at three (3) shifts rotational security provision.</p> <p>Weekly and Monthly submission of reports and After Incident Report as they occur at the respective post/area.</p>	<p>Security Staff for Operation/Shift Supervisors and designated Area Supervisors</p> <p>Security Staff for Administration and Operation</p>	<ul style="list-style-type: none"> ➤ After Inspection Report of Security Staff for Operation ➤ After Inspection Report of Shift Supervisors ➤ Logbook ➤ After Inspection Report of Security Staff for Operation ➤ After Inspection Report of Shift Supervisors 	<p>expense for stationeries used for accounting of duty personnel by post/area.</p> <p>No specific amount other than the expense for stationeries used for accounting of duty personnel by post/area.</p>
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Prepared by:


 Joselito S. Cariño
 Administrative Staff

Noted by:


 ISAIAS B. TONOG, DSC
 Chief, City Security Service Office

