

# CIVIL SECURITY UNIT

## EXTERNAL SERVICES

1. REQUEST FOR SECURITY ASSISTANCE

**CITIZEN'S CHARTER**



The unit will provide security assistance to maintain the peace and order situation at the place of engagement, it will also conduct security inspection in the area to avoid/preempt any incident that may arise during event/activity/occasion.

<b>OFFICE OR DIVISION</b>	Civil Security Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance (2) copies (G2C)		Office of the Punong Barangay from the place of Venue/Engagement		
Letter request from the requesting organization or group for G2C (2 copies)		Office of the City Mayor for notation and approved and endorsed to Civil Security Unit to provide security personnel		
Letter request from National Government/ Local Government Unit for G2G (2 copies)		Office of the City Mayor for notation and approved and endorsed to CSU to provide security personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Receive Letter Request	None	3 minutes	Leonora Lacson Bookbinder III, CSU
2. Interview with Staff concerned	2. Assess need for security	None	10 minutes	Antonio Baniasia Ernesto Herrera Investigator/Intel
3. Receive approval/ disapproval of Request	3. Approval/Disapproval of Request	None	2 minutes	Hertito V. Monzon OIC, Chief Security
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

## 2. REQUEST FOR INVESTIGATION AND POLICE ASSISTANCE

The Unit accept request to conduct investigation on matters related to Pilferage, Abuse of Authority, Violation of the existing laws implementing Rules and regulation and local ordinances committed by the City Government employees or a person or group of persons in cahoots with the government employee/s.

<b>OFFICE OR DIVISION</b>	Civil Security Unit			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of complaint from complainant requesting investigation.		Client		
List of witnesses if there is any		CSU investigator on case		
Documentary and Material evidences if there is any		Client		
Personal appearance of complainant and his/her witnesses.		Client		
Letter request for Police Assistance, telephone call for Police assistance and/or personal appearance requesting Police assistance		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter of Complaint	1. Received letter of Complaint	None	3 minutes	Leonora Lacson Bookbinder III, CSU
2. Interview with the complainant and/or his/her authorized representative	2. Assess the complaint and conduct initial investigation and refer to the PNP if necessary	None	30 minutes	Antonio Baniasia Ernesto Herrera Investigator/Intel, CSU
3. Received letter of endorsement address to the PNP to conduct full investigation.	3. Approval of Letter of Endorsement	None	15 minutes (stop time)	Hertito V. Monzon OIC, Chief Security
4. Received approval of complete investigation by CSU	4. Approval to conduct complete investigation	None	(stop time)	Hertito V. Monzon OIC, Chief Security
<b>TOTAL</b>		<b>None</b>	<b>48 minutes</b>	

### 3. REQUEST FOR ISSUANCE OF ID OF CSU AND BANTAY BAYAN ID

The unit issue identification Cards to a member of Civil Security Unit, Bantay Bayan, Civil Volunteers Organization.

<b>OFFICE OR DIVISION</b>	Civil Security Unit			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2G – Government to Government; G2C – Government to Citizen			
<b>WHO MAY AVAIL THE SERVICE</b>	Civilian members of CVO; Members of Bantay Bayan of the Barangays; CSU personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for the issuance of Identification Card		Punong Barangay of respective Barangays		
Bio-data		Client		
Pictures (1 pc 2x2 and 2 pc 1x1)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Letter Request	1. Received letter request	None	3 minutes	Leonora Lacson Bookbinder III, CSU
2. Interview with the requesting party concerned	2. Reviewed the submitted documents for any pass over or neglected items	None	3 minutes	Donnabelle Gollayan Messenger, CSU
3. Receive approval/disapproval of request	3. Approval/Disapproval of Request	None	2 minutes	Hertito V. Monzon OIC, Chief Security
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>8 minutes</b>	