



# **CIVIL SECURITY AND SAFETY UNIT OLONGAPO CITY**

## **CITIZEN'S CHARTER 2023 (3rd Edition)**



## **I. Mandate**

As provided in Executive Order No. 8, Series of 2014, OTMPS is legally mandated, among others, are to:

- Manage, regulate, enforce, review existing laws, policies and programs, rules and regulations on Traffic and Security Management for the purpose of recommending to the City mayor and to the Chairpersons of Committees on Transportation, Traffic and Peace and Order, policies and measures aimed to enhance the delivery of services relative to Traffic Administration & Security Services within Olongapo City, and,
- Identify and resolve problems and issues arising from the Implementations of existing Laws, City Ordinance, Orders, Rules and Regulations affecting Traffic and Land Transportation & Security of City Government owned facilities and properties in the City.

## **II. Vision**

To be the finest traffic enforcement and civil security organization that observes international standards and professionalism that is responsive to needs of a highly- urbanized and world-class community.

## **III. Mission**

The Civil Security and Safety Unit is task to provide an optimum, round-the-clock security of all City government facilities assigned including its properties, officers, staffs & guests from any untoward incidents especially, but not limited to, within the premises of assigned areas of responsibilities

## **IV. Service Pledge**

The office of CSSU is committed to continuously provide the highest quality of Security & Safety Services to the people we serve and as well as Government & Private properties we protect. We will strictly & constantly evaluate and imposes our efforts to



enhance safety & Security awareness programs with the goals & effectiveness of improving the quality services and at the same time maintaining respect for individual's rights, property & dignity.



## **LIST OF SERVICES**

### **Civil Security and Safety Unit**

#### **External Services**

1. Complaints and Mediation Process

#### **Internal Services**

1. Security Assistance

### **Feedback and Complaints Mechanism**



# **Civil Security and Safety Unit**

## **External Services**



## 1. Complaints and Mediation Process

Conduct investigation or settle client dispute.

<b>Office or Division:</b>	Civil Security and Safety Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request			Desk Sgt./Receiving, OTMPS Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File the Letter Request or Fill-up Complaint Form from Front Desk	1.1. Receive the request / complaint	None	5 minutes	OTMPS/CSSU Staff
	1.2. Endorse request / complaint received to Officer/Persons in charge	None	5 minutes	OTMPS/CSSU Staff
	1.3. Review and assessment of dispute	None	1-2 days	OTMPS/CSSU Staff
2. Receive report of action	2.1. Submit report of action taken and feedback to requesting party	None		Officer-in-Charge / Traffic Investigator
<b>TOTAL</b>		<b>None</b>	<b>2 days and 15 minutes</b>	



# **Civil Security and Safety Unit**

## **Internal Services**



## 1. Security Assistance

Assistance provided for any government-sponsored event within or outside a CSSU personnel's post assignment which requires security relative to crowd control, among others.

<b>Office or Division:</b>		Civil Security and Safety Unit		
<b>Classification</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Government		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request			Receiving, CSSU Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File letter request and submit to CSSU Office	1.1. Receive the Letter request	None	5 minutes	CSSU Staff
	1.2. Endorse Letter Request to Chief Security Officer for approval	None	5 minutes	CSSU Staff
	1.3. Provide approved number of personnel for posturing	None	1 to 2 days	Head, CSSU
2. Get approval or disapproval of Letter Request	2.1. Inform requestor of approval or disapproval of requested Security Assistance	None	5 minutes	CSSU Staff
<b>TOTAL</b>		<b>None</b>	<b>2 days 15 min</b>	





## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Civil Security & Safety Unit (CSSU) Cel No.: 0928-917-8420 Tel No.: (047) 611-4818, local: 102 OTMPS Facebook Page OTMPS Email Address
How feedbacks are processed	Evaluate and validate feedbacks Received then submit report of action Taken to office/person concerned
How to file a complaint	Submit letter of Complaint or fill-up the Complaint / Suggestion at front Desk/Duty Desk Sgt.
How complaints are processed	Collect and review info/data received, verify the complaint/requests by communicating with the complainant, act on complaint/request and submit report of action taken.
Contact Information of CCB, PCC, ARTA	PCC: 8888 CCB: 0908-881-6565 (SMS) ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> : 1-ARTA(2782)

<p><b>Central / Head Office</b></p> <p>Civil Security &amp; Safety Unit (CSSU)</p>	<p><b>MAJ RAMON O. FERNANDEZ (Ret)</b> Head, CSSU Olongapo City Hall Complex, Left Wing, Rizal Avenue, West Bajac – Bajac, Olongapo City, Zambales Philippines, 2200</p>	<p>Cel No.: 0928-917-8420 Tel No.: (047) 611-4818, local: 102</p> <p>Email account: <a href="mailto:cssu@olongapocity.gov.ph">cssu@olongapocity.gov.ph</a></p>
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