



## **Defense and Security Services**



## **I. Mandate:**

Defense and Security Services provides security services within 24/7 duration to all personnel, documents installations, properties and facilities within Batangas City Government premises, maintains peace and order within area of responsibility and comprehensive implementation of the different ordinances of the city providing discipline among citizens who break the law.

## **II. Vision:**

Be an exemplar of continuously improving the quality of security among other local government security agencies.

## **III. Mission:**

To deliver efficient security service to all personnel, documents, installation, properties and facilities within Batangas City government premises as well as to provide strict implementation of peace and order within the area of responsibility.

To raise public awareness with regard to the implementation of City Ordinances. of Batangas City

To strengthen the interrelationship with the members of community intelligence related on security matters.

To extend immediate assistance within inter agency during emergency response (natural and manmade).

## **IV. Service to Pledge:**

1. Render effective security system to ensure safety during event/activities requested by different sectors.
2. Strict implementation of city ordinances of Batangas City that will uphold awareness to every individual to aid them to be a discipline citizen and not a nuisance to others as well as to promote a peace, safe and clean community.
3. Provides assistance within inter agency during emergency response and calamities/disaster (natural and manmade).

## **VIII. List of Services**

Compliance to an issued citation ticket due to violation on specific ordinance of Batangas City

Responding to complaints in relation to violation of City Ordinances of Batangas City

Request of a conduct of surveillance to a subdivision/village



In Batangas City

Requesting for security assistance to events/activities from NGO/ private institutions/ academe/barangay, government agencies. and individual

Releasing of confiscated goods, commodities and instrument device due to violation of sidewalk vending ordinance

<b>1. COMPLIANCE TO AN ISSUED CITATION TICKET DUE TO VIOLATION ON SPECIFIC ORDINANCE OF BATANGAS CITY</b>	
Any citizen who violates in any provision cited on specific ordinance of Batangas City must comply the citation ticket issued to him/her by paying the corresponding fine/penalty within 72 hours to avoid filing a case in the court.	
<b>Office or Division:</b>	City Mayor’s Office – Defense and Security Services (DSS)
<b>Classification :</b>	Simple
<b>Types of transaction:</b>	G2C- for service whose client is the transacting public
<b>Who may avail:</b>	ALL

Checklist of Requirements		Where to Secure		
1. Duplicate copy of citation ticket (yellow color), if lost, submit Affidavit of Loss 2. Original Receipt of payment		1. From client 2. At Cashier (designated window), Revenue collection clerk		
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1. Proceeds to DSS office window1	1. Interviews the client	Refers to the booklet (consolidated list of fine/penalty of different prohibited acts from various Bats. City ordinances) signed by DSS Chief	2 minutes	<i>Administrative Assistant V DSS OFFICE Or Security Guard / DSS OFFICE</i>
	1.2 Verifies the citation ticket/or Affidavit of Loss		1 minute	
	1.3 Orients the client regarding the violation committed		3 minutes	
	1.4. Declares the amount of fine/penalty to be		3 minutes	



<p>2. Pays the corresponding fine/penalty at the Revenue Collection Clerk (RCC) by showing the amount at the back of citation ticket.</p> <p>3. Return to DSS Office W1 and present the O.R. for verification and recording</p>	<p>paid by showing the booklet of fine/penalty and write the corresponding amount at the back of the duplicate copy of citation ticket</p> <p>1.5 Directs the client to pay the fine/penalty at Revenue Collection Clerk (RCC) and advise to return to DSS Office window1 after payment for verification and recording of OR of payment. Refer to payment procedure of Cashier, RCC</p> <p>3. Verifies and record the OR No.</p>	<p>Payment varies depending on the violations made</p>	<p>1 minute</p> <p>1 minute</p> <p>30seconds</p>	<p><i>Administrative Assistant V DSS OFFICE Or Security Guard / DSS OFFICE</i></p>
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	3.1 Gives the copy of O.R. to the client (This O.R. is a proof of compliance for the issued citation ticket)			
	<b>Total</b>	<b>Fees depend on the violations made</b>	<b>11 minutes and 30 sec</b>	

<b>2.RESPONDING TO COMPLAINTS IN RELATION TO VIOLATION OF CITY ORDINANCES OF BATANGAS CITY</b>				
This service provides action to complaints from any citizen regarding issue/concern that violates certain ordinance of Batangas City				
<b>Office or Division:</b>	City Mayor’s Office- Defense and Security Services			
<b>Classification :</b>	Simple			
<b>Types of transaction:</b>	G2C- for service whose client is the transacting public			
<b>Who may avail</b>	ALL			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1.Written complaint letter 2.Personal appearance 3.Valid I.D			From clients’ written complaints letter or DSS complaint action form	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing time</b>	<b>Person Responsible</b>
1.Proceeds to DSS Office – table 1 signs in the client log book.	1. Gives the Log book to the client	None	1 minute	<i>Officer of the Day Table I</i>
2. Submits the written complaint letter/ or fill out DSS complaint	2. Receives the written complaint letter or gives the DSS action complaint form		1 minute	<i>Administrative Aide III, Security Guard III, Administrative Assist. II, Administrative Aide VI (detailed)</i>
	3. Endorses to Chief/or Security Officer III in		1 minute	



action form	<p>Table 2</p> <p>3.1 Interviews the complainant while checking the completeness of the details of the letter</p> <p>3.2 Endorses the complaint to DSS Task Force</p> <p>4.Task Force will conduct inspection/investigation regarding the complaint and its validity. If found out, complaint is valid and certain ordinance of Batangas City is violated, citation ticket will be issued by apprehending officer</p>		<p>10minutes</p> <p>2 minutes</p> <p>45 minutes</p>	<p>Table 2 DSS -Security Officer III &amp; IV</p> <p>DSS Task Force Security Guard I</p> <p>Administrative Aide I (detailed) Team leader</p> <p>DSS Task Force</p>
	<b>Total</b>	<b>None</b>	<b>1 hour</b>	

**3.REQUEST OF A CONDUCT OF SURVEILLANCE TO A SUBDIVISION/VILLAGE IN BATANGAS CITY**

All subdivisions/villages located within Batangas City may request for a conduct of surveillance to ensure peace and order within its premises

<b>Office or Division:</b>	City Mayor’s Office – Defense and Security Services
<b>Classification :</b>	Simple
<b>Types of transaction:</b>	G2C- for service whose client is the transacting public
<b>Who may avail</b>	Homeowners

Checklist of Requirements	Where to Secure
1.Request letter from President of	1.From clients’ request letter



Homeowners Association (addressed to City Mayor with approval from him/her)  2.Valid I.D. of the signatory or representative		2. From Clients’ representative		
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1.Proceeds to DSS Office - Table 1 and signs in the client log book	1.Gives the Log book to the client	None	1 minute	<i>Officer of the Day Table 1</i>
2. Submits the request letter	2.Receives the request letter		1 minute	<i>DSS- Administrative Aide III, Security Guard III, Administrative Assistant II, Administrative Aide VI (detailed)</i>
	2.1 Endorses to Chief/or Security Officer III in Table		10 minutes	<i>Table 2 Chief DSS/ Security Officer III DSS</i>
	3. Interviews the client while checking the completeness of the information details of the letter		3minutes	
	3.1 Sets the schedule of conduct of surveillance			
	<b>Total</b>	<b>None</b>	<b>16 minutes</b>	

**4.REQUESTING FOR SECURITY ASSISTANCE TO EVENTS/ACTIVITIES FROM NGO/INSTITUTIONS/ ACADEME/ BARANGAY, GOVERNMENT AGENCIES AND INDIVIDUAL**

All organizations/agencies/institutions like non – government organizations, private, academe, barangay, government and individuals may request security assistance to ensure



peace and order during its events/activities (like motorcade, parade, marathon, concert, funeral, religious activities)	
<b>Office or Division:</b>	City Mayor’s Office – Defense and Security Services
<b>Classification :</b>	Simple
<b>Types of transaction:</b>	G2C- for service whose client is the transacting public
<b>Who may avail</b>	ALL

Checklist of Requirements		Where to Secure		
1.Request Letter (addressed to City Mayor with approval from him/her)		1. From clients’ request letter		
2. Valid I.D of representative		2. From clients’ representative		
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1.Proceeds to DSS Office- Table 1 and signs in the client logbook  2. Gives the request letter	1.Gives the Log book to the client	None	1 minute	<i>Officer of the Day Table 1</i>
	2. Receives the request letter		1 minute	<i>DSS Admin Aide III, Security Guard III, Admin Assist. II, Admin Aide VI (detailed)</i>
	2.1 Endorses to Chief/or Security Officer III in Table		10minutes	<i>Table 2 DSS- Security Officer III Security Officer IV</i>
	3. Interviews the client while checking the completeness of the details of the request 3.1 Confirms the schedule requested by the client		3minutes	
	<b>Total</b>	<b>None</b>	<b>16 minutes</b>	





**5. RELEASING OF CONFISCATED GOODS, COMMODITIES AND INSTRUMENT/DEVICE**

**FOR OFFENSE TO SIDEWALK VENDING ORDINANCE**

Under Ordinance No.3 S. 2000 prohibiting vendors from occupying or appropriating any portion of the sidewalks or street for the purpose of selling goods or commodities and for other purposes, whereas sidewalks and streets are for public use. This ordinance serves street/sidewalk vendors who committed offense to the said ordinance to redeem his/her confiscated goods, commodities and instrument/device upon settlement by signing recognizance attested by the head of the arresting officer. Upon failure or refusal to sign a recognizance, the goods, commodities and instrument of offense or device shall only be released upon order of the City Prosecutor’s Office. Violation of this ordinance maybe settled by paying the Administrative fine.

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<b>Who may avail</b>	SIDEWALK VENDOR

<b>Checklist of Requirements</b>	<b>Where to Secure</b>
1. Personal appearance of the street/sidewalk Vendors	1. DSS Office
2. Recognizance letter	2. DSS Office
3. Duplicate copy of citation ticket (yellow ticket) if lost submit Affidavit of Loss	3. From client

<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing time</b>	<b>Person Responsible</b>
1. Proceeds to DSS window 1	1. Interviews the client 1.1 Verifies the offense 1.2 Orients the client regarding the offense committed and explain the context of a recognizance letter as compliance to the committed offense or maybe settled by paying Administrative		2 minutes 1 minute 3 minutes	<i>Admin Assistant V DSS OFFICE Or Security Guard I DSS OFFICE</i>
2. Signs the recognizance letter			3 minutes	<i>DSS Assistant and DSS Chief Administrative Assistant V DSS OFFICE Or</i>



<p>3.Pays the corresponding fine/penalty at the Revenue Collection Clerk (RCC), by showing the amount at the back of citation ticket</p> <p>4.Return to DSS Office W1 and present the O.R.</p>	<p>fine of Php 500.00</p> <p>2.After signing the recognizance letter by the client and attested by assistant or chief of DSS office, records and releases the good, commodities, instrument/device to the client and/or</p> <p>2.1 Write the amount of fine at the back of the issued citation ticket</p> <p>2.2 Directs the client to pay the fine at Revenue Collection Clerk (RCC) and advise to return to DSS Office window1 after payment for verification and recording of OR of payment. Refer to payment procedure of Cashier, RCC</p>	<p>Php500.00</p>	<p>30seconds</p> <p>1 minute</p> <p>1minute</p> <p>2minutes</p>	<p>Security Guard I DSS OFFICE</p> <p>Administrative Assistant V DSS OFFICE Or Security Guard I DSS OFFICE</p>
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for verification and recording	<p>4.Verifies and record the OR No.</p> <p>4.1 Records, releases the goods, commodities, instrument/device and gives the copy of O.R to the client</p>			
	<b>Total</b>	<b>Php500.00</b>	<b>13minutes and 30seconds</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Answers the client feedback form and drop it at the designated box at the front of the window 1 Contact Information: (043) 723 - 2928
How feedback is processed	All feedback from the client inside the drop box will be compiles and records by the Officer of the Day every morning of weekdays Feedbacks requiring answers all forwarded to the Chief/Security Officer III and will be answered w/in 3 days of the receipt of the feedback
How to file a complaint	Complaints can be filed at the DSS Office Proceeds at Table 1 and fill out the complaint form The complaint will be forwarded to Security Officer III, DSS Office For inquiries and follow ups, client may contact DSS tel. no. (043) 723 -2928
How complaints are processed	Security Officer III,DSS Office shall evaluate each complaint and investigation will be conducted The employee being complained is required to submit a written explanation



	Security Officer III will make a report after the investigation and shall submit to Chief of DSS Office The Security Officer III will give feedback to the client
Contact Information of DSS	<a href="mailto:dss.office1967@gmail.com">dss.office1967@gmail.com</a> (043)723-2928