



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

NAME OF DEPARTMENT/AGENCY/LGU: CIVIL SECURITY UNIT / LGU – ORMOC CITY

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [x] Yes [] No

LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS:

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Security Services	None	None			

SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: <u>SECURITY SERVICES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter request from the requesting organization or groups for G2G (2 Copies)	None	1. Client submit letter request	None	5 Minutes	None
		2. Interview with staff concerned	None	10 Minutes	None
		3. Review approval/disapproval of request	None	5 Minutes	None
TOTAL				20 minutes	None



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: INVESTIGATION ASSISTANCE

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Letter request from the requesting organization or groups for G2G (2 Copies)	None	1. Submission of Letter of Complaint	None	5 Minutes	None
		2. Interview with the complainant and/or his/her authorized representative	None	30 Minutes	None
		3. Received letter of endorsement address to the PNP to conduct full investigation	None	60 Minutes	None
TOTAL				1 hour & 35 minutes	None