



# **Civil Security Unit**

## **External Services**



## 1. Security Services

The unit will provide security services to maintain the peace and order situation at the place 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, Government to Citizen			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request from the requesting organization or group for G2G (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	Admin Aide I Civil Security Unit Office
2. Interview with Staff concerned	2. Assess need for security	None	10 minutes	Admin Aide I Civil Security Unit Office
3. Receive approval/disapproval of Request	3. Approval/Disapproval of Request	None	2 minutes	Security Officer IV Civil Security Unit Office
Fill-out the Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



## 2. Investigation 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.

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<b>Classification:</b>	Complex			
<b>Type Of Transaction:</b>	G2G – Government to Government, Government to Citizen			
<b>Who May Avail:</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		
Personnel appearance of complainant and his/her witnesses.		Client		
Letter request for Police Assistance, telephone call for Police assistance and as 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. Receive Letter of Complaint	None	3 minutes	<i>Admin Aide I</i> Civil Security Unit Office
2. Interview with the complainant and/or his/her authorized representative	2. Assess the Complainant and conduct initial investigation and refer to the PNP if necessary	None	30 minutes	<i>Admin Aide I</i> Civil Security Unit Office
3. Received letter of endorsement address to the PNP to conduct full investigation	3. Approval of Letter of Endorsement	None	15 minutes (stop time)	<i>Security Officer IV</i> Civil Security Unit Office
4. Received approval of complete investigation by CSU	4. Approval to conduct complete investigation	None	(stop time)	<i>Security Officer IV</i> Civil Security Unit Office
<b>TOTAL</b>		<b>None</b>	<b>48 minutes</b>	