

# OPSS

Social Action Center, Marikina City Hall, Mc Donald Avenue, Sta. Elena, Marikina City  
 DEPARTMENT HEAD/OIC: PSSUPT ERNESTO I JOSEF, DSC (RET)  
 TEI# 682-9572/ 369-9228



## Sample Process Matrix Service:

	Step	Office/Person Responsible	Location of Office	Processing time
1	<b>Provide Security / Assistance</b> Request Letter/Phone Call  Assign Personnel Deploy Personnel	OPSS Chief, Asst. Chief, COTF Shift Supervisor	Social Action Center	5-10 minutes
2	<b>Complaints</b> Phone Call/Radio Call/ Complaint Letter/Walk-in  Deploy Personnel Investigate Apprehend Issue OVR Payment or Community Service	OPSS Chief, Asst. Chief, OPSS- Inv. & Intel Unit COTF, Inv. & Intel Unit COTF, Inv. & Intel Unit Treasury Market Office  CEMO	Social Action Center     Marikina City Hall Marikina Public Market Agora Complex	2 minutes 5 minutes 1 minute 2 minutes  4-8 hours
3	<b>Mobile Vending Violation</b> Apprehend Issue OVR  Payment or  Community Service	OPSS-COTF OPSS-COTF  Treasury Office  Market Office	Social Action Center Satellite Office (MSP)/ Marikina City Hall Marikina Public Market	5 minutes  4-8 hours

<p>4</p>	<p><b>City Ordinance Violation -Jaywalking</b> Apprehend Issue Order of Payment</p> <p><b>-Other City Ordinances</b> Issue Order of Payment</p> <p>Payment or</p> <p>Community Service</p> <p><b>(Refusal to pay the Fine or render Alternative Penalty)</b></p> <p>File Appropriate Case</p>	<p>OPSS-Anti-Jaywalking Anti-Jaywalking Supervisor</p> <p>OPSS-COTF</p> <p>Treasury Office</p> <p>OPSS</p> <p>Market Office CEMO</p> <p>OPSS-Personnel Legal Office</p>	<p>Social Action Center</p> <p>Social Action Center</p> <p>Satellite Office (MSP)/ Marikina City Hall Social Action Center Marikina Public Market Agora Complex</p> <p>Action Center Marikina City Hall</p>	<p>3 minutes</p> <p>2 minutes</p> <p>3 to 16 hours</p> <p>within 60 days</p>
<p>5</p>	<p><b>Crime-Related Offense</b> Apprehend Medico-Legal Turn-Over (Minor) (Adult) File Case</p>	<p>OPSS-COTF Medical Doctors</p> <p>CSWDO CID-PNP Marikina OPSS-COTF/PNP- Marikina</p>	<p>Social Action Center ARMMC</p> <p>Social Action Center PNP-Marikina PNP-Marikina Police Station</p>	<p>5-20 minutes 30 mins-1hour 1-2 hours</p>
<p>6</p>	<p><b>Conduct Orientations and Seminars Re: City Ordinance</b></p> <p><b>School</b> Letter Request Approved by Division Superintendent/ School Principal</p> <p><b>Barangay Tanods</b> Letter Request Approved by Barangay Captain/ Peace and Order Chairman/ Ex-Officer</p> <p><b>Non-Government Org.</b> Letter Request</p>	<p>OPSS-PSCRU (Public Safety Community Relation Unit)</p>	<p>Action Social Center</p>	<p>5-10 minutes</p>

**Requirements:**

<b>Provide/Request Security</b>	<b>City Ordinance Violation</b>
1. Other City Government Office - Letter Request - Phone Call - Walk-in 2. Non-Government Organization -Letter Request 3. Individual -Letter Request Addressed to the City Mayor/ City Administrator	1. Valid Identification Card
<b>Complaints</b>	<b>Conduct Seminars/Orientation Re: City Ordinance</b>
1. Other City Government Office -Complaint Letter -Phone Call -Walk-in 2. Non-Government Organization -Complaint Letter 3. Individual -Complaint Letter -Phone Call -Walk-in	1. School -Letter Request Approved by District Superintendent/ -School Principal 2. Barangay Tanods -Letter Request Approved by: Barangay Captain/ Peace and Order Chairman/ Executive Officer 3. Non-Government Organization -Letter Request
<b>Crime-Related Offense</b>	<b>Mobile Vending Violation</b>
1. Minor -Parent or Guardian must bring the ff: - identification Card and/or - Certificate of Live Birth 2. Adult - Valid Identification Card	1. Vendor - Mobile Vending ID - Permit from BPLO

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.