



PROVINCIAL SECURITY FORCE OFFICE

CITIZEN'S CHARTER



FRONTLINE SERVICES:

ASSISTANCE, GUARDING AND SECURITY:

- ▶ ASSISTANCE TO VISITOR/TRANSACTOR
- ▶ ASSISTANCE TO TRAFFIC/PARKING
- ▶ ARRANGEMENT AND VEHICULAR INCIDENTS
- ▶ ASSISTANCE TO THE OWNER OF LOST AND FOUND ARTICLE(S)
- ▶ SECURITY ASSISTANCE TO THE CONDUCT OF AMICABLE SETTLEMENT(RIDO FAMILY FEUD)
- ▶ SECURITY ASSISTANCE TO THE CONDUCT OF SOCIAL PROGRAMS/ ACTIVITIES
- ▶ COMPLAINT FOR UNLAWFUL ACTS

CLIENTS: LINE AGENCIES, PROVINCIAL EMPLOYEES AND VISITORS/PUBLIC

STEP	ACTIVITY	CLIENT STEP	PSF/AGENCY ACTION	FEES	PROCESSING TIME	PERSON RESPONSIBLE
1	ASSISTANCE TO VISITOR/TRANSACTOR	SIGN IN IN THE VISITOR'S LOG BOOK AT ENTRANCE GATE OF THE CAPITOL @ PRESENT I.D.	1. ISSUE A COLORED CODED VISITOR'S TAG 2. TAKE THERMAL SCANNER 3.CONDUCT INSPECTION	NONE	20 SECONDS	SECURITY GUARDS ON DUTY
2	ASSISTANCE TO PARKING OR TRAFFIC ARRANGEMET INSIDE @ OUTSKIRT OF CAPITOL (I.E.VEHICULAR INCIDENT INSIDE A.O.R.)	PRESENT I.D. CARD AND DISCLOSE FACTS	1. CONDUCT INVESTIGATION AND MEDIATION 2.SETTLEMENT 3. REFERRAL	NONE	2 DAYS	DEPUTY,SECURITY OFFICERS, SEC. GUARDS ON DUTY AND IN COORDINATION WITH PROVINCIAL ADVISORY COUNSEL
3	ASSISTANCE TO OWNER OF LOST AND FOUND ARTICLE(S)	PRESENT VALID I.D. CARD AND THE DETAILS OF LOST AND OR FOUND ARTICLE	(FOUND) CONDUCT INQUIRY	NONE	3 MINUTES	SECURITY OFFICERS, SECURITY GUARDS ON DUTY @ADMIN
			(LOST) CONDUCT INVESTIGATION/ INQUISITION	NONE	1 DAY	SECURITY OFFICERS, SECURITY GUARDS ON DUTY @ADMIN
4	SECURITY ASSISTANCE TO THE HANDLING OF AMICABLE SETTLEMENT(RIDO-FAMILY FEUD) AND SOCIAL ACIVITIES/PROGRAMS	1.EQUIPPED WITH LETTER REQUEST OR REFERRAL FROM P-GOVERNOR'S OFFICE FOR EVALUATION AND ASSIGNMENT OF SECURITIES	BRIEFING AND ASSIGNMENT OF SECURITY GUARDS	NONE	5 MINUTES	CHIEF AT LARGE AND ADMIN
5	COMPLAINT FOR THEFT,ROBBERY AND OTHER UNLAWFUL ACTS COMMITTED INSIDE THE AOR (CAPITOL)	PRESENT VALID I.D. AND THE DETAILS OF EVENT	1.CONDUCT INVESTIGATION, OCULAR INSPECTION 2. APPROPRIATE CHARGES MAY BE FILED/DESCIPLINARY ACTION 3. PREPARE SPOT REPORT	NONE	2 DAYS	SECURITY OFFICERS AND SECURITY GUARDS ON DUTY