



**PROVINCIAL GOVERNMENT-
CAVITE OFFICE OF PUBLIC SAFETY**



Environmental Law Enforcement

- Validation of compliance to environmental law and apprehension of its violations.

Office or Division:	Provincial Government-Cavite Office of Public Safety (PG-COPS) Environmental Protection and Operations Division (EPOD)			
Classification:	Complex			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Apprehension Report Form (ARF) Order of Payment Form Official Receipt Affidavit Turn over letter Follow-up Letter/ Report 				PG-COPS EPOD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report environmental violations thru written/ oral communication/ phone call/ short message service/ walk-in, surveillance or monitoring	Receive report of environmental law violations	None	10 minutes	Administrative Staff
	Dispatch personnel to validate the information	None	1 hour and 30 minutes	Watchman III/ Watchman I/ Admin Aide I
	Inspect and validate the incident	None	1 hour and 30 minutes	Watchman III/ Watchman I/ Admin Aide I
	<i>If there is violation,</i> inform violators about the offense that has been committed	None	15 minutes	Watchman III/ Watchman I/ Admin Aide I
	<i>If found guilty,</i> subject the violator/s to investigation and apprehension /confiscation of evidence	None	2 hours	Watchman III/ Watchman I/ Admin Aide I
	Accomplish the Apprehension Report Form	None	30 minutes	Watchman III/ Watchman I/ Admin Aide I
	Depending on the gravity of the violation, penalize the violator/s or turn over for inquest	None	30 minutes	Watchman III/ Watchman I/ Admin Aide I



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CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Apprehension Report Form (ARF) • Order of Payment Form • Official Receipt • Affidavit • Turn over letter • Follow-up Letter/ Report 				PG-COPS EPOD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Option 1: Pay penalty charge</i>				
	Proceed to order of payment	Not less than Five Hundred Pesos (P 500.00) but not more than Five Thousand Pesos (5,000.00) per violation	10 minutes	Watchman III/ Watchman I/ Admin Aide I
	Assist the violator to the Provincial Treasurer's Office to settle the payment	None	30 minutes	Watchman III/ Watchman I/ Admin Aide I
Secure copies of Order of Payment and Official Receipt		None	5 minutes	Watchman III/ Watchman I/ Admin Aide I
	Release the violator	None	15 minutes	Watchman III/ Watchman I/ Admin Aide I
<i>Option 2: Inquest</i>				
	Turn-over the case to proper authorities such as Bureau of Fisheries and Aquatic Resources, Philippine National Police (also Maritime Police), and Provincial Environment and Natural Resources Office (with turnover letter) including all confiscated items and equipment used in the illegal activities, as the case may be.	None	36 hours	Watchman III/ Watchman I/ Admin Aide I



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Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Apprehension Report Form (ARF) • Order of Payment Form • Official Receipt • Affidavit • Turn over letter • Follow-up Letter/ Report 				PG-COPS EPOD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Attend all court hearing proceedings and follow-up the progress of case until a final decision is made	None		Watchman III/ Watchman I/ Admin Aide I
	<i>If there is no violation,</i> release the alleged violator	None		Watchman III/ Watchman I/ Admin Aide I
	TOTAL	None	Not for inquest: 7 hours and 25 minutes Proceeding to inquest: 43 hours and 25 minutes	



Environmental Management Service

- Refers to request for conduct of environmental clean-up, tree-growing and misting that are pre-scheduled.

Office or Division:	Provincial Government-Cavite Office of Public Safety (PG-COPS) Environmental Protection and Operations Division (EPOD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Request Letter • Approved Request Letter • Request Form • Service Evaluation Form 				PG-COPS Admin.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request thru walk-in or electronic mail	1.1 Receive the letter of request	None	5 minutes	Administrative Staff
	1.2 Record the pertinent information in the Request Form (RF) and logbook	None	7 minutes	Administrative Staff
	Evaluate the request	None	30 minutes	Public Services Officer III/ Public Relations Officer III/ Watchman III/ Administrative Staff
	1.3 Recommend for Approval	None	3 minutes	Public Services Officer III/ Public Relations Officer III/ Watchman III/ Administrative Staff
	1.4 Approve the request	None	3 minutes	Department Head/ Public Services Officer III/ Public Relations Officer III/ Watchman III/ Administrative Staff
	1.5 Return the approved letter of request to the client	None	5 minutes	Administrative Staff
2. Receive the approved letter of request		None		
	2.1 Endorse the RF and the letter of request to EPOD	None	5 minutes	Administrative Staff
	2.2 Acknowledge the RF and the letter of request	None	3 minutes	Administrative Staff
	2.3 Assign Personnel	None		Division head
	2.4 Provide the service requested	None		EPOD personnel



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Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Request Letter • Approved Request Letter • Request Form • Service Evaluation Form 				PG-COPS Admin.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Give Service Evaluation Form to the requesting party	None		EPOD personnel
3. Evaluate the service rendered		None		
4. Submit the Service Evaluation Form to the assigned personnel who rendered the service		None		
	TOTAL	None	61 minutes	



Incident Management

- Refers to provision of incident management for public safety through quick response.

Office or Division:		Provincial Government-Cavite Office of Public Safety (PG-COPS) Personal Protection Division (PPD)		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Incident Report • Incident Management Report Form • Radio 				PG-COPS PPD
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report incident thru radio/ telephone/ or walk-in	1.1 Receive information	none	2 minutes	PPD Administrative Staff
	1.2 Transmit the information to Personal Protection Division (PPD)	none	1 minute	Public Assistance and Complaint Desk Personnel of PPD
	1.3 Receive information and dispatch personnel	none	3 minutes	Security Personnel
	1.4 Evaluate the incident	none	5 minutes	Security Personnel
	1.5 Turn-over to concerned agencies	none	10 minutes	Security Personnel
	1.6 Secure copy of incident report from higher authorities	none	5 minutes	Security Personnel
	1.7 Prepare Incident Management Report Form	none	60 minutes	Teodorico Lado/ Watchman I - Investigator Allan L. Monzon/ Security Agent II - Asst. Investigator
	1.8 Submit to PG-COPS Admin for signature of the Dept Head	none	10 minutes	PPD Administrative Staff
	TOTAL	None	1 hour 36 minutes	



Security Service

- Refers to provision of scheduled security assistance.

Office or Division:		Provincial Government-Cavite Office of Public Safety (PG-COPS) Personal Protection Division (PPD)		
Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Request Letter • Service Evaluation Form 				PG-COPS Admin.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request thru walk-in or electronic mail	1.1 Receive the letter of request	None	1 minute	Administrative Staff
	1.2 Record the pertinent information in the Request Form (RF) and logbook	None	7 minutes	Administrative Staff
	1.3 Evaluate the request	None	16 minutes	Public Services Officer III/ Public Relations Officer III/Watchman III/ Administrative Staff
	1.4 Recommend for Approval	None	1 minute	Public Services Officer III/Public Relations Officer III/ Watchman III/ Administrative Staff
	1.5 Approve the request	None	1 minute	Department Head/ Public Services Officer III/ Public Relations Officer III/Watchman III/ Administrative Staff
	1.6 Return the approved letter of request to the client	None	1 minute	Administrative Staff
2. Receive the approved letter of request from the provider		None		Administrative Staff
	2.1 Endorse the RF and the letter of request to the Personal Protection Division (PPD)	None	2 minutes	Administrative Staff
	2.2 Acknowledge the RF and the letter of request	None	1 minute	Administrative Staff
	2.3 Assign Personnel	None	3 minutes	PPD Division head
	2.4 Provide security service	None		Security Personnel



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Classification:		Simple		
Type of Transaction:		Government to Citizens		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Request Letter • Service Evaluation Form 				PG-COPS Admin.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Give Service Evaluation to the requesting party	None		Security Personnel
3. Evaluate the service rendered		None		
4. Submit the Service Evaluation Form to the assigned personnel who rendered the service		None		
	2.6 Write the name of the assigned personnel who rendered the service in the RF	None		PPD Administrative Staff
	2.7 Submit the accomplished SEF and RF to the PG-COPS Administrative Staff	None		PPD Administrative Staff
	TOTAL	None	33 minutes	



Immediate Security Service

- Refers to provision of un-scheduled security assistance.

Office or Division:	Provincial Government-Cavite Office of Public Safety (PG-COPS) Personal Protection Division (PPD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Request Letter (Optional/As the need arises) • Request Form (Optional/As the need arises) • Incoming Logbook (Optional/As the need arises) • Client Feedback Form • Service Evaluation Form 				PG-COPS Admin.
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request thru walk-in or electronic mail	1.1 Receive the letter of request/information	None	1 minute	PPD Administrative Staff
	1.2 Record the pertinent information in the incoming logbook	None	7 minutes	PPD Administrative Staff
	1.3 Evaluate and approve the request	None	10 minutes	PPD Division Head
	1.4 Record the details in the Schedule Monitoring Board	None	1 minute	PPD Administrative Staff
	1.5 Assign Personnel	None	5 minutes	PPD Division Head
	1.6 Provide security service	None		Security Personnel
	1.7 Give Client Feedback Form to the requesting party	None		Security Personnel
2. Evaluate the rendered service		None		
3. Submit the Client Feedback Form to the PPD Administrative Staff		None		
	TOTAL	None	24 minutes	



Health and Safety Protocol Against COVID-19

- Refers to the implementation of Health and Safety Protocol against COVID-19 through sanitation and physical screening upon entry of clients and visitors.

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Classification:	Simple				
Type of Transaction:	Government to Citizens				
Who may avail:	General Public				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
<ul style="list-style-type: none"> • Footbath Mat • Temperature Scanner • Alcohol • Health Declaration Form • Face Mask • Face Shield 				PPD Security Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Enter the PGC Building.	1.1 Check if the client/visitor is wearing face mask and face shield	None	1 minute	PPD Administrative Staff	
	1.2 Require the client/visitor to step on the footbath mat	None			
	1.3 Require the client/visitor to check their body temperature	None			
	1.4 Check if the temperature is 37.4 degrees and below to allow entry	None			
	1.5 Require the client/visitor to sanitize their hands	None			
	1.6 Provide and explain the Health Declaration Form (HDF) to the client/visitor	None	2 minutes		
2. Accomplish the HDF and submit it to the PPD Security Personnel		None	3 minutes		
	1.7 Evaluate the accomplished HDF to determine if the client/visitor can proceed to the destination office/s	None			Security Personnel
	<i>If allowed:</i>				
	Proceed to the destination office/s				
	<i>If not allowed:</i>				
	Inform the client/visitor that he/she cannot be allowed to				



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Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> • Footbath Mat • Temperature Scanner • Alcohol • Health Declaration Form • Face Mask • Face Shield 				PPD Security Personnel
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	proceed given his/her health condition.			
	Collect the accomplished HDF.			
	TOTAL	None	6 minutes	



PROOF OF POSTING

Provincial Government-Cavite Office of Public Safety Citizen's Charter Posted at the Office Lobby





COMMUNICATION PLAN

The Provincial Government-Cavite Office of Public Safety (PG-COPS) has created its own Citizens Charter containing the procedures, fees, processing time, and requirements for its services.

Aside from the posted Citizen's Charter in the office lobby, the PG-COPS communicates its Citizen's Charter to its clientele through its online publication on the official website of the Provincial Government of Cavite, cavite.gov.ph. Also, the printed Citizen's Charter will be posted in the Divisions' offices of PG-COPS – Personal Protection Division and Environmental Protection and Operations Division – to provide ready access to its clientele with such official document.

Moreover, it guides its clientele on its processes through email (pg_cops@yahoo.com) and short message service (SMS) or text messaging. In addition, another way of communicating the Citizen's Charter is through verbal communication in which the processes or guidelines are provided by the PG-COPS concerned personnel.

Complementarily, the PG-COPS' Quality Management System (QMS)-registered forms, such as the Apprehension Report Form, Service Evaluation Form, and Work Instructions, provide flow of the specific processes of the services that are requested by or given to the clientele. In the said forms, clientele fill out certain portions as well as affix their signatures. The Work Instruction, on the other hand, which contains the services and processes of PG-COPS, may be accessed through the Document Custodian.

Lastly, the Process Flow Chart posted at the PG-COPS premises is another platform of communicating to the clientele the steps on how services are processed and delivered.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Provincial Government-Cavite Office of Public Safety (PG-COPS)	PG-COPS Building Provincial Capitol Compound, Barangay San Agustin, Trece Martires City, Cavite	Telephone: (046) 419 3354 Mobile: 0917-524-2952 Email Address: pg_cops@yahoo.com