



## Internal/External

### 3. SERVICENAME: HANDLING OF TRAFFIC AND ROAD SAFETY COMPLAINTS

**Description of the Service:** Addresses complaints related to road conditions, traffic violations, or public safety concerns within the city of Ilagan.

<b>Office or Division:</b>	Public Order and Safety Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Motorists, all residents, and individuals within the city of Ilagan			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Identification		Client/Complainant		
Written Complaint of Oral Report		Client/Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to the visitor's record book	Provide a visitor logbook and monitor entry	None	2 minutes	POS MO Staff
2. Present a valid ID and report concern	Verify ID, record complaint in the Complainant Record Book	None	2 minutes	POS MO Head/POS MO Deputy
3. Provide details or evidence (if requested)	Evaluate the complaint and determine the action needed	None	2 minutes	POS MO Head/POS MO Deputy



4. Wait for follow-up/action	Call or notify both the complainant and the respondent regarding the resolution	None	Depending on the issue	POSMO Head/POSMO Deputy
5. Receive feedback/resolution	Record the outcome in the Complaint Record book and close case	None	Depending on the issue	POSMO Head/POSMO Deputy/POSMO Staff
TOTAL			6 minutes (depending on the nature of the complaint)	