



1. Incident/Investigation Report Service

An incident/investigation report is a tool that documents any event that may or may not have caused injuries to a person or damage to a company asset. It is used to capture injuries and accidents, near misses, property and equipment damage, health and safety issues, security breaches and misconducts in the worksite

Office or Division:	OPDRRMO -Capitol Security and Intelligence Unit Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government, G2B - Government to Business , G2C - Government to Citizen
Who may avail:	All citizen, All PGB employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint letter (2 copies) 2. Valid ID (1 photocopy) 3. License ID (1 original, 1 photocopy) 4. Picture (1 copy)		1. CSIU 2. Government Issuing Agencies 3. LTO process ID 4. CSIU		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit/presents ID or License	1. Receives documents submitted by the client	None	3 minutes	<i>Watchman</i> Capitol Security and Intelligence Unit Division
2.Provides written statement with details on the incident	2.1 Receives written statement and check the content	None	20 minutes	<i>Watchman</i> Capitol Security and Intelligence Unit Division
	2.2 Conducts Initial Investigation	None	30 minutes	<i>Watchman, Shift in Charge & Investigation Officer</i> Capitol Security and Intelligence Unit Division
	2.3 Conducts on the spot interview with the complainant, witness, suspect and other involve	None	30 minutes	<i>Watchman, Shift in Charge & Investigation Officer</i> Capitol Security and Intelligence Unit Division
	2.4 If complaint filed to the office sends letter of invitation to both parties	None	20 minutes	<i>Admin-Watchman I, Admin. Aide IV, OIC-Watchman III</i> Capitol Security and Intelligence Unit Division
3. Receives of letter invitation	3.1 Interview complainant, witness, suspect and other involve	None	1 hour	<i>Watchman, Shift in Charge & Investigation Officer</i> Capitol Security and Intelligence Unit Division
	3.2 Conduct assessment/ corrective action	None	30 minutes	<i>Watchman, Shift in Charge & Investigation Officer</i> Capitol Security and Intelligence Unit Division
	3.3 Prepare and provide complainant In-	None	30 minutes	<i>Investigation Officer</i> Capitol Security and Intelligence Unit Division



4. Receives of incident report and advice the complainant	4.1 Advised him/her that the complaint will be turnover to	None	20 minutes	<i>Admin/OIC</i> Capitol Security and Intelligence Unit Division
	4.2 Forward incident report to the con-	None	20 minutes	<i>Investigation Officer</i> Capitol Security and Intelligence Unit Division