



NATIONAL POLICE COMMISSION
CITIZEN'S CHARTER

2023 EDITION



I. **Mandate:**

The National Police Commission is the agency mandated by the 1987 Constitution and the Major Police Reform Laws, Republic Act Nos. 6975 and 8551 to administer and control the Philippine National Police.

Under R.A. 8551, otherwise known as the "PNP REFORM AND ORGANIZATION ACT OF 1998" the Commission's authority over the PNP were strengthened and expanded to include administration of police entrance examinations, the conduct of pre-charge investigation of police anomalies and irregularities, and summary dismissal of erring police officers

II. Vision: The National Police Commission shall be a competent and responsive overseer of an effective police service

III. Mission: To exercise administrative control and operational supervision over the PNP, with the end in view of ensuring a highly capable, effective and credible police service

IV. **Core Values:**

Resilience – We have the capacity to recover quickly from difficulties

Integrity- We possess the quality of being honest and have strong moral principles and uprightness

Professionalism – We conduct and perform our mandates demonstrating the important qualities and characteristics of competent and accountable individuals, with a high level of work ethic and excellence

Independence – We perform our duties without being influenced by our actions and decisions



V. **NAPOLCOM Service Pledge:**

With the guidance of the Almighty, we do hereby solemnly swear to:

Nurture excellence and professionalism;

Adhere to the values of honesty, integrity and dedication;

Provide efficient, effective and responsive service;

Obey and respect the rule of law;

Listen to client concerns;

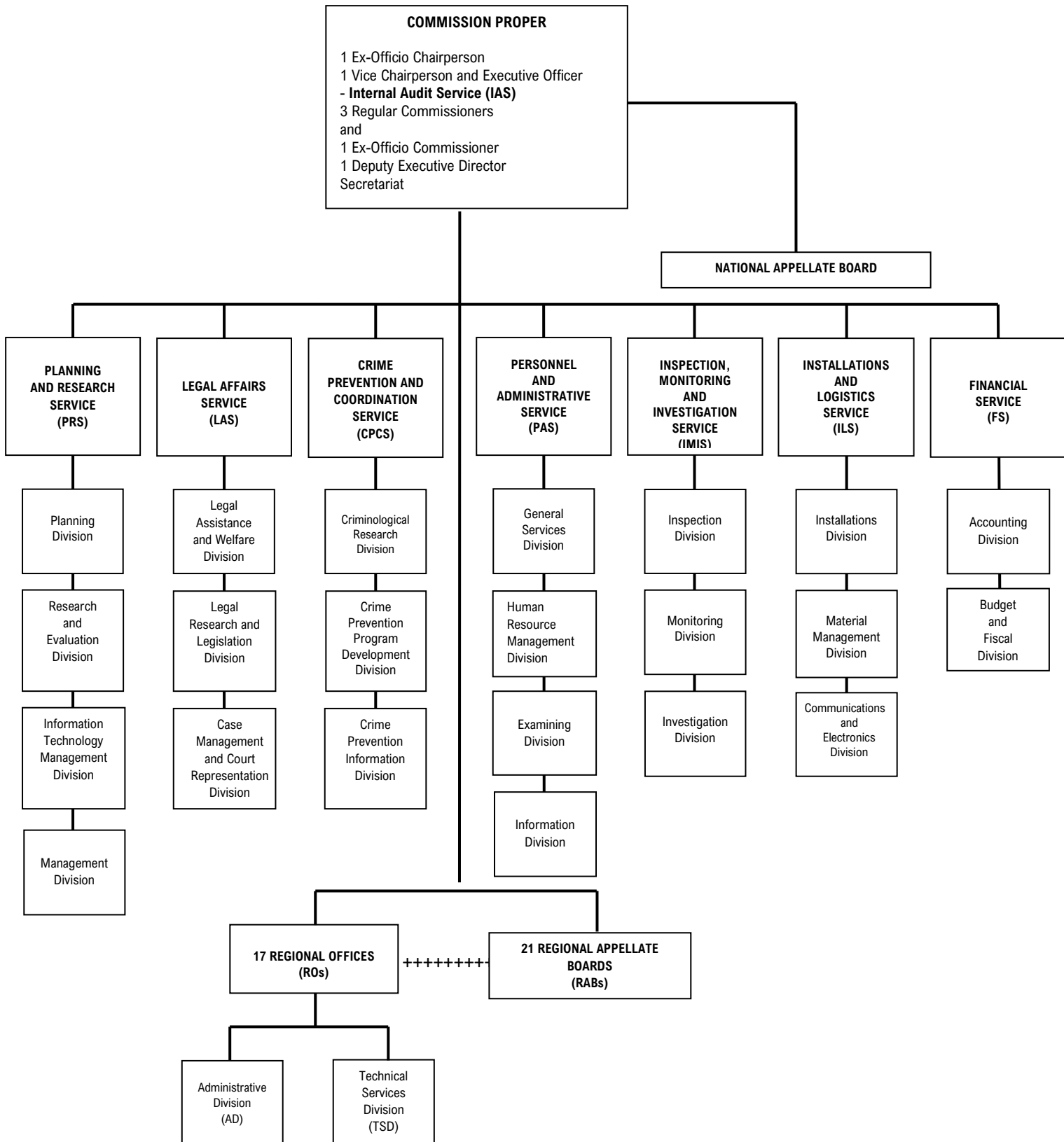
Commit ourselves to the principles of transparency and accountability;

Oversee the implementation of the Commission's policies and programs for the PNP;

Mold a civilian police organization that promotes community welfare



NAPOLCOM Organizational Structure



++++ Administrative Supervision



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CENTRAL OFFICE

Frontline Services



1. APPLICATION FOR POLICE EXECUTIVE SERVICE ELIGIBILITY (PESE) WRITTEN EXAMINATION (THRU MAIL)

This service involves the processing of applications for the Police Executive Service Eligibility (PESE) Examination filed thru mail by a Police Commissioned Officer with the rank of Police Lieutenant Colonel and above.

Office or Division:	Examining Division, Personnel and Administrative Service (ED-PAS)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	All qualified uniformed members of the PNP with the rank of Police Lieutenant Colonel with permanent status of appointment
CHECKLIST OF REQUIREMENTS	
1. Properly Accomplished Written Examination Form and Index Card	WHERE TO SECURE ED-PAS
2. One (1) piece latest I.D. photo (1 x 1 size) and two (2) latest identical I.D. photos (passport size), with full name tag that includes the First Name, Middle Initial and Surname, taken within three (3) months before the date of filing of the application. Pictures that are scanned, photocopied or computer-enhanced are not accepted;	
3. Authenticated copy of attested appointment (KSS Porma Blg. 33)	CSC
4. Examination fee of PHP 700.00	
5. Two (2) legal-size window envelopes with Twenty-One pesos (PHP 21.00) worth of MAILING STAMP affixed on each envelope	
6. One (1) government-issued ID card.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends thru mail the accomplished Examination Application form and all requirements	1.1 Receives and records thru Document Tracking and Management System (DTMS) the mailed documents 1.2 Routes the document to the Examination Division, PAS	None	1 Hour	<i>Records Section Officer</i> General Services Division, Personnel and Administrative Service (GSD-PAS) Window 5-NOSS 7 th Floor
None	1.3 Receives and evaluates the transmitted documents If found in order encodes in Exam Query/Cashier Database for the payment of examination fee to the Cashiers' Office, NOSS 7 th floor	None	10 Minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS) [14 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Receives payment for examination fee and issues Official Receipt (OR)	PHP 700.00	3 Minutes	<i>Collection Officer</i> Collection and Disbursement Section GSD, PAS Window 2-NOSS 7 th Floor
None	1.5 Encodes the applicant's data in the Temporary Room Assignment List and prepares the Notice of Admission (NOA)	None	15 Minutes	<i>QES Officer,</i> ED-PAS ED-PAS 7 th Floor
None	1.6 Reviews and signs the NOA (NOA contains the application number, seat and room number based on the client's preferred examination center)	None	10 Minutes	<i>Chief, Examining Division and Staff</i> <i>Service Chief</i> Personnel and Administrative Service
None	1.7 Records through DTMS and logbook and forwards to Records Section, GSD	None	3 Minutes	<i>DTMS Officer</i> ED-PAS
None	1.8 Mails NOA to the client	None	1 Day	<i>Records Section Officer</i> Records Section GSD, PAS
	TOTAL:	PHP 700.00	1 Day, 1 Hour 41 Minutes	



2. APPLICATION FOR POLICE EXECUTIVE SERVICE ELIGIBILITY (PESE) WRITTEN EXAMINATION (THRU WALK-IN)

This service involves the processing of applications for the Police Executive Service Eligibility (PESE) Examination filed thru walk-in by a Police Commissioned Officer with the rank of Police Lieutenant Colonel and above or thru their authorized representative.

Office or Division:	Examining Division, Personnel and Administrative Service (ED-PAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	All qualified uniformed members of the PNP with the rank of Police Lieutenant Colonel with permanent status of appointment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Properly Accomplished Written Examination Form and Index card		ED-PAS
2. One (1) piece latest I.D. photo (1 x 1 size) and two (2) latest identical I.D. photos (passport size), with full name tag that includes the First Name, Middle Initial and Surname, taken within three (3) months before the date of filing of the application. Pictures that are scanned, photocopied or computer-enhanced are not accepted;		
3. Authenticated copy of attested appointment (KSS Porma Blg. 33)		CSC
4. Examination fee of PHP 700.00		
5. Two (2) legal-size window envelopes with Twenty-One pesos (PHP 21.00) worth of MAILING STAMP affixed on each envelope		
6. Authorization letter and government-issued IDs of the applicant and authorized representative (if applicable)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter and secures visitor's slip / tag	1.1 Secures client's identification card 1.2 Issues visitor's slip/tag. Advises client to proceed to the 14 th floor, Examining Division	None	2 Minutes	<i>Information Desk Officer</i> / In-House Security [Ground Floor]
2. Submits application form and required documents	2.1 Evaluates the application and supporting documents based on the checklist of requirements. Ensures accuracy and adequacy on the evaluation of application. If found in order encodes in Exam Query/Cashier Database for the payment of processing fee to the Cashier's Office, NOSS 7 th Floor	None	5 Minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS) [14 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pays the application fee	3.1. Receives payment for examination fee and issues Official Receipt (OR)	PHP 700.00	3 Minutes	<i>Cashier/ Collection Officer</i> Collection and Disbursement Section GSD, PAS Window 2-NOSS, 7 th floor
4. Presents the official receipt to Examination Division, PAS	4.1. Encodes the applicant's data in the Temporary Room Assignment List and prepares the Notice of Admission (NOA)	None	5 Minutes	Administrative Assistant/ Designated Examining Division Personnel, 14 th floor
	4.2. Reviews and signs the NOA (NOA contains the application number, seat and room number based on the client's preferred examination center)	None	10 Minutes	<i>Chief, Examining Division and Staff Service Chief</i> Personnel and Administrative Service
5. Receives the Notice of Admission for PESE Written Examination	5.1 Issues Notice of Admission for PESE Written Examination	None	2 Minutes	Designated ED-PAS Personnel ED-PAS 14 th floor
6. Proceeds to the Information Desk Counter, returns the signed visitor's slip and logs-out in the registry book	6.1 Receives the visitor's slip and issues customer's feedback form. 6.2 Instructs client to log out in the registry book	None	5 Minutes	<i>Information Desk Officer</i> / In- House Security [Ground Floor]
	TOTAL:	PHP 700.00	32 Minutes	



3. APPLICATION FOR TESTIMONIAL ELIGIBILITY under NAPOLCOM MC No. 96-008 for PNPA Graduates (Thru Mail)

This service is for the processing of applications for the issuance of Testimonial Eligibility filed thru mail by qualified PNPA graduates.

Office or Division:	Examining Division, Personnel and Administrative Service (ED-PAS)	
Classification:	G2C	
Type of Transaction:	Complex (7 days)	
Who may avail:	All qualified PNPA graduates or thru their representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Properly accomplished Application form and Index Card		NAPOLCOM PAS-ED
2. Processing fee of PHP 300.00		
3. Two (2) pieces latest ID photographs (size 1" x 1")		
4. Authenticated copy of Department Order		PNPA
5. One (1) legal size window envelope with Twenty-One pesos (P21.00) worth of mailing stamp affixed		
6. One (1) government-issued ID card.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends thru mail the accomplished Application Form for grant of Testimonial Eligibility including all requirements	1.1. Receives and records thru Document Tracking and Management System (DTMS) the mailed documents 1.2. Routes the document to the Examination Division, PAS	None	1 Hour	<i>Records Section Officer</i> General Services Division, Personnel and Administrative Service (GSD-PAS) Window 5-NOSS 7 th Floor
None	1.3. Receives and evaluates the transmitted documents If found in order encodes in Exam Query/Cashier Database for the payment of processing fee to the Cashier's Office, NOSS 7 th Floor	None	10 Minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS) [14 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Accepts payment for processing fee and issues Official Receipt (OR)	PHP 300.00	3 Minutes	<i>Collection Officer</i> Collection and Disbursement Section GSD, PAS Window 2 7 th Floor-NOSS
None	1.5. Prepares the Processing Form and Certificate of Testimonial Eligibility	None	15 Minutes	<i>QES Officer</i> ED-PAS
None	1.6. Reviews and affixes initials on the Certificate of Testimonial Eligibility	None	5 Minutes	<i>Chief, QES & Chief, Examining Division,</i> ED-PAS
None	1.7. Records through the DTMS and logbook the documents and forwards to the Office of the Staff Service Chief, PAS	None	10 Minutes	<i>DTMS Officer</i> ED-PAS
None	1.8. Signs the Certificate of Testimonial Eligibility	None	6 days (1 day per signatory, 3 days OVCEO)	<i>Staff Service Chief, Personnel and Administrative Service</i> <i>Deputy Executive Director (DExD),</i> Office of the DExD <i>Vice Chairman and Executive Officer (VCEO),</i> Office of the VCEO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9. Records through DTMS and logbook and forwards to Records Section, GSD the Certificate of Testimonial Eligibility	None	3 Minutes	<i>DTMS Officer ED-PAS</i>
None	1.10. Mails the Certificate of Testimonial Eligibility to the client	None	1 Day	<i>Records Section Officer Records Section GSD-PAS</i>
	TOTAL:	PHP 300.00	7 Days, 1 Hour and 46 Minutes	



4. APPLICATION FOR TESTIMONIAL ELIGIBILITY under NAPOLCOM MC No. 96-008 for PNPA Graduates (Thru Walk-in)

This service is for the processing of applications for the issuance of Testimonial Eligibility filed through walk-in by qualified PNPA graduates or through their authorized representatives.

Office or Division:	Examining Division, Personnel and Administrative Service (ED-PAS)	
Classification:	G2C	
Type of Transaction:	Complex (7 days)	
Who may avail:	All qualified PNPA graduates or thru their representatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application form and Index Card		NAPOLCOM ED-PAS
2. Processing fee of PHP 300.00		
3. Two (2) pieces latest ID photographs (size 1" x 1")		
4. Authenticated copy of Department Order		PNPA
5. Authorization letter and government-issued IDs of the applicant and authorized representative (if applicable)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter and secures visitor's slip/ tag	1.1. Secures client's identification card 1.2. Issues visitor's slip/tag. Advises client to proceed to the 14th floor, Examining Division	None	2 Minutes	<i>Information Desk Officer</i> Custodial Unit / In- House Security [Ground Floor]
2. Submits application form and required documents	2.1. Evaluates the application and supporting documents based on the checklist of requirements. Ensures accuracy and adequacy on the evaluation of application If found in order encodes in Exam Query/Cashier Database for the payment of processing fee to the Cashier's	None	5 Minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS) [14 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office, NOSS 7 th floor			
3. Pays the application fee	3.1. Accepts payment for processing fee and issues Official Receipt (OR)	Php 300.00	3 Minutes	<i>Collection Officer</i> Collection and Disbursement Section GSD, PAS Window 2 7 th Floor-NOSS
4. Presents the official receipt	4.1. Prepares the Processing Form and Certificate of Testimonial Eligibility	None	15 Minutes	<i>QES Officer</i> ED-PAS
None	4.2. Reviews and affixes initials on the Certificate of Testimonial Eligibility	None	5 Minutes	<i>Chief, QES & Chief, Examining Division</i> ED-PAS
None	4.3. Records through the DTMS and logbook the documents and forwards to the Office of the Staff Service Chief, PAS	None	10 Minutes	<i>DTMS Officer</i> ED-PAS
	4.4. Signs the Certificate of Testimonial Eligibility	None	6 days (1 day per signatory, 3 days OVCEO)	<i>Staff Service Chief, Personnel and Administrative Service</i> <i>Deputy Executive Director (DExD), Office of the DExD</i> <i>Vice Chairman and Executive Officer (VCEO),</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the VCEO
5. Receives the Certificate of Testimonial Eligibility	5.1. Records through DTMS and logbook and releases the Certificate of Testimonial Eligibility to the client	None	10 Minutes	<i>DTMS Officer ED-PAS</i>
6. Proceeds to the Information Desk Counter, returns the signed visitor's slip and logs-out in the registry book	6.1. Returns the visitor's ID 6.2. Instructs client to log out in the registry book	None	5 Minutes	<i>Information Desk Officer Custodial Unit / In- House Security [Ground Floor]</i>
	TOTAL:	PHP 300.00	6 Days, 55 Minutes	



5. ISSUANCE OF CERTIFICATION OF POLICE ELIGIBILITY

This service is for passers of the PNP Entrance Examination and Promotional Examination or their authorized representative who are requesting certification from the Commission confirming that they are eligible for police service.

Office or Division:	Examining Division, Personnel and Administrative Service (ED-PAS)		
Classification:	G2C		
Type of Transaction:	Simple (3 days)		
Who may avail:	Passers of the PNP Entrance and Promotional Examinations or their authorized representative(s)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE
WALK-IN			
1. Filled-out Request for Certification form			Examining Division- NOSS (7 th Floor)
2. One (1) valid government-issued ID			
3. Certification fee amounting to Php 150.00			Requesting Party
MAIL/COURIER			
1. Letter Request			Requesting Party
2. One (1) valid ID bearing birthdate and signature (Photocopy)			
3. Self-stamped/addressed return envelope (to the nearest Post Office)			
4. One Hundred Fifty Pesos (Php 150.00/certification or php 200.00 with correction in Postal Money Order form, payable to the NATIONAL POLICE COMMISSION only)			
FOR CORRECTION			
1. Letter request for correction			Requesting Party
2. Certificate of Eligibility (Original)			
3. PSA Birth Certificate (Original and Photocopy)			
4. Affidavit of Discrepancy/Two Disinterested Person			
5. One (1) valid ID bearing birthdate and signature (Original and Photocopy)			
6. Correction fee amounting to Php 200.00			
Additional requirements if requested through a representative:			
1. Authorization Letter			Requesting Party
2. Valid ID of representative (Original and Photocopy)			Requesting Party Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Certification Form and required documents at the NAPOLCOM One Stop Shop (NOSS), Window 1	1.1 Receives/reviews the submitted Request for Certification 1.2 Verifies and validates the presented eligibility through the Exam Query System and/or from the Masterlist of successful examinees	None	5 Minutes	<i>Certification Section (CS) Personnel, Examining Division-NOSS, PAS (ED NOSS-PAS)</i> [Window 1-NOSS 7 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Registers to Cash Link System			
2. Pays to the Cashier's Office at the NOSS, Window 6	2.1 Processes payment 2.2 Issues Official Receipt	Php 150.00 or Php 200.00* <i>*With correction of misspelled name and wrong date of birth</i>	3 Minutes	<i>Collection Officer</i> Collection and Disbursement Section GSD, PAS Window 6-NOSS, 7 th floor
3. Presents the official receipt at NOSS Window 1	3.1 Checks the Official Receipt 3.2 Prepares the Certification of Eligibility using the Exam Query System 3.3 Reviews and affixes signature on the Certification	None	10 Minutes	<i>CS Personnel,</i> ED NOSS-PAS [Window 1 – NOSS 7 th Floor]
4. Receives the Certification of Eligibility at the NOSS, Window 1	4.1 Releases the Certification of Eligibility to the requesting party or authorized representative 4.2 Records the release of Certificate of Eligibility	None	1 Minute	<i>CS Personnel,</i> ED NOSS-PAS [Window 1 – NOSS 7 th Floor]
	TOTAL:	PHP 150.00 or PHP 200.00	19 Minutes	



6. AUTHENTICATION OF POLICE ELIGIBILITY DOCUMENTS

This service is for passers of the PNP Entrance Examination and Promotional Examination or their authorized representative who are requesting authentication from the Commission confirming that they are eligible for police service.

Office or Division:	Examining Division, Personnel and Administrative Service (ED-PAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Passers of the PNP Entrance and Promotional Examinations or their authorized representative(s)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Copy of Certificate of Eligibility previously issued by PAS-ED		Examining Division-NOSS (7 th Floor)
2. One (1) valid government-issued ID		Requesting Party
3. Authorization Letter from the applicant, if filed thru a representative		
4. Authentication fee amounting to PHP 50.00		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits photocopy/ies of Certificate of Eligibility at the NAPOLCOM One-Stop Shop (NOSS), Window 1	1.1 Receives the photocopied Certificate of Eligibility or Certification of Eligibility from requesting party or authorized representative 1.2 Verifies and validates the presented eligibility through the Exam Query System and/or from the print-out of successful examinees 1.3 Registers to Cash Link System	None	3 Minutes	<i>Certification Section (CS) Personnel, Examining Division (ED) NOSS, PAS</i> [Window 1 – NOSS 7 th Floor]



<p>2. Pays to the Cashier's Office at the NOSS, Window 6</p>	<p>2.1 Processes payment 2.2 Issues Official Receipt</p>	<p>Php 50.00</p>	<p>2 Minutes</p>	<p><i>Cashier/ Collection Officer</i> Collection and Disbursement Section GSD, PAS Window 6- NOSS, 7th floor</p>
<p>3. Presents the Official Receipt at the NOSS, Window 1</p>	<p>3.1 Checks the Official Receipt 3.2 Stamps "Authenticated" the photocopy/ies of Certificate of Eligibility or issued Certification of Eligibility 3.3 Signs the documents certifying that the photocopy/ies are found in order</p>	<p>None</p>	<p>1 Minute</p>	<p><i>CS Personnel, ED NOSS-PAS</i> [Window 1 – NOSS 7th Floor]</p>
<p>4. Receives the authenticated copies of Certificate of Eligibility/Certification of Eligibility at the NOSS, Window 1</p>	<p>4.1 Releases the authenticated photocopy/ies of Certificate of Eligibility to the requesting party or authorized representative 4.2 Records the release of authenticated photocopy/ies of Certificate of eligibility or issued Certification of eligibility</p>	<p>None</p>	<p>1 Minute</p>	<p><i>CS Personnel, ED NOSS-PAS</i> [Window 1 – NOSS 7th Floor]</p>
	<p>TOTAL:</p>	<p>PHP 50.00</p>	<p>7 Minutes</p>	



7. RESPONDING TO REQUEST FOR PUBLIC ASSISTANCE (Thru Facebook and E-mail)

This service is for responding to request for public assistance thru NAPOLCOM Facebook and PID e-mail

Office or Division:	Public Information Division, Personnel and Administrative Service (PID-PAS)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	Persons who have queries about the services and policies of the Commission; PNP members and beneficiaries; Applicants for police examinations; Researchers (students, PNP, GOCCs, NGOs); other government agencies, media practitioners and stakeholders
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for assistance / information through NAPOLCOM Facebook or PID Email	1.1 Assesses the query and provides appropriate reply	None	10 Minutes	<i>FB Administrator</i> Public Information Division, Personnel and administrative Service (PID-PAS) [7 th floor]
None	1.2 If the message is a valid complaint, acknowledges receipt and informs client, thru private message (FB) or e-mail, of the indorsement of his/her complaint to the concerned office.	None	10 Minutes	<i>FB Administrator</i> PID-PAS [7 th floor]
None	1.3 Indorses the complaint to the Client's Complaints Handling Permanent Action Team	None	10 Minutes	<i>FB Administrator</i> PID-PAS [7 th floor]
	TOTAL:	NONE	10-30 Minutes	



8. RESPONDING TO REQUEST FOR PUBLIC ASSISTANCE (Thru Phone)

This service is for responding to request for public assistance thru Phone.

Office or Division:	Public Information Division, Personnel and Administrative Service (PID-PAS)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	Persons who have queries about the services and policies of the Commission; PNP members and beneficiaries; Applicants for police examinations; Researchers (students, PNP, GOCCs, NGOs); other government agencies and Media practitioners
CHECKLIST OF REQUIREMENTS	
NONE	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. GENERAL PUBLIC				
1. Makes a phone call to request assistance / information PID phone numbers: 8890-9861 and 8896-4528	1.1. Provides necessary information to caller or refers to concerned office/person	None	5 Minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID- PAS) [7 th floor] <i>Library personnel</i> [9 th floor]
None	1.2. If the query concerns NAPOLCOM policy, gathers and photocopies necessary materials and sends to caller thru e-mail	None	1 hour	<i>Receiving Officer</i> PID- PAS [7 th floor] <i>Library personnel</i> [9 th floor]
None	1.3. Records / Logs the phone call and assistance in the PID or Library Logbook	None	2 Minutes	<i>Receiving Officer</i> PID-PAS [7 th floor] <i>Library personnel</i> [9 th floor]
	TOTAL:	NONE	1 Hour, 7 Minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. MEDIA PRACTITIONERS				
1. Makes a phone call to request information or media interview	1.1. Gets the media request and refers to PID Chief/PID Assistant Chief	None	5 Minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID- PAS) [7 th floor]
None	1.2. Assesses the request for information, gathers the required materials, and sends to reporter thru email		30 Minutes	<i>Division Chief/ Asst. Division Chief</i> PID PAS [7 th Floor]
	1.3. If the request is for media interview, asks the reporter to send to the PID email a request letter addressed to the Vice Chairman and Executive Officer (VCEO), then coordinates with the Office of the VCEO for the approval/denial of the request	None	1-3 hours	<i>Division Chief/ Asst. Division Chief</i> PID PAS [7 th Floor]
None	1.4. Contacts the reporter to inform if his/her request was granted or denied	None	5 Minutes	<i>Division Chief/ Asst. Division Chief</i> PID PAS [7 th Floor]
2. Conducts the media interview	2.1. Monitors/Documents the media interview	None	10-30 Minutes	Photographer/ Administrative Assistant PID PAS [7 th Floor]
		TOTAL:	1 Hour, 50 Minutes – Minimum 4 Hours, 10 Minutes - Maximum	



9. REQUEST FOR PUBLIC ASSISTANCE (Walk-In)

This service is for responding to requests for public assistance through walk-in

Office or Division:	Concerned Service/Office /Unit Public Information Division, Personnel and Administrative Service (PID-PAS)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	Persons who have queries about the services and policies of the Commission; PNP members and beneficiaries; Applicants for police examinations; Researchers (students, PNP, GOCCs, NGOs); other government agencies, media practitioners and stakeholders
CHECKLIST OF REQUIREMENTS	
None	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter	1.1 Secures client's identification card 1.2 Instructs client to register in the Guard logbook 1.3 Issues visitor's slip/tag 1.4 Instructs client to proceed to the concerned office	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
2. Proceeds to the concerned office	2.1 Instructs client to register at the Guard logbook 2.2 Informs the concerned office/personnel 2.3 Instructs client to proceed to the concerned office/personnel	None	2 Minutes	Assigned Guard per floor
	2.4 Assists client and provides appropriate action to his/her concern	None	20-30 Minutes	Concerned Office/ Personnel
3. Proceeds to the Information Ds Counter, returns the signed Visitor's Slip and logs out in the Guard logbook	3.1 Returns the visitor's ID and instructs client to logout in the Guard logbook	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
	TOTAL:	NONE	24 - 34 Minutes	



10. ISSUANCE OF NAPOLCOM CLEARANCE

The NAPOLCOM Clearance is processed and issued to Uniformed PNP members, or their duly authorized representatives, applying for promotion, retirement, death benefits, and for other purposes.

Office or Division:	Case Management and Court Representation Division, Legal Affairs Service (CMCRD-LAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Uniformed PNP members applying for promotion or retirement, and other purposes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Request for NAPOLCOM Clearance Form		LAS-NOSS, 7F Window 3
2. Authenticated Copy of the Special Order issued by DPRM, if the application is for optional/compulsory retirement, TPPD or Death Claims		PNP-DPRM
3. Original Copy of Clearance Issued by the NAPOLCOM Regional Office concerned		NAPOLCOM Regional Office
4. Original copy of authorization letter for the purpose of securing NAPOLCOM Clearance (in case of representative)		Requesting PNP Officer
5. Official Receipt of payment for Clearance Fee (PHP 150.00), except for retirement, TPPD, and death claims; and additional Php50 per additional copy being requested		Cashier-NOSS, 7F, Window 6
6. Photocopy of the IDs of PNP member and authorized representative		Requesting PNP Officer and his/her representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Request for NAPOLCOM Clearance Form and submits it together with complete documentary requirements.	1.1. Receives and records the accomplished request form and documentary requirements 1.2. Reviews the completeness of the required documents	None	3 Minutes	Administrative Staff, Legal Affairs Service-NAPOLCOM One Stop Shop (LAS-NOSS) (7 th Floor – Window 3)
None	1.3. Forwards to the National Appellate Board (NAB) the accomplished request form with required documents for NAB Clearance	None	30 Minutes	Receiving Staff, National Appellate Board (NAB) (7 th Floor – Window 7)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Prepares and forwards Payment Request to Cashier-NOSS	None	3 Minutes	Administrative Staff, LAS-NOSS (7 th Floor – Window 3)
2. Pays corresponding Clearance fee at the Cashier-NOSS	2.1. Receives payment and issues Official Receipt (O.R.)	PHP 150.00 per copy plus PHP 50.00 per additional copy *For retirees, fee is waived.	5 Minutes	Cashier-NOSS, Cash Section, PAS-GSS (7 th Floor – Window 6)
3. Receives verified accomplished Request Form and Official Receipt, if applicable, and proceed to CMCRD-LAS, 12F	3.1. Releases the verified accomplished Request Form and Official Receipt, if applicable, 3.2. Directs client to proceed to CMCRD-LAS, 12 th Floor for issuance of NAPOLCOM Clearance	None	1 Minute	Administrative (Assigned) Staff, LAS-NOSS (7 th Floor – Window 3)
4. Submit to CMCRD-LAS the verified accomplished Request Form with attached documentary requirements and Official Receipt, if applicable	4.1. Verifies with the CMCRD database and records if client has pending case before LAS.	None	30 Minutes	Administrative Staff, CMCRD-LAS (12/F) (12 th Floor)
None	4.2. Based on the results of verification, prepares NAPOLCOM Clearance for signature of Staff Service Chief	None	10 Minutes	Administrative Staff, CMCRD- LAS Chief, CMCRD- LAS (12 th Floor)
	4.3. Signs the NAPOLCOM Clearance	None	10 Minutes	Staff Service Chief, LAS (12 th Floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receives the NAPOLCOM Clearance	5.1. Releases the NAPOLCOM Clearance	None	1 Minute	Administrative Staff, CMCRD-LAS (12 th Floor)
	TOTAL:	PHP 150.00 *Plus PHP 50.00 (for additional copy)	1 Hour, 33 minutes	



11. AUTHENTICATION OF NAPOLCOM CLEARANCE

This service is for the authentication of NAPOLCOM Clearance, previously issued by the Legal Affairs Service (LAS).

Office or Division:	Case Management and Court Representation Division, Legal Affairs Service (CMCRD-LAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Uniformed PNP members applying for promotion or retirement, and other purposes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Request for Authentication of Documents		LAS-NOSS, 7F Window 3
2. Copy of Clearance previously issued by LAS		LAS
3. Original copy of authorization letter for the purpose of securing an authenticated NAPOLCOM Clearance, in case of representative		Requesting PNP Officer
4. Official Receipt of payment for Clearance Fee (PHP 50.00), except for retirement, TPPD and death claims; per additional copy being requested		Cashier- NOSS, 7F, Window 6
5. Photocopy of the IDs of PNP member and authorized representative		Requesting PNP Officer and his/her representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Request for NAPOLCOM Clearance Form and submits it together with complete documentary requirements	1.1 Receives and records the accomplished request form and documentary requirements 1.2 Reviews the completeness of the required documents	None	3 Minutes	Administrative Staff, LAS-NOSS (7 th Floor – Window 3)
None	1.3 Prepares and forwards Payment Request to Cashier-NOSS	None	3 Minutes	Administrative Staff, LAS-NOSS (7 th Floor – Window 3)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays corresponding Clearance fee at the Cashier-NOSS	2.1 Receives payment and issues Official Receipt (O.R.)	PHP 50.00 per additional copy *PHP 150.00 per copy <i>*For promotion and other purposes only</i> <i>**For retirees, fee is waived.</i>	5 Minutes	Cashier-NOSS, Cash Section, PAS-GSS (7 th Floor – Window 6)
3. Proceeds to CMCRD-LAS, 12F and submit accomplished request form and Official Receipt	3.1 Verifies with the CRMCRD database and records of previously issued NAPOLCOM Clearance	None	15 Minutes	Administrative Staff, CMCRD-LAS (12 th Floor)
None	3.2 Based on the results of the verification, prepares authenticated copy of NAPOLCOM Clearance for signature of Chief, CMCRD	None	5 Minutes	Administrative Staff, CMCRD-LAS (12 th Floor)
None	3.3 Signs the authenticated copy of NAPOLCOM Clearance	None	5 Minutes	Division Chief, CMCRD-LAS (12 th Floor)
4. Receives the NAPOLCOM Clearance	4.1 Release the signed authenticated copy of the NAPOLCOM Clearance to client	None	1 Minute	Administrative Staff, CMCRD-LAS (12 th Floor)
	TOTAL:	PHP 50.00 *PHP 150.00 (for promotional purposes)	37 Minutes	



12. INITIAL EVALUATION OF APPLICATION FOR SCHOLARSHIP BENEFITS

This service involves the processing of applications for scholarship benefits filed via electronic or postal mail by qualified children/dependents of PNP members who are killed or wounded in police operation (KIA or WIA), or filed by their guardian or authorized representative.

Office or Division:	Legal Affairs Service (LAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Children of Uniformed PNP Personnel who are Killed/Wounded in Police Operation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter		Concerned applicant
2. Certified True Copy of Adjudication (Previously issued to dependent/s)		NAPOLCOM
3. Enrollment Assessment or Statement of Account		School
4. Original Copy of Official Receipts for Reimbursement		Cashier's Office School
5. PSA/NSO copy of Birth Certificate of Applicant		PSA/NSO
6. Two (2) Certificates of Good Moral Character		LGU/ Barangay/ Person of Authority
7. Report Card of Previous School Year or Semester		School

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1. Receives and records the folder of documents forwarded by concerned Regional Office in the logbook and Document Tracking Management System (DTMS) 1.2. Forwards folder to the Legal Affairs Service (LAS)	None	15 Minutes	Records Section Officer, Records Section, Personnel and Administrative Service (PAS) (14 th Floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Receives application folder 1.4. Records and enter details in DTMS and Daily Monitoring Log Sheet 1.5. Indorses folder to Legal Assistance and Welfare Benefits Division (LAWBD)	None	10 Minutes	Receiving Personnel, LAS (12 th Floor)
None	1.6. Evaluates the folder for completeness of requirements. 1.7. If found in order, prepares Memorandum informing the client of the status of claim and the amount granted 1.8. Forwards Memorandum to the Division Chief for initial and Service Chief, for signature. 1.9. If found to be lacking in some documents, immediately notifies the claimant of the deficiency, thru mail or e-mail., copy furnished the concerned Regional Office.	None	30 Minutes	LAWBD Staff, LAWBD, LAS (12 th Floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10. Reviews and affixes initial and signature on the Memorandum.	None	20 Minutes (10 Minutes per approving office)	Chief, LAWBD and Staff Service Chief, LAS (12 th Floor)
None	1.11 Records outgoing Memorandum in Logbook and DTMS 1.12 Transmits to the Offices of Deputy Executive Director (DExD) and Vice Chairperson and Executive Officer (VCEO) for initial and signature, respectively.	None	10 Minutes	LAWBD staff, LAWBD, LAS (12 th Floor)
None	1.13 Records outgoing Memorandum in Logbook and DTMS 1.14 Records outgoing Memorandum in Logbook and DTMS 1.15 Transmits to the Offices of Deputy Executive Director (DExD) and Vice Chairperson and Executive Officer (VCEO) for initial and signature, respectively.	None	10 Minutes	LAWBD staff, LAWBD, LAS (12 th Floor)
None	1.16 Approves the Memorandum document/ communication	None	30 Minutes (15 Minutes per office of signatory)	DExD, Office of Deputy Executive Director VCEO,



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the VCEO (18 th Floor)
None	1.17 Records in logbook and DTMS and transmits signed Memorandum to LAWBD-LAS	None	10 Minutes	Assigned staff, Office of the VCEO (18 th Floor)
None	1.18 Prepares Indorsement of scholarship folder	None	10 Minutes	LAWBD Staff, LAWBD, LAS (12 th Floor)
None	1.19 Reviews and affixes initial and signature in Indorsement	None	10 Minutes (5 Minutes per approving office)	<i>Chief, LAWBD and Staff Service Chief, LAS</i> (12 th Floor)
	1.20 Forwards approved Indorsement, scholarship folder and copy of Memorandum to FS for preparation of financial documents	None	20 Minutes	Assigned staff, LAWBD, LAS (12 th Floor)
	TOTAL:	None	2 Hours, 45 Minutes	



13. EVALUATION OF CLAIMS PRIOR TO PAYMENT OF PENSION FOR TOTAL PERMANENT PHYSICAL DISABILITY BENEFITS (TPPDB)

This service involves the review and evaluation of claims prior to payment of pension of uniformed PNP members who incurred permanent disability in line of duty or due to service-connected illnesses.

Office or Division:	Legal Affairs Service (LAS)	
Classification:	G2C	
Type of Transaction:	Highly Technical (20 days)	
Who may avail:	Uniformed PNP members who incur permanent disability in line of duty or due to service-connected illnesses	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter of claimant		Claimant
2. Duly authenticated Service Record		PNP-DPRM
3. Detailed Investigation Report from Chief of Police or immediate superior, as to the cause and extent of the disability		PNP
4. Recommendation for TPPD of a disabled PNP member by the PNP Chief or his duly authorized representative		PNP
5. Certification from the appropriate medical officer that the PNP member is unfit to further perform the duties of his office		PNP
6. Certified true copy of latest attested appointment		PNP
7. Certified true copy of Clearance from Money and Property Accountability		PNP
8. Authenticated copy of latest payslip or Certification of Last Payment		PNP
9. Certificate of no pending case from OMBUDSMAN, NAPOLCOM, PLEB, PNP, IAS		OMBUDSMAN, NAPOLCOM, PLEB, PNP, IAS
10. Complete clinical and hospitalization records		Hospital
11. Official Receipts of medical, hospital and doctor's fees		Hospital

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter and secure visitor's slip / tag	1.1. Secures client's identification card 1.2. Issues visitor's slip/tag 1.3. Advise client to proceed to the LAS-NOSS Section	None	1 Minute	Information Desk Officer Custodial Unit / In-House Security (Ground Floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. PNP-DPRM Staff submit clients' claim folder/s at the NOSS	2.1. Receives and records claim folder in the logbook 2.2. Forwards the documents to the Legal Affairs Service (LAS)	None	5 Minutes	Records Receiving Personnel Records Section, Personnel and Administrative Service (PAS) (7 th Floor)
None	2.3. Evaluates claim folder to determine if cause of disability is service connected and indorse claim to concerned Regional Office (Medical Officer)	None	1 Hour	LAWBD Staff, LAWBD, LAS (12 th Floor)
None	2.4. Receives and investigates claim folder. Inform concerned claimant on the submission of additional/ lacking supporting documents	None	Within five (5) days per complete folder* *Dependent on the volume of folders received	Concerned NAPOLCOM Regional Office
None	2.5. Prepares Report of Investigation (ROI) and Adjudication Claim	None	Within fifteen (15) days after investigation	Concerned NAPOLCOM Regional Office
None	2.6. Pays gratuity and reimbursement of medical expenses	None	One (1) week from receipt of budget release from DBM	Concerned NAPOLCOM Regional Office
None	2.7. Indorses claim folder to C.O. for payment of pension	None	Within five (5) days* *Dependent on the mode of transmission of document	Concerned Regional Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.8. Receives and forwards claim folder/s to the Legal Affairs Service	None	5 Minutes	Records Receiving Personnel Records Section, PAS (7 th Floor)
None	2.9. Checks Indorsement and route claim folder to LAWBD	None	10 Minutes	<i>Assistant Staff Service Chief,</i> LAS (12 th Floor)
None	2.10. Receives claim folder and records in LAWBD Incoming/ Outgoing Documents Logbook	None	5 Minutes	<i>LAWBD Staff,</i> LAS (12 th Floor)
None	2.11. Evaluates the application and forwards to Pension Unit for preparation of Brief	None	20 Minutes	Chief, LAWBD, LAS (12 th Floor)
None	2.12. Evaluates completeness of requirement/s and prepare Brief In case of lacking requirement/s, informs claimant to submit lacking requirement <i>Note: Processing of the application will be put on hold until receipt of the lacking requirement/s</i>	None	20 Minutes	<i>LAWBD Staff,</i> LAWBD-LAS (12 th floor)
None	2.13. Reviews and affixes initials on the Brief	None	10 Minutes	Chief, LAWBD LAS (12 th floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.14. Reviews Application and approves the Brief	None	10 Minutes	Staff Service Chief, LAS (12 th floor)
None	2.15. Inputs details in BCMIS, records Brief in outgoing logbook and forward to the office of Deputy Executive Director (DExD) for evaluation and approval	None	15 Minutes	Assigned Staff, LAWBD, LAS (12 th floor)
None	2.16. Reviews, signs and transmits Brief and Claim folder to the VCEO for approval	None	5 Minutes	DExD, Office of the DExD (18 th Floor)
None	2.17. Reviews and approves the claim	None	5 Minutes	Vice Chairman (Chairperson) and Executive Officer, Office of the VCEO (18 th Floor)
None	2.18. Receives approved Brief and prepare Indorsement to Financial Service for payment	None	10 Minutes	Assigned Staff, LAWBD, LAS (12 th floor)
None	2.19. Reviews and affixes initials on Indorsement	None	3 Minutes	Chief, LAWBD, LAS (12 th floor)
None	2.20. Reviews and signs the Indorsement (SSC)	None	5 Minutes	Staff Service Chief, LAS (12 th floor)
None	2.21. Transmits Indorsement and claim folder to FS	None	10 Minutes	Assigned Staff, LAWBD, LAS (12 th floor)
	TOTAL:	NONE	32 Days 3 Hours, and 19 Minutes	



14. EVALUATION OF CLAIMS PRIOR TO PAYMENT OF PENSION FOR DEATH BENEFITS

This service is for the review and evaluation of death benefit claims of qualified beneficiaries of PNP Personnel who died in line of duty or due to service-connected ailments, prior to payment of pension.

Office or Division:	Legal Affairs Service (LAS)	
Classification:	G2C	
Type of Transaction:	Complex (7 days)	
Who may avail:	Surviving spouse/Heirs of PNP members who died in line of duty or because of service connected ailments.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter of claimant		Claimant
2. Duly authenticated Service Record		PNP-DPRM
3. Detailed Investigation Report from Chief of Police or immediate superior/ supervisor as to the circumstances or cause of death		PNP
4. Certified true copy of latest attested appointment		PNP
5. Certification of Clearance from Money and Property Accountability		PNP
6. Authenticated copy of latest payslip or Certification of Last Payment		PNP
7. Complete clinical and hospitalization records		Hospital
8. Official Receipts of medical, hospital and doctor's fees		Hospital
9. Original PSA copy of Death Certificate		PSA
10. Original PSA copy of Marriage Certificate		PSA
11. Original copy of PSA copy of CENOMAR of both spouses		PSA
12. Proof of surviving legal heirs, if claimant is other than surviving spouse. If claimants are minors, Letter of guardianship		For fill-up

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1 Receives and records claim folder in the logbook and 1.2 Forwards the document to the Legal Affairs Service (LAS)	None	5 Minutes	<i>Records Receiving Personnel</i> Records Section, Personnel and Administrative Service (PAS) (14 th Floor)
None	1.3 Receives claim folder, records and enters details in DTMS and daily Monitoring Log Sheet 1.4 Forwards claim folder/s to the Legal Assistance and Welfare Benefits Division Legal (LAWBD), LAS	None	10 Minutes	<i>Receiving Staff</i> Legal Affairs Service (LAS), (12 th Floor)
None	1.5 Checks Indorsement and routes claim folder to LAWBD			<i>Assigned staff,</i> Office of the Staff Service Chief, LAS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(12 th Floor)
None	1.6. Checks Indorsement and routes claim folder to LAWBD	None	10 Minutes	<i>Assigned staff,</i> LAWBD, LAS (12 th Floor)
None	1.7 Receives claim folder and records in LAWBD Incoming/ Outgoing Documents Logbook	None	5 Minutes	<i>Assigned staff,</i> LAWBD-LAS (12 th Floor)
None	1.8 Evaluates the application and forwards to Pension Unit for preparation of Brief	None	20 Minutes	<i>Chief,</i> LAWBD LAS (12 th Floor)
None	1.9. Evaluates completeness of requirements 1.10 Prepares Brief and indorse documents to the Offices of signatories. In case of lacking of requirements, notifies claimant of the lacking requirement(s) thru e-mail and informs that processing of the application will be put on hold until receipt of the lacking requirement(s)	None	20 Minutes	<i>Assigned staff,</i> LAWBD-LAS (12 th floor)
None	1.11. Reviews and affixes initial and signature on the Brief.	None	10 Minutes	<i>Chief,</i> LAWBD LAWBD-LAS (12 th Floor)
None	1.12. Reviews application and approves the Brief	None	10 Minutes	<i>Staff Service Chief,</i> LAS (12 th Floor)
None	1.13. Inputs details in BCMIS, record Brief in outgoing logbook 1.14. Forwards to the Office of Deputy Executive Director (DExD) for evaluation and	None	15 Minutes	LAWBD Staff LAWBD-LAS (12 th floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval			
None	1.15. Reviews, signs and transmits Brief and claim folder to the VCEO for approval	None	5 Minutes	DExD, Office of the DExD (18 th floor)
None	1.16. Reviews and approves the claim	None	5 Minutes	Vice Chairperson and Executive Officer, Office of the VCEO (18 th Floor)
None	1.17. Receives approved Brief 1.18. Prepares Indorsement addressed to the Financial Service for payment. Forwards document to the Offices of signatories to the Brief.	None	10 Minutes	<i>LAWBD Staff,</i> <i>LAWBD-LAS</i> (12 th Floor)
None	1.19. Reviews and affixes initial and signature on Indorsement	None	3 Minutes	<i>Chief, LAWBD,</i> <i>LAS</i> (12 th Floor)
None	1.20. Reviews and signs the Indorsement	None	5 Minutes	<i>Staff Service</i> <i>Chief, LAS</i> (12 th Floor)
None	1.21. Transmits Indorsement and claim folder to FS.	None	10 Minutes	<i>LAWBD Staff,</i> <i>LAWBD-LAS</i> (12 th Floor)
	TOTAL:	NONE	2 Hours, 23 Minutes	



15. FILING OF AN ADMINISTRATIVE COMPLAINT AGAINST UNIFORMED MEMBER OF THE PNP

This service provides the procedure for the filing and processing of administrative complaints filed by a natural or juridical person or his/its authorized representative or guardian on account of an injury, damage, or disturbance sustained as a result of an irregular or illegal act or omission of a uniformed member of the PNP.

Office or Division:	Inspection, Monitoring and Investigation Service (IMIS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Natural or juridical persons who intend to file administrative complaints against uniformed members of the Philippine National Police (PNP)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Complaint Affidavit and/or Sworn Statements		To be executed by the Complainant and his / its witnesses
2. Authorization Letter from the Applicant, if filed thru a representative		
3. Other supporting documents relative to the case such as medical certificate, birth certificate, marriage certificate, police/barangay blotter etc.		From the concerned private or government entities as the case may be.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter at the lobby and secures Visitor's slip/tag	1.1 Secures client's I.D. and issues Visitor's slip/tag 1.2 Advise client to proceed to the Inspection, Monitoring and Investigation Division (IMIS) at the 12th Floor.	None	1 Minute	Custodial Unit/In House Security/ Information Desk Officer (Ground Floor)
2. Fills out name in the Log Book	2.1 Examines the complaint and interviews complainant to determine whether or not the allegations in the complaint is within the summary dismissal jurisdiction of the Commission	None	1 Hour	<i>Officer of the Day</i> , Investigation Division (ID), IMIS (12 th Floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>If allegations in the complaint is not within the Summary dismissal jurisdiction of the Commission, provide information to client as to proper venue, if necessary, and advise client to take step 3.</p> <p>If within the jurisdiction of the Commission, swear in the complainant that the averments in the complaint are true, correct, and of his/her own personal knowledge.</p> <p>2.2 Assists in the preparation and execution of a Certification and Verification of <i>Non-Forum Shopping</i>, if necessary</p>			
<p>3. Proceeds to the Information Desk Counter and returns Visitor's Slip/Tag. Retrieves ID and log out in Registry Log Book</p>	<p>3.1 Returns client's ID</p>	<p>None</p>	<p>3 Minutes</p>	<p>Custodial Unit/In-House Security/ Information Desk Officer (Ground Floor)</p>
	<p>TOTAL:</p>	<p>NONE</p>	<p>1 Hour, 4 Minutes</p>	

NOTE: Processing time excludes waiting time for elevator service



16. PRE-CHARGE INVESTIGATION OF COMPLAINTS AGAINST UNIFORMED MEMBERS OF THE PHILIPPINE NATIONAL POLICE (PNP)

This service involves a preliminary examination and evaluation of the complaint to determine the existence or non-existence of probable cause, which will warrant the filing of a formal charge against a uniformed member of the PNP.

Office or Division:	Inspection, Monitoring and Investigation Service (IMIS)
Classification:	G2C
Type of Transaction:	Technical (More than 20 days)
Who may avail:	Natural or juridical persons who intend to file administrative complaints against uniformed members of the Philippine National Police (PNP)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Sworn Statement / Complaint-Affidavit	To be executed by the Complainant and his/its witnesses
2. Authorization Letter from the Applicant, if files thru a representative	
3. Other documents relative to the case such as medical certificate, birth certificate, etc.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1. Conduct of Initial Evaluation and Preparation of Initial Evaluation Report (IER)</p> <p><u>If there is jurisdiction:</u> Prepares IER findings that the Commission has jurisdiction over the subject matter and over the person of the police officer complained of for the approval of the IMIS Service Chief thru channel.</p> <p><u>If no jurisdiction:</u> Prepares IER referring the complaint to the appropriate disciplinary authority with territorial jurisdiction or grievance committee for the approval of the IMIS Service Chief thru channel</p>	None	1 day	Chief, Investigation Division (ID), Inspection, Monitoring, and Investigation Service (IMIS) (12 th Floor)



None	<p>2. Approval of IER</p> <p>Approves IER findings that the Commission has jurisdiction over the subject matter and over the person of the police officer complained of or referring the complaint to the appropriate disciplinary authority with territorial jurisdiction or grievance committee</p>	None	2 days	<p>Assistant Staff Service Chief, IMIS</p> <p>Staff Service Chief, IMIS</p> <p>(12th Floor)</p>
None	<p>3. Docketing of complaint and assignment to Special Investigator</p> <p>Dockets the complaint and assigns the Pre-Charge Investigator to conduct the Pre-Charge Investigation</p>	None	1 day	<p>Chief, ID IMIS</p> <p>(12th Floor)</p>
None	<p>4. Conduct of Pre-Charge Investigation (PCI) and Preparation of Pre-Charge Investigation Report (PCIR)</p> <p><u>If there is a finding of probable cause:</u></p> <p>Prepares and submits PCI Report and Formal Charge to IMIS Service Chief for approval</p> <p><u>If there is no probable cause:</u></p> <p>Prepares and submits PCIR and draft Resolution to IMIS Service Chief thru channel for approval</p>	None	15 days from completion of records	<p>Special Investigator, ID IMIS</p> <p>(12th Floor)</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>5. Approval of PCIR, Formal Charge and/or Resolution</p> <p><u>If found that the complaint has probable cause:</u></p> <p>Approves the PCIR and signs the Formal Charge.</p> <p>Indorses the PCIR and the Formal Charge together with complete records of the case to the Regional Office having territorial jurisdiction for the conduct of Summary Dismissal Proceedings</p> <p><u>If found that the complaint has no probable cause:</u></p> <p>Approves the PCIR recommending the dropping and closing of the complaint and signs the Resolution.</p> <p>Notify the Complainant of his/her right to file a Motion for Reinvestigation with the NAPOLCOM En Banc thru the LAS within 3 days from receipt of the PCIR</p>	None	15 days from submission of PCIR	<p>Chief, ID IMIS</p> <p>Assistant Staff Service Chief, IMIS</p> <p>Staff Service Chief, IMIS</p> <p>(12th Floor)</p>
	TOTAL:	NONE	34 Days	



17. PAYMENT OF POLICE BENEFITS (TOTAL AND PERMANENT PHYSICAL DISABILITY AND DEATH BENEFIT CLAIMS)

This service provides the steps for the payment of Total and Permanent Physical Disability (TPPD) and Death Benefit claims.

Office or Division:	Financial Service (FS)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	PNP members (Permanently and Totally Disabled), Surviving Beneficiaries, representatives with Special Power of Attorney (SPA)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Approved claim and copy of adjudication	Legal Affairs Service (LAS)
2. Claims folder containing complete requirements and supporting documents	Legal Affairs Service (LAS)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter	1.1. Secures client's identification card 1.2. Issues visitor's slip/tag 1.3. Advise client to proceed to NOSS Certification Section	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security (Ground Floor)
2. Verifies status of claim	2.1. Evaluates claim folder as to: 2.1.1 Completeness and authenticity of supporting Documents 2.1.2. Date of receipt of claim to determine schedule of payment (first-in, first-out policy)	None	20 Minutes	<i>Accounting Analyst</i> PNP Welfare Benefit Unit (PNPWBU), Financial Service (FS) (15th Floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Informs claimant as to schedule of payment 2.2.1 If claim is already scheduled for payment, verifies from data base if List of Due and Demandable Accounts Payable Advice to Debit Account (LDDA-ADA) is already validated by the Government Servicing Board (GSB)/Accredited Banks 2.2.2 If LDDA-ADA is already validated, directs claimant to proceed to Collection and Disbursement Section, PAS for the copy of validation			
3. Claims copy of validated LDDAADA and proceed to the PNPWBU Section, FS	3.1. Releases copy of validated LDDAADA to client 3.2. Instructs client to avail the pensioner's ID	None	5 Minutes	<i>Collection Officer</i> Collection and Disbursement Section, GSD, PAS (7th Floor NOSS)
	TOTAL:	NONE	26 Minutes	



18. PAYMENT/REIMBURSEMENT OF TUITION FEES AND MISCELLANEOUS EXPENSES FOR SCHOLARSHIP BENEFITS

This service is for the initial payment /reimbursement of tuition fees and miscellaneous expenses of beneficiaries under the PNP Scholarship Benefits.

Office or Division:	Financial Service (FS)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	All Surviving legitimate or Acknowledged Illegitimate Children of the Deceased or Permanently Incapacitated/Disabled PNP Personnel.
CHECKLIST OF REQUIREMENTS	
1. Copy of Adjudication (If applicable)	Legal Affairs Service (LAS)
2. One (1) government-issued identification card	Government Agency/Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter	1.1. Secures client's identification card 1.2. Issues visitor's slip/tag 1.3. Advise client to proceed to NAPOLCOM One Stop Shop (NOSS) Certification Section	None	1 Minute	Information Desk Officer, Custodial Unit / In-House Security (Ground Floor)
2. Verifies status of claim	2.1. If check is available, advise claimant to pick up check at the Cash Section, Personnel and Administrative Service (PAS)	None	2 Minutes	Admin Assistant II PNP Welfare Benefit Unit, FS (15 th Floor)
3. Proceeds to Cash Section, PAS, presents valid I.D. for proper identification	3.1 Releases check to claimant	None	4 Minutes	Collection Officer, Collection and Disbursement Section, GSD, PAS (7 th Floor NOSS)
4. Proceeds to the Information Desk Counter, return the signed visitor's slip and log-out in the registry book	4.1 Returns the visitor's ID Instruct client to log out in the registry book	None	1 Minute	Information Desk Officer Custodial Unit / In-House Security (Ground Floor)
TOTAL:		NONE	8 Minutes	



19. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, NON-PENDING CASE, LEAVE STATUS, STATEMENT OF ANNUAL COMPENSATION

This service provides the steps for the issuance of Certificates of Employment, Non-Pending Case, Leave Status, and Statement of Annual Compensation requested by active and former officials and employees of NAPOLCOM.

Office or Division:	Human Resource Management Division, Personnel and Administrative Service (HRMD-PAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Active and former officials and employees of NAPOLCOM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished request form		HRMD-PAS
2. Request letter for retired, resigned officials and employees.		HRMD-PAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up request form or sends letter request	1.1 Receives and records in the logbook the accomplished request form or letter.	None	2 Minutes	<i>Action Officer,</i> Human Resource Management Division (HRMD), Personnel and Administrative Service (PAS) (14 th floor)
None	1.2 Prepares the requested document. 1.3 Submits the requested document to the Chief, HRMD and Staff Service Chief for initial and signature.	None	10 Minutes	<i>Action Officer,</i> HRMD-PAS (14 th floor)
None	1.4 Reviews and affixes initial and signature, respectively, on the requested document.	None	20 Minutes	<i>Chief, HRMD</i> <i>and Staff Service Chief,</i> PAS (14 th floor)
2. Receives the signed requested documents	2. 1. Receives, logs and releases the signed requested document to concerned employee.	None	2 Minutes	<i>Action Officer,</i> HRMD-PAS (14 th floor)
TOTAL:		None	34 minutes	



20. ISSUANCE OF TRAVEL AUTHORITY

This service involves the procedure for the Issuance of Travel Authority for officials and employees of NAPOLCOM.

Office or Division:	Human Resource Management Division, Personnel and Administrative Service (HRMD-PAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Officials and employees of NAPOLCOM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished request form		HRMD-PAS
2. Application for Leave (2 copies) (CSC Form No. 6)		HRMD-PAS
3. Accomplished clearance form (CSC Form No. 7)		HRMD-PAS
4. Copy of plane ticket/s with visible date of departure and arrival		Issuing Airline

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up and submits request form and other requirements to the Human Resource Management Division (HRMD)	1.1 Receives and records transaction details in the logbook, 1.2 Evaluates the accomplished request form and supporting documents or requirements.	None	5 Minutes	Action Officer, Human Resource Management Division (HRMD) Personnel, PAS, (14 th Floor)
None	1.3 Processes Application for Leave	None	10 Minutes	Action Officer, HRMD-PAS (14 th Floor)
None	1.3.1. Prepares the requested Authority to Travel 1.3.2. Submits the Authority to Travel and other supporting documents to the Chief, HRMD and Staff Service Chief for initial and signature.	None	10 Minutes	Action Officer, HRMD-PAS (14 th Floor)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Reviews and signs the requested document.	None	10 Minutes (5 Minutes per Signatory)	<i>Chief, HRMD, PAS and Staff Service Chief, PAS</i> (14 th floor)
None	1.5 Indorses document to the Office of the Vice Chairman and Executive Officer thru the Office of the Deputy Executive Director for initial/signature	None	5 Minutes	<i>Staff Service Chief, PAS</i> (14 th floor)
None	1.6. Evaluates and signs the documents	None	1 day	<i>Deputy Executive Director, Office of the DExD</i> <i>Vice Chairperson and Executive Officer, Office of the VCEO</i> (18th Floor)
2. Receives the approved Travel Authority and Application for Leave	2.1. Releases the approved Travel Authority and Application for Leave	None	20 Minutes	<i>Action Officer, HRMD-PAS</i> (14 th floor)
	TOTAL:	None	1 Day, 1 Hour	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.6 Determines the weight of the DI before printing the post stamp on the envelope. If the documented information exceeds two (2) kilos, use Domestic Express Mail Services (DEMS) sticker.</p> <p>2.7 Prints the postage on the envelope.</p> <p>Through Courier Services:</p> <p>2.1 If the outgoing DI needs to be mailed immediately (Urgent), the sending office shall give the DI and the money to the Records Section for courier services.</p> <p>2.2 Record the DI in the corresponding logbook.</p> <p>2.3 Stamps "Released" on the outgoing DI.</p>		10 Minutes	
None	<p>Delivers or mails the DI Through Hand-carry:</p> <p>3.1 Requests the receiving office to stamp "Received" and/or indicate the name and date on the receiving copy of the Records Section.</p> <p>Postal Services:</p> <p>3.1 Requests the post office personnel to receive and stamp the date of receipt on the transmittal of ordinary and registered mail. (Note: For registered mails which weighs more than two (2) kilos, the DEMS serves as proof of the delivery. Secure the blue copy of DEMS for the Records Section file.</p> <p>Courier Services:</p> <p>3.1 Request the concerned courier service to receive the DI and issue Official Receipt (OR).</p>	None	<p>5 Minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Records Section Personnel</i> (Liaison Officer)</p>
4.Receives the receiving copy of transmitted DI	<p>Through Hand-carry:</p> <p>4.1 Scans the receiving copy of the DI.</p> <p>4.2 Attaches the receiving copy in the DTMS and routes the DI to the sending office.</p>	None	10 Minutes	<p><i>Records Section Personnel</i> (14th Floor)</p>



22. TRANSMITTAL OF DOCUMENTS/MESSAGES THROUGH ELECTRONIC MEANS

This service provides the procedure for the transmittal of documents/messages through electronic means requested by NAPOLCOM Central and Regional Offices/Units at Communications and Electronics Division, Installations and Logistics Service (CED, ILS).

Office or Division:	Communications and Electronics Division, Installations and Logistics Service (CED, ILS)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	All NAPOLCOM Central Offices/Services and Regional Offices
CHECKLIST OF REQUIREMENTS	
1. Properly accomplished Transmittal Requisition Form	CED-ILS
2. Photocopy of document/s to be transmitted	Requesting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out Transmittal Requisition Form (TRF) together with the photocopy of the document/s to be transmitted	1.1. Receives and assigns <i>Control Number</i> to the accomplished TRF with the photocopy of the document/s to be transmitted and thereafter records in the Transmittal Requisition Logbook (TRL) and transmits to the Chief, CED-ILS for review and approval	None	5 Minutes	Administrative Aide/Assistant, CED, ILS (16 th Floor)
None	1.2. Verifies and assess completeness of filled-out TRF and approves the same	None	5 Minutes	Division Chief, CED, ILS (16 th Floor)
None	1.3 Advise the PNP coordinator to transmit the document/s	None	2 Minutes	Division Chief, CED, ILS (16 th Floor)
None	1.4 Transmits and records details of transmittal in the TRL and TRF	None	5 Minutes	PNP Coordinator, CED, ILS (16 th Floor)
None	1.5 Retains Documented Information generated from the process implementation in accordance with Control of Retained Document Procedures and Master List of Records	None	5 Minutes	Administrative Aide/Assistant, CED, ILS (16 th Floor)
TOTAL:		None	22 Minutes	



REGIONAL OFFICES

Frontline Services



EXTERNAL SERVICES

1. APPLICATION FOR PNP ENTRANCE (PNPE) EXAMINATION

This service is for the processing of applications for the PNP Entrance (PNPE) Examination.

Office or Division:	Human Resource Management Section – Administrative Division, Regional Office (HRMS-AD)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Civilian Filipino Citizen who meets the minimum requirements set by the National Police Commission and Patrolman/Patrolwoman with temporary appointment.	
CHECKLIST OF REQUIREMENTS FOR APPLICATION		WHERE TO SECURE
1. One (1) Government issued ID with signature (SSS, GSIS, Voters, Postal, Passport, Driver's License, PRC, etc)		Government Agency/Office
2. Birth Certificate issued by Philippine Statistics Authority (PSA)		PSA
3. Complete Transcript of Records with special order issued by CHED (if applicable)		Respective School
4. Diploma from CHED-accredited schools, state universities and colleges		Respective School
5. Passport size photo (without cap) with white background and complete nametag (If PNP Member, indicate rank before the first, middle and last names)		Applicant
6. Specimen signature		Applicant
7. True Copy of Appointment/General Order (for a Patrolman/Patrolwoman with Temporary Appointment)		PNP
8. Application fee of PHP 400.00		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant logs in to the NAPOLCOM Online Registration Information System (NORIS) website (www.napolcom-noris.org) to create an account / register	None	None	2 minutes	Applicant
2. Fill-outs the form with the following required details: personal information, address and educational information	None	None	5 minutes	Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Uploads and submits the scanned documentary requirements	3.1 Evaluates the submitted documentary requirements 3.2 Approves/Disapproves the application	None	3 minutes	<i>HRMS personnel and other designated personnel</i>
4. Checks NORIS account for the application status, if approved, select the examination center, date of examination	4.1 Notifies the applicant through the NORIS on the Payment of the application fee	None	1 minute	<i>Applicant</i>
5. Proceeds to the Regional Office and register at the Public Assistance & Complaints (PACD)	5.1 Requests the client to write his/her name in the logbook and issue Client's Satisfaction and Feedback Form 5.2 Advises client to proceed to the Cashier	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO)</i>
6. Presents Government issued ID, reference number and submits window envelope with PHP 21.00 worth of mailing stamps	6.1 Verifies name and reference number in the system	None	2 minutes	<i>Cashier</i>
7. Pays the application fee at the Cashier's Window	1.1 Receives payment and issues Official Receipt (OR) 1.2 Inputs OR number in the system	PHP 400.00	3 minutes	<i>Cashier</i>
8. Accomplishes Client's Satisfaction and Feedback Form	8.1 Receives the accomplished Form	None	2 minutes	<i>HRMS personnel and other designated personnel</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Logs on the NORIS and print the Notice of Admission (NOA)	None	None	2 minutes	<i>Applicant</i>
	TOTAL:	PHP 400.00	21 minutes	



2. APPLICATION FOR PNP PROMOTIONAL EXAMINATION

This service is for the processing of applications for the PNP Promotional Examinations.

Office or Division:	Human Resource Management Section – Administrative Division, Regional Office (HRMS-AD)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	PNP Members with the ranks of Patrolman/Patrolwoman, Police Corporal, Police Staff Sergeant, Police Master Sergeant, Police Chief Master Sergeant, Police Executive Master Sergeant, Police Lieutenant, Police Captain, Police Major and Police Lieutenant Colonel.	
CHECKLIST OF REQUIREMENTS FOR APPLICATION		WHERE TO SECURE
1. Certified True Copy of Original and Attested Appointment, PNP Absorption Order and General Order (lateral entrants)		PNP-DPRM
2. Service Record		PNP-DPRM
3. Report of Rating/Certification issued by the NAPOLCOM Central Office or CSC Certificate of Eligibility		NAPOLCOM ED-PAS
4. For BSPS and BSPMA graduate, submit a photocopy of General Order and Certificate of Completion of Training		PNP-DPRM
5. Application fee per examination category PO 4 th Class - PHP 400.00 PO 2 nd Class - PHP 500.00 PO 3 rd Class - PHP 450.00 PO 1 st Class - PHP 600.00		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant logs in to the NAPOLCOM Online Registration Information System (NORIS) website (www.napolcom-noris.org) to create an account / register	None	None	2 minutes	<i>Applicant</i>
2. Fills-out the form with the following required details: personal information, address and educational information	None	None	5 minutes	<i>Applicant</i>
3. Uploads and submits the	3.1 Evaluates the submitted	None	3 minutes	<i>HRMS personnel and</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
scanned documentary requirements	documentary requirements 3.2 Approves/Disapproves the application			<i>other designated personnel</i>
4. Checks NORIS account for the application status, If approved, select the examination center, date of examination	4.1 Notifies the applicant through the NORIS on the Payment of the application fee	None	1 minute	<i>Applicant</i>
5. Proceeds to the Regional Office and register at the Public Assistance & Complaints Desk (PACD)	5.1 Requests the client to write his/her name in the logbook and issues Client's Satisfaction Feedback Form 5.2 Advises client to proceed to the Cashier	None	1 minute	<i>Public Assistance & Complaints Desk Officer (PACDO)</i>
6. Presents Government issued ID, reference number and submit window envelope with PHP 21.00 worth of mailing stamps	6.1 Verify name and reference number in the system	None	2 minutes	<i>Cashier and other designated personnel</i>
7. Pays the application fee at the Cashier's Window	7.1 Receives payment and issues Official Receipt (OR) 7.2 Inputs OR number in the system	PO 4th Class: PHP 400.00 PO 3rd Class: PHP 450.00 PO 2nd Class: PHP 500.00 PO 1st Class: PHP 600.00	3 minutes	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Accomplishes Client's Satisfaction and Feedback Form	8.1 Receives the accomplished form		2 minutes	<i>HRMS personnel and other designated personnel</i>
9. Logs on to the NORIS and print the Notice of Admission (NOA)	None	None	2 minutes	<i>Applicant</i>
	TOTAL:	PO 4 th Class: PHP 400.00 PO 3 rd Class: PHP 450.00 PO 2 nd Class: PHP 500.00 PO 1 st Class: PHP 600.00	21 minutes	



3. ISSUANCE OF CERTIFICATION OF POLICE ELIGIBILITY

This service involves the issuance of Certificate of Police Eligibility to successful examinees of the NAPOLCOM PNP Entrance and Promotional Examinations, or their authorized representatives.

Office or Division:	Human Resource Management Section – Administrative Division, Regional Office (HRMS-AD)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Successful examinees of the PNP Entrance and Promotional Examinations, or their authorized representatives.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid identification card		Applicant
2. Authentication fee of PHP 150.00		Applicant
3. Authorization letter and valid ID of representative, if applicable		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Public Assistance and Complaints Desk (PACD)	1.1 Requests client to write his/her name in the logbook and issues Client's Satisfaction & Feedback Form 1.2 Instructs client to proceed to concerned front line service personnel	None	1 minute	<i>Public Assistance and Complaints Desk Officer (PACDO)</i>
2. Presents one (1) government issued ID	2.1 Verifies name of client in the Nationwide List of Successful Examinees 2.2 If his/her name was not listed in the Masterlist, verify to NAPOLCOM CO or the Regional Office where he/she took the examination (excluded from	None	15 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the 15minutes PCT)</p> <p>2.3 Inputs the required data in the Certification Logsheet</p> <p>2.4 Prepares Order of Payment and handover to the client</p> <p>2.5 Prepares the Certification</p>			
<p>3. Proceeds to the Cashier and present the OP</p>	<p>3.1 Collects payment of applicable fees from the client and issues an official receipt</p>	<p>PHP 150.00</p>	<p>3 minutes</p>	<p><i>Cashier</i></p>
<p>4. Presents the OR to the HRMS Personnel</p>	<p>4.1 Inputs OR number in the Certification</p> <p>4.2 Inputs OR number in the logsheet, and routes the Certification to the signatories</p> <p>4.3 Signatories review and sign the Certification and reroute to the HRMS Personnel</p> <p>4.4 Dry seal the Certification</p>	<p>None</p>	<p>10 minutes</p>	<p><i>HRMS Personnel and other designated personnel</i></p> <p><i>Chief, HRMS Chief, Admin Division Regional Director</i></p>
<p>5. Signs the logsheet together with the file copy and receive the Certification</p>	<p>5.1 Releases the Certification</p>	<p>None</p>	<p>1 minute</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Accomplishes the Client's Satisfaction and Feedback Form	6.1 Retrieves the Client's Satisfaction and Feedback Form	None		
	TOTAL:	PHP 150.00	30 minutes	



4. AUTHENTICATION OF POLICE ELIGIBILITY DOCUMENTS

This service involves the authentication of police eligibility documents of successful examinees to the PNP Entrance and Promotional Examinations, filed personally or by their authorized representatives.

Office or Division:	Human Resource Management Section – Administrative Division, Regional Office (HRMS-AD)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Successful examinees of the PNP Entrance and Promotional Examinations or their authorized representatives.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Photocopy of NAPOLCOM-issued Certificate of Eligibility		NAPOLCOM Central Office or Regional Office
2. Valid identification card		Government Agency/Office
3. Authentication fee of PHP 50.00		Applicant
4. Authorization letter and valid ID of representative, if applicable		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Public Assistance & Complaints Desk (PACD)	1.1 Requests the client to write his/her name in the logbook 1.2 Instructs client to proceed to concerned front line service personnel	None	1 minute	
2. Present photocopy/ies of eligibility and one (1) government issued ID	2.1 Receives and verify the authenticity of the document 2.2 If verified, stamp “Authenticate” in the photocopy/ies of eligibility, affix initial and indicate the amount and date 2.3 Inputs the required data in the authentication	None	8 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>logsheet</p> <p>2.4 Prepares Order of Payment (OP) and handover to the client</p>			
<p>3. Proceeds to the Cashier and present the OP</p>	<p>3.1 Collects payment of applicable fees from the client and issue an official receipt</p> <p>3.2 Takes picture and specimen signature of the applicant</p>	<p>PHP 50.00 per page</p>	<p>3 minutes</p>	
<p>4. Presents Official Receipt</p>	<p>4.1 Inputs OR number in the photocopy/ies of eligibility</p> <p>4.2 Inputs OR number in the logsheet and route the photocopy/ies of eligibility to the signatory</p> <p>4.3 Signatory reviews and authenticates the photocopy/ies of eligibility and reroutes to the HRMS personnel</p> <p>4.4 Dry seal the authenticated eligibility</p>	<p>None</p>	<p>15 minutes</p>	
<p>5. Signs the logsheet together with the file copy and receive the authenticated eligibility</p>	<p>4.1 Releases the authenticated eligibility document/s</p>		<p>3 minutes</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documents 6. Accomplishes the Client's Satisfaction and Feedback Form	6.1 Retrieves the Client's Satisfaction & Feedback form			
	TOTAL:		30 minutes	



5. PAYMENT/REIMBURSEMENT OF SCHOLARSHIP BENEFITS

This service involves the release of checks for payment/reimbursement of Scholarship Benefits granted to PNP Qualified Beneficiaries.

Office or Division:	Administrative Division, Regional Office
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	Any PNP Member with an approval Total and Permanent Physical Disability (TPPD) claim adjudication and who was notified that his/her check payment is available for release. Surviving spouse or qualified dependents of a deceased PNP Member with an approved adjudicated death benefit claim and who were notified that their check payment is availed for release.
CHECKLIST OF REQUIREMENTS	
1. One (1) Government-Issued Identification Card	WHERE TO SECURE Government Agency/Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Public Assistance and Complaint Desk (PACD)	1.1 Requests and advises client to register in the logbook 1.2 Refers client to TSD Personnel	None	1 minute	<i>Public Assistance and Complaint Desk Officer (PACDO)</i>
2. Signs Personal Identification Form and submits ID Picture	2.1 Validates, identifies and prepares Personal Identification Form. 2.2 Instructs client to proceed to Administrative Division	None	10 minutes	<i>Technical Services Division (TSD)</i>
3. Proceeds to Administrative Division, General Service Section	3.1 Checks requirements	None	5 minutes	<i>Cashier, Administrative Division (AD)</i>
4. Presents ID and signs disbursement vouchers, logbook and receive checks.	4.1 Releases check to properly identified claimant/s	None	5 minutes	<i>Regional Director</i> <i>Chief, TSD</i> <i>Cashier, AD</i>
TOTAL:		None	21 Minutes	



6. PAYMENT OF TOTAL PHYSICAL PERMANENT DISABILITY AND DEATH BENEFIT CLAIMS

This service involves the release of checks for payment/reimbursement of Total Physical Permanent Disability and Death Benefit Claims.

Office or Division:	Administrative Division and Technical Services Division, Regional Office	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Any PNP Member with an approval Total and Permanent Physical Disability (TPPD) claim adjudication and who was notified that his/her check payment is available for release. Surviving spouse or qualified dependents of a deceased PNP Member with an approved adjudicated death benefit claim and who were notified that their check payment is availed for release.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Two (2) pieces latest ID picture (size 1" x 1")		Applicant
2. Two (2) Government-Issued Identification Card		Government Agency/ Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter	1.1 Requests and advises client to register in the logbook 1.2 Instructs client to proceed to concerned frontline service personnel	None	1 minute	<i>Information Desk Officer</i>
2. Proceeds to Administrative Division (AD)	2.1 Checks requirements and advises client to proceed to the Technical Division 2.2 Prepares Order Release Form	None	10 minutes	<i>Administrative Officer, Administrative Division (AD)</i>
3. Proceeds to the Technical Services Division (TSD)	3.1 Validates the identity of claimant and recommends approval/ disapproval of the Order of Release Claim	None	18 minutes	<i>Chief, Technical Services Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Conducts fingerprinting			
None	3.3 Approve/ Disapprove Release Order form	None	3 Minutes	<i>Regional Director</i>
4. Signs the voucher and receives the check	4.1 Records the release of check to the client 4.2 Releases check to claimant		3 Minutes	<i>Administrative Officer, Administrative Division (AD)</i>
	TOTAL:	None	35 minutes	



7. APPLICATION FOR HEIGHT WAIVER FOR INDIGENOUS PEOPLES (IPs)

This service is for the processing of application for Height Waiver for members of the Indigenous Peoples (IPs)

Office or Division:	Human Resource Management Section – Administrative Division, Regional Office (HRMS-AD)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	<p>a. Members of Cultural Communities duly certified by the National Commission on Indigenous Peoples (NCIP) or the National Commission on Muslim Filipinos (NCMF), whose height must meet the following:</p> <p style="padding-left: 40px;">Male: 152cms to 156cms Female: 145cms to 151cms</p> <p>b. PNP Personnel</p>	
PURPOSE OF APPLICATION	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PNP Entrance	1. Height Waiver (HW) Application Form	NAPOLCOM Regional Office
	2. Original Certificate of Confirmation	NCIP
	3. Authenticated Information Index (Form 1)	NCIP
	4. Photocopy of Birth Certificate	PSA/LCR
	5. Two (2) copies of 2x2 Picture with Name Tag (First name, middle name, Last name)	
	6. Application Fee worth PHP 100.00	
PNPA CADET APPLICANT	1. Letter application addressed to the NAPOLCOM Regional Director	
	2. HW Application Form	NAPOLCOM Regional Office
	3. Original copy of PSA Birth Certificate	PSA
	4. Original copy of Certificate of Confirmation from NCIP or Certificate of Tribal Membership from NCMF	NCIP
	5. Certified copy of NCIP form 1 (Information Index) and form 2 (Genealogy or family tree)	NCIP
	6. Two (2) copies of 2x2 Picture with Name Tag (First name, middle name, last name)	
	7. Application fee worth PHP 100.00	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at Public Assistance & Complaint Desk (PACD)	3.1 Requests client to write his/her name in the logbook and issues Client's Satisfaction & Feedback Form 3.2 Receives the requirements and routes to the personnel in charge 3.3 Instructs client to proceed to the Office of Height Waiver Committee	None	1 minute	<i>Public Assistance & Complaint Desk Officer</i>
2. Submits application form/letter and complete requirements	2.1 Receives and evaluates application form/letter and complete documentary requirements 2.2 Measures the Height 2.3 Informs the client that he/she will be notified of the status of the application thru their contact details 2.4 Verifies the authenticity of the COC from the NCIP/NCMF	None	15 minutes	<i>Secretariat, Height Waiver Committee (HWC)</i>
None	2.5 Upon receipt of the Confirmatory Letter from	None	2 minutes	<i>Secretariat, HWC</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	NCIP/NCMF, notifies the applicant, thru text message or as appropriate, and the HWC of the schedule of interview			
3. Reports to the office for the interview	3.1 Interviews applicant 3.2 Issues Order of Payment and requires the applicant to pay the application fee at the Cashier's Office	None	15 minutes	HWC Secretariat, HWC
4. Presents OP and pay height waiver application fee	4.1 Receives OP and application fee 4.2 Issues Official Receipt	PHP 100.00	3 minutes	Cashier
	4.3 Prepares the HWC Resolution 4.4 HWC signs the Resolution 4.5 Prepares the HW certificate and forward to the Chairperson, HWC 4.6 Reviews and affixes initial in the HW Certificate	None	17 minutes* <i>*Individual deliberation of HW Committee not included</i>	Secretariat, HWC HWC Secretariat, HWC Chairperson, HWC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.7 Forwards HW Certificate with supporting documents to the Regional Director (RD) for signature			<i>Secretariat, HWC</i>
	4.8 Signs/approves the HW Certificate			<i>Regional Director</i>
5. Receives the HW Certificate and Resolution	5.1 Receives OP and application fee	None	2 minutes	<i>Secretariat, HWC</i>
6. Accomplishes the Client's Satisfaction & Feedback Form	a. Retrieves the Feedback form			
	TOTAL:	PHP 100.00	55 minutes	

NOTE: Processing time on action required from NCIP/NCMF not included.



8. APPLICATION FOR SCHOLARSHIP OF QUALIFIED DEPENDENTS OF PNP MEMBERS WHO WERE KILLED IN POLICE OPERATION OR PERMANENTLY INCAPACITATED WHILE IN THE PERFORMANCE OF DUTY

This service involves the processing of applications for scholarship grants of children of PNP members who were killed in police operations or permanently incapacitated while in the performance of duty.

Office or Division:	Technical Services Division, Regional Office	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Qualified dependents of PNP members killed in police operation or permanently incapacitated while in the performance of duty	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter		TSD
2. Certified true copy of the NAPOLCOM Adjudication Award / Decision		NAPOLCOM-RO
3. Certified copy of Birth Certificate issued by the Local Civil Registrar (LCR) or by the Philippine Statistics Authority (PSA)		LCR/PSA
4. Certificate of Good Moral Character issued by the Barangay Captain and School Principal		Barangay Office and School
5. Report Card (for elementary/high school		Respective School / University
6. Transcript of Record / Certification of Grades (for college or vocational applicants)		
7. Approved Registration/Enrollment Form		
8. Enrollment assessment / Statement of Account duly signed by the School Treasurer		
9. Official Receipts of payment made for the school year or semester applied for		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Public Assistance & Complaints Desk (PACD)	1.1 Requests the client to write his/her name in the logbook 1.2 Informs the Financial Claims Examiner (FCE) or scholarship processor regarding the application	None	1 minute	<i>PACD Officer</i>
2. Submits the application and other supporting documents	2.1 Evaluates application and supporting documents	None	5 minutes	<i>Financial Claims Examiner, Technical Services Division</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(TSD)
3. Undergoes the required interview	3.1 Interviews and briefs applicants	None	15 minutes	<i>Financial Claims Examiner, TSD</i>
	3.2 Advises the client that they will be notified of the status of their application and the next process	None	2 minutes	<i>Financial Claims Examiner, TSD</i>
	3.3 Prepares Memorandum	None	1 Hour	<i>Financial Claims Examiner, TSD</i>
	3.4 Forwards Memorandum with the attached application and supporting documents to Chief, TSD	None	2 minutes	<i>Financial Claims Examiner, TSD</i>
	3.5 Reviews, signs and recommends for Initial of the Assistant Regional Director (ARD) and approval and disapproval of the Regional Director	None	1 hour	<i>Chief, Technical Services Division Office of ARD and RD</i>
	3.6 Prepares and forwards indorsement letter to the offices of signatories (for initial payment)	None	10 minutes	<i>Financial Claims Examiner, TSD</i>
	3.7 Sends approved application with complete	None	30 minutes	<i>Financial Claims</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>supporting documents to NAPOLCOM Central Office for initial payment</p> <p>3.8 Transmits the approved application with supporting documents to the Budget and Accounting Section, Administrative Division (for reimbursement)</p>			<p><i>Examiner, TSD</i></p>
	TOTAL:	None	3 hours, 5 minutes	



8. ISSUANCE OF NAPOLCOM CERTIFICATE OF WITH PENDING / NO PENDING CASE

This service is for the Uniformed members of the PNP requesting for the issuance of NAPOLCOM Certificate of With Pending or No Pending Case.

Office or Division:	Technical Services Division, Regional Office	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Uniformed members of the PNP	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal appearance		N/A
2. Two (2) government issued identification cards		Government Agency/Office
3. Processing fee of PHP 150.00		Applicant
4. Authorization letter, if applicable		Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers at the Information Desk Counter	1.1 Requests and advises client to write name in logbook 1.2 Instructs client to proceed to concerned front line service personnel	None	1 minute	<i>Information Desk Officer</i>
2. Accomplishes and submits request form	2.1 Receives accomplish request form and checks the requirements	None	2 minutes	<i>Admin Aide, Technical Services Division (TSD)</i>
	2.2 Verifies from Records if client has no pending case	None	10 minutes	<i>Verifier-TSD Verifier-RAB</i>
	2.3 Advises client to proceed to the Cashier for payment	None		<i>Admin Aide, TSD</i>
3. Proceeds to the Cashier for payment	3.1 Accepts payment and issues Official Receipt (OR)	PHP 150.00	2 minutes	<i>Cashier</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Presents Official Receipt	4.1 Prepares the Certification of With Pending and Non-Pending Case 4.2 Records in the logbook the release of Certification	None	1 minute	<i>Admin Aide, TSD</i>
5. Releases the certificate	5.1 Releases the Certification of Eligibility	None	1 minute	<i>Admin Aide, TSD</i>
	TOTAL:	PHP 150.00	26 minutes	



INTERNAL SERVICE

10. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND SERVICE RECORD

This service involves the issuance of Certificate of Employment and Service Record

Office or Division:	Human Resource Management Section – Administrative Division, Regional Office (HRMS-AD)	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Active and separated officials/employees of NAPOLCOM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Fully accomplished request form		HRMD-AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-outs and submits request form	1.1 Receives the request form and prepares the requested document	None	20 minute	<i>Human Resource Management Section (HRMS) personnel</i>
	1.2 Submits the requested document to Chief, Admin. / Chief, HR for signature	None	1 minute	<i>HRMS personnel</i>
	1.3 Reviews and signs the requested document	None	10 minutes	<i>Chief, Administrative Division for SG 18 and above</i> <i>Chief, HRMS for SG-15</i>
2. Receives the requested document	2.1 Releases the requested document and records the same at the logbook, get extra copy for file	None	1 minute	<i>HRMS personnel</i>
TOTAL:			32 minutes	



11. ISSUANCE OF CLEARANCES

This service involves the issuance of Clearance to officials and employees of the Regional Offices for travel abroad, vacation/medical leave, retirement or resignation.

Office or Division:	Human Resource Management Section – Administrative Division, Regional Office (HRMS-AD)
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	Officials and employees of NAPOLCOM Regional Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Fully accomplished request form	HRMD-AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-outs and submits request form	1.1 Receives the accomplished request form and prepares the requested document	None	20 minutes	<i>Human Resource Management Section (HRMS) Personnel</i>
2. Receives the unsigned clearance	2.1 Releases the unsigned clearance	None	1 minute	<i>HRMS Personnel</i>
3. Submits the filled-out clearance form	3.1 Receives the clearance Form 3.2 Checks records. If there are no liabilities, signs the Clearance Form	None	30 minutes	<i>ORD TSD ADM DIV GSS HRMS NAPEMA/ NAMCO</i>
4. Receives the signed clearance	4.1 Releases the signed clearance and record in the logbook. Get extra copy for 201 file	None	5 minutes	<i>HRMS Personnel</i>
TOTAL:		None	56 minutes	



VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients can send how their feedback by:</p> <ul style="list-style-type: none"> Answer the client feedback form and drop it at the designated drop box at the NAPOLCOM One Stop Shop (NOSS), NAPOLCOM Building Contact the concerned NAPOLCOM Service and Regional Offices. Please refer to the provided list of offices.
How feedback are processed	<p>The NOSS designated officer compiles, records and evaluate the feedback forms collected from the drop box every Friday afternoon. The officer then prepares and submits report to the NOSS Administrator.</p> <p>Feedback results including those requiring responses are forwarded to the concerned office and they are required to answer within three (3) days of the receipt of the feedback. The responses or action taken by the concerned office is then relayed to the client/citizen.</p> <p>For inquiries and follow-up, clients may contact telephone number +63 2 8896-4528.</p>
How to file a complaint	<p>To file a complaint, you may:</p> <ul style="list-style-type: none"> Accomplish the client Complaint Form and drop it at the designated drop Box located either at the NOSS or at the PACD at the 7th Floor Complaints may also be filed personally or directly at the PACD. Complaints can also be filed through the following: <ul style="list-style-type: none"> 8888 Citizens' Complaint Center (8888 Hotline) Civil Service Commission Contact Center ng Bayan (CSC-CCB) Presidential Complaint Center (PCC) Walk-in thru the PAS-PID Phone-in Mail (received thru the NAPOLCOM Message Center) Email (pid.pas@napolcom.gov.ph, cchfp.pat@gmail.com or NAPOLCOM website) NAPOLCOM Official Facebook Page @NationalPoliceCommission NAPOLCOM One-Stop Shop (NOSS) Customer Feedback Form <p>In both cases, the client must provide the necessary documents/information:</p> <ul style="list-style-type: none"> Name of the person being complained Incident Report / Narrative of the Complaint Evidence



FEEDBACK AND COMPLAINTS MECHANISM

	<p>Client must submit a letter of complaint indicating the personnel being complained of, incident, evidence and the client's contact information. Suggestions on how to improve our services are also welcome.</p>
<p>How complaints are processed</p>	<p>Complaints received will be automatically sent to the NAPOLCOM Client's Complaints Handling (CCH) Permanent Action Team for initial evaluation and for indorsement to the concerned Service or Office within 12 hours upon receipt.</p> <p>The concerned Service/Office will be given 48 hours to provide concrete and specific action on all indorsed complaints.</p> <p>Upon submission of response letter to PAS-PID, the CCH Technical Officer will dispatch the letter to client via e-mail, mail or phone call within 12 hours upon receipt. Email reply will also be sent to the indorsing office or source.</p>
<p>Contact information of CCB, PCC, ARTA</p>	<p>Contact Center ng Bayan (CCB) Tel: 1-6565 (Hotline) Accessible via PLDT and Smart landlines Nationwide Mobile: 0908 881-6565 Email: email@contactcenterngbayan.gov.ph</p> <p>Presidential Compliant Center (PCC) Hotline: 8888 Citizens' Complaint Center (8888 Hotline) Tel: +63 2 8736-8645 / +63 2 8736-8603 / +63 2 8736-8629 Fax: +63 2 8736-8621 Email: pcc@malacanang.gov.ph</p> <p>Anti-Red Tape Authority (ARTA) Tel: +63 2 8478-5093 Email: complaints@arta.gov.ph</p>



VIII. List of Offices

Office	Address	Contact Information
CENTRAL OFFICE		
Atty. Benjamin C. Abalos, Jr. Chairman, NAPOLCOM	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8895-5068 8896-5980
Alberto A. Bernardo Vice-Chairperson & Executive Officer	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8895-3234, 8899-0610,
Commissioner Edilberto DC Leonardo	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-9644, 8899-9075
Commissioner Ricardo P. Bernabe III	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-1612, 8895-2878
Commissioner Beatrice Aurora A. Vega-Cancio	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-5077 8899-5497
Ex-Officio Commissioner PGEN Benjamin C. Acorda Jr.	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8897-8904 8895-3246
<u>OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR</u> Dir. Myrna DP Medina	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-9073,
<u>PLANNING & RESEARCH SERVICE (PRS)</u> Dir. Evangeline R. Almirante	16/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8897-0788
<u>PERSONNEL & ADMINISTRATIVE SERVICE (PAS)</u> Dir. Josephmar B. Gil	14/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-0096
<u>INSPECTION, MONITORING & INVESTIGATION SERVICE (IMIS)</u> Atty. Mylene M. Eguielos-Caluya	12/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-5067
<u>INSTALLATION & LOGISTICS SERVICE (ILS)</u> Dir. Benjamin DA Florentino	16/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-3525
<u>FINANCIAL SERVICE</u> Dir. Llewelyn D. De Castro	15/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8890-1337
<u>LEGAL AFFAIRS SERVICE (LAS)</u> Atty. Chito Noel D. Bustonera	12/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-3524



<u>CRIME PREVENTION & COORDINATION SERVICE (CPCS)</u> Dir. Donna Lynn A. Caparas	11/F DILG-NAPOLCOM Center, EDSA cor Quezon City Avenue Barangay West Triangle, Quezon City	Tel: 8895-3266
<u>NATIONAL APPELATE BOARD</u> Atty. Melinda A. Alog NAB-RAB Coordinator	7/F DILG-NAPOLCOM Center, EDSA corner Avenue Barangay West Triangle, Quezon City	Tel: 8897-2777
REGIONAL OFFICE		
<u>NATIONAL CAPITAL REGION</u> ARD Ferdinand R. Quirante	371 Sen Gil J. Puyat Avenue, Brgy. Bel Air, Makati City 1200	Tel: (02) 8882-1180, (02) 882-1187
<u>CORDILLERA ADMINISTRATIVE REGION (CAR)</u> Dir. Editha S. Puddoc	26 Teacher's Camp Baguio City 2600	Tel: (074) 443-4744 (074) 442-7193
<u>REGIONAL OFFICE - I</u> Dir. George Aplas D. Daskeo	Government Center, Sevilla, San Fernando City, La Union 2500	Tel: (072) 682-8896 (072) 242-5064,
<u>REGIONAL OFFICE - II</u> Dir. Manuel L. Pontanal	Regional Government Center, Carig Sur, Tuguegarao City 3500, Cagayan Valley	Tel: (078) 396-0445 (078) 373-1164.
<u>REGIONAL OFFICE - III</u> Dir. Julieta P. Rañeses	Diosdado Macapagal Government Center, Bgy. Maimpis, Angeles City, Pampanga 2009,	Tel: (045) 455-0253
<u>REGIONAL OFFICE - CALABARZON</u> Atty. Leonora G. Bartolome	Ground Floor, Unit 7, Marcelita Bldg 1 National Highway Brgy Real, Calamba City, Laguna 4027	Tel: (049) 834-0601
<u>REGIONAL OFFICE - MIMAROPA</u> Dir. Aileen T. Arcin	6 PNPTI Bldg., Camp Vicente Lim Brgy. Canlubang, Calamba City, Laguna 4028	Tel: (049) 531-4833
<u>REGIONAL OFFICE - V</u> Dir. Ramon M. Rañeses	Government Center Site Rawis, Legaspi City 4500	Tel: (052) 482-1041 (052) 284-5955
<u>REGIONAL OFFICE - VI</u> Atty. Joseph S. Celis	Sto. Rosario corner Fuentes Ledesma St., Iloilo City 5000	Tel: (033) 335-0023 (033) 337-0934
<u>REGIONAL OFFICE - VII</u> OIC, OARD Atty. Risty N. Sibay	210 N. Bacalso Avenue, Cebu City 6000	Tel: (032) 418-5117 (032) 262-5971 (032) 261-0226
<u>REGIONAL OFFICE - VIII</u> Atty. Maximo T. Lasaca I	760 Real St. Nagkahan District, Tacloban City 6500	Tel: (053) 888-0088 (053) 832-0684
<u>REGIONAL OFFICE - IX</u> Atty. Monday R. Samson	MLT Bldg., Pajares Avenue, Pagadian City 7016 (Zamboanga City Office)	Tel: (062) 925-1112 (062) 925-1100, (062) 925-4900
<u>REGIONAL OFFICE - X</u> Atty. Jerome LB Asuga	3/F CKY Bldg. Capistrano – Chaves Streets, Cagayan De Oro City 9000	Tel: (088) 850-5701



Office	Address	Contact Information
<u>REGIONAL OFFICE - XI</u> Dir. Ma. Teresa E. Tuburan-Pacudan	2/F Dakudo Bldg. San Pedro Street, Davao City 8000	Tel: (082) 228-5645
<u>REGIONAL OFFICE - XII</u> Mr. Rodel M. Calo	2/F Marbel Top Commercial Bldg. ALunan Avenue corner Abad Santos Street, Koronadal City 9506	Tel: (083) 228-2317 (083) 520-0417
<u>REGIONAL OFFICE - BARMM</u> Atty. Randy F. Babao	3/F Elene V. Co Bldg., Don Rufino Alonzo Street, Cotabato City 9600	Tel: (064) 421-4401
<u>REGIONAL OFFICE - CARAGA</u> Atty. Johnson G. Reyes	2 nd Floor PS Arcade ,J Rosales Avenue, Butuan City, Agusan Del Norte 8600	Tel: (085) 342-8785 (085) 225-9282