



NATIONAL POLICE COMMISSION
(NAPOLCOM)

CITIZEN'S CHARTER

2021 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 was strengthened and expanded to include the 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 on view of ensuring a highly capable, effective and credible police service

IV. **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.



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CENTRAL OFFICE

Frontline Services



CENTRAL OFFICE

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 (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. Letter of Intent to take the examination		
2. Authenticated copy of attested appointment (KSS Porma Blg. 33)		CSC
3. Properly accomplished examination application form (Written Examination Form 1) and one Index Card		PAS-ED
4. Examination fee of PHP 700.00 in the form of Postal Money Order		Post Office
5. One (1) piece latest I.D. picture (1 x 1 size) and two (2) latest identical passport-size photographs with a 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 shall not be accepted.		
6. Two (2) legal-size window envelopes with twenty pesos (PHP 20.00) worth of mailing stamp affixed on each envelope		
7. Two (2) government-issued ID cards		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send thru mail the accomplished Examination Application form and all requirements	1.1 Receive and record the mailed documents 1.2 Transmit the document to the Examination Division, PAS	None	1 Hour	<i>Records Section Officer</i> General Services Division, Personnel and Administrative Service (GSD-PAS)
None	1.3 Receives and evaluate the transmitted documents and other requirements If found in order, forward the processing fee to the Cashiers' Office, NOSS, 7th floor	None	10 Minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Accept payment for processing fee and Issue Official Receipt (OR)	PHP 700.00	3 Minutes	<i>Collection Officer Collection and Disbursement Section GSD, PAS</i>
None	1.5 Process application and prepare the Notice of Admission (NOA). Applicant will be given an application number and be assigned with seat and room number based on the client's preferred examination center	None	15 Minutes	<i>Qualification and Evaluation Section (QES) Officer Examination Division, PAS</i>
None	1.6 Review and sign the NOA	None	10 Minutes	<i>Chief, Examining Division and Staff Service Chief Personnel and Administrative Service</i>
None	1.7 Transmit NOA to the client thru electronic mail.	None	10 Minutes	<i>QES Officer ED-PAS</i>
None	1.8 Forward copy of NOA to Records Section NOSS, 7 th floor, for mailing	None	3 Minutes	<i>QES Officer ED-PAS</i>
None	1.9 Mail NOA to the client	None	1 Day	<i>Records Section Officer Records Section GSD, PAS. NOSS</i>
	TOTAL:	PHP 700.00	1 Day, 1 Hour 48 Minutes	



2. APPLICATION FOR SCHOLARSHIP BENEFITS

This service involves the processing of Applications for Scholarship Benefits filed through electronic mail or through courier by qualified children/dependents of PNP members who are killed or wounded in a 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		
2. Certified True Copy of Adjudication (Previously issued to dependent/s)		NAPOLCOM
3. Enrollment Assessment or Statement of Account (Obtained from the school)		
4. Original Copy of Official Receipts for Reimbursement (Issued by the school)		
5. PSA/NSO copy of Birth Certificate of Applicant		NSO
6. Two (2) Certificates of Good Moral Character (Obtained from LGU/Barangay/Person of Authority)		LGU
7. Report Card of Previous School Year or Semester (Obtained from School)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1 Receive and record the folder of documents forwarded by the concerned Regional Office in the logbook and Document Tracking System (DTS) 1.2 Forward folder to the Legal Affairs Service (LAS)	None	15 Minutes	<i>Records Section Officer</i> Records Section, Personnel and Administrative Service (PAS)
None	1.3 Receive application folder 1.4 Record and enter details in DTS and Daily Monitoring Log Sheet, 1.5 Indorse folder to Legal Assistance and Welfare Benefits Division (LAWBD)	None	10 Minutes	<i>Receiving Personnel</i> Legal Affairs Service (LAS)
None	1.6 Evaluate the folder for completeness of requirements. 1.7 If found in order, prepare Memorandum informing the client	None	30 Minutes	LAWBD Staff, Legal Assistance and Welfare Benefits Division, Legal Affairs Service (LAWBD-LAS)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>of the status of claim and the amount granted</p> <p>1.8 Forward Memorandum to the Division Chief for initial and Service Chief, for signature.</p> <p>1.9 If found to be lacking in some documents, immediately notify the claimant of the deficiency, thru mail or e-mail, copy furnished the concerned Regional Office.</p>			(12/F)
None	1.10 Review and affix initial and signature on the Memorandum	None	20 Minutes (10 Minutes per approving office)	<i>Chief, LAWBD and Staff Service Chief, LAS</i> Legal Affairs Service (LAS) (12/F)
None	<p>1.11 Record outgoing memorandum in Logbook and DTS</p> <p>1.12 Transmit to the Offices of ADEO and VCEO for initial and signature, respectively.</p>	None	10 Minutes	LAWBD Staff, LAWBD-LAS (12/F)
None	1.13 Approve the document / communication.	None	30 Minutes (15 Minutes per office of signatory)	<i>Deputy Executive Officer</i> Office of DEO <i>Vice-Chairman and Executive Officer</i> Office of the VCEO
None	1.14 Prepare Indorsement of scholarship folder and approved memorandum to Financial Service	None	10 Minutes	LAWBD Staff, LAWBD-LAS (12/F)
None	1.15 Review and affix signature in the indorsement	None	10 Minutes (5 Minutes per approving office)	<i>Chief, LAWBD and Staff Service Chief, LAS</i> Legal Affairs Service (LAS) (12/F)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.16 Forward approved Indorsement, scholarship folder and copy of Memorandum to FS for preparation of financial documents	None	20 Minutes	LAWBD Staff, LAWBD-LAS (12/F)
	TOTAL:	None	2 Hours 35 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 (PAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 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 pesos (P20.00) worth of mailing stamp affixed		
6. Two (2) government-issued ID cards		
7. Authorization letter, if applied thru a representative		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send thru mail the accomplished Request Form for grant of Testimonial Eligibility including all requirements	1.1 Receive and record the mailed documents 1.2 Transmit the document to the Examination Division, PAS	None	1 Hour	<i>Records Section Officer</i> General Services Division, Personnel and Administrative Service (GSD-PAS)
None	1.3 Receives and evaluate the transmitted documents and other requirements If found in order, forward the processing fee to the Cashiers' Office, NOSS, 7th floor	None	10 Minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS)
None	1.4 Accept payment for processing fee and Issue Official Receipt (OR)	PHP 300.00	3 Minutes	<i>Collection Officer</i> Collection and Disbursement Section GSD, PAS
None	1.5 Process Testimonial	None	15 Minutes	<i>QES Officer</i> ED-PAS



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Eligibility Processing Form 1.6 Prepare Certificate of Testimonial Eligibility.			[14 th Floor]
None	1.7 Review and affix initials on the Report of Testimonial Eligibility	None	5 Minutes	<i>Chief, QES & Chief, Examining Division ED-PAS</i>
None	1.8 Forward document to signatories	None	5 Minutes	<i>QES Officer ED-PAS</i>
None	1.9 Sign Report of Testimonial Eligibility	None	15 Minutes (5 Minutes per signatory)	<i>Staff Service Chief Personnel and Administrative Service Deputy Executive Officer Office of the DEO Vice Chairman and Executive Officer Office of the VCEO</i>
None	1.10 Transmit the Report of Testimonial Eligibility to the client thru electronic mail	None	10 Minutes	<i>QES Officer ED-PAS</i>
None	1.11 Forward copy to Records Section NOSS, 7 th floor, for mailing	None	3 Minutes	<i>QES Officer ED-PAS</i>
None	1.12 Mail Report of Testimonial Eligibility to the client	None	1 Day	<i>Records Section Officer Records Section GSD, PAS. NOSS</i>
	TOTAL:	PHP 300.00	1 Day, 2 Hours 6 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 thru walk-ins by qualified PNPA graduates or thru their authorized representative.

Office or Division:	Examining Division, Personnel and Administrative Service (PAS)	
Classification:	G2C	
Type of Transaction:	Simple (3 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 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 pesos (P20.00) worth of mailing stamp affixed		
6. Two (2) government-issued ID cards		
7. Authorization letter, if applied thru a representative		

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 Secure client's identification card 1.2 Issue visitor's slip/tag. Advise client to proceed to the 14th floor, Examining Division	None	1 Minute	Information Desk Officer Custodial Unit / In-House Security [Ground Floor]
2. Submit application form and required documents	2.1 Receive and record the submitted application and other requirements	None	10 Minutes	Qualification and Evaluation Section Officer Examination Division, PAS
None	2.2 Evaluate the transmitted documentary requirements If qualified, instruct applicant to proceed to the Cashiers' Office - NOSS	None	10 Minutes	QES Officer ED-PAS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the application fee	3.1 Accept payment of processing fee 3.2 Issue Official Receipt (OR)	PHP 300.00	1 Minute	<i>Collection Officer</i> Collection and Disbursement Section, GSD, PAS [NOSS 7 th Floor]
4. Present the official receipt	4.1 Process Testimonial Eligibility Processing Form 4.2 Prepare Certificate of Testimonial Eligibility.	None	15 Minutes	<i>QES Officer</i> ED-PAS [14 th Floor]
None	4.3 Review and affix initials on the Report of Testimonial Eligibility	None	5 Minutes	<i>Chief, QES & Chief, Examining Division</i> ED-PAS
None	4.4 Forward document to signatories	None	5 Minutes	<i>QES Officer</i> ED-PAS
None	4.5 Sign Report of Testimonial Eligibility	None	15 Minutes (5 Minutes per signatory)	<i>Staff Service Chief</i> Personnel and Administrative Service <i>Deputy Executive Officer</i> Office of the DEO <i>Vice Chairman and Executive Officer</i> Office of the VCEO
5. Receive the Report of Testimonial Eligibility	5.1 Release the Report of Testimonial Eligibility to client	None	5 Minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, PAS
6. Register at the Information Desk Counter	6.1 Return the visitor's slip and log out in the registry book	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
	TOTAL:	PHP 300.00	1 Hour, 2 Minutes	



5. AUTHENTICATION OF NAPOLCOM CLEARANCE

This service is for the authentication of NAPOLCOM Clearance, previously issued by 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		
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		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request for NAPOLCOM Clearance Form and submit it together with complete documentary requirements	1.1 Receive and record the accomplished request form and documentary requirements	None	3 Minutes	Administrative Staff, LAS-NOSS (7/F - Window 3)
	1.2 Review the completeness of the required documents			
	1.3 Prepare and forward Payment Request to Cashier-NOSS	None	3 Minutes	Administrative Staff, LAS-NOSS (7/F - Window 3)
2. Payment of Clearance Fee	2.1 Receive payment and issue Official Receipt (O.R.)	PHP 50.00 per additional copy *PHP 150.00 per copy *For promotion and other purposes only **For retirees, fee is waived.	5 Minutes	Cashier-NOSS, Cash Section, PAS-GSS (7/F - Window 6)



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to CMCRD-LAS, 12F and submit accomplished request form and Official Receipt	3.1 Verify with the CMCRD database and records of previously issued NAPOLCOM Clearance	None	15 Minutes	Administrative Staff, CMCRD-LAS (12/F)
None	3.2 Based on the results of the verification, prepare authenticated copy of NAPOLCOM Clearance for signature of C, CMCRD	None	5 Minutes	Administrative Staff, CMCRD-LAS (12/F)
None	3.3 Sign the authenticated copy of NAPOLCOM Clearance	None	5 Minutes	Division Chief, CMCRD-LAS (12/F)
4. Receive the NAPOLCOM Clearance	4.1 Release the signed authenticated copy of the NAPOLCOM Clearance to client	None	1 Minute	Administrative Staff, CMCRD-LAS
	TOTAL:	PHP 50.00 *PHP 150.00 (for promotional purposes)	37 Minutes	



6. AUTHENTICATION OF NAPOLCOM ELIGIBILITY DOCUMENTS

This service is for passers of the Police Entrance Examination and Promotional Examinations or their authorized representatives who are requesting authentication of their Eligibility documents from the Commission.

Office or Division:	Examining Division, Personnel and Administrative Service (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		NAPOLCOM PAS-ED
2. Authentication fee amounting to PHP 50.00		
3. Two (2) valid government-issued Identification Cards		
4. Authorization Letter from the applicant, if filed thru a representative		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Secure client's identification card 1.2 Issue visitor's slip/tag 1.3 Advise client to proceed to the NOSS Certification Section	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
2. Submit copies of the Certificate of Eligibility	2.1 Verify presented eligibility 2.2 Validate the data from the print-out of successful examinees and through the Computerized Exam Query System If found authentic, register the transaction through the Exam-Cashiering Automated Link System and advise the applicant to pay the authentication fee at the Cashier's Office - NOSS	None	1 Minute	<i>Certification Section (CS) Personnel,</i> Examining Division-NOSS, PAS (ED NOSS-PAS) [NOSS 7 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the application fee at the Cahier's Office - NOSS	3.3 Accept payment of processing fee 3.4 Issue Official Receipt (OR) using the Exam-Cashiering Automated Link System	PHP 50.00	1 Minute	<i>Collection Officer</i> Collection and Disbursement Section, GSD, PAS [NOSS 7 th Floor]
4. Present the official receipt at Certification Section - NOSS	4.1 Verify payment and counter-check OR number from the Exam- Cashiering Automated Link System. If found to be in order, stamp the name of the authorized signatory of the Examining Division 4.2 Review and affix signature on the Authenticated NAPOLCOM Eligibility	None	2 Minutes	<i>Certification Section (CS) Personnel,</i> Examining Division-NOSS, PAS (ED NOSS-PAS) [7 th Floor]
5. Receive the authenticated copies of Certificate of Eligibility	5.1 Release the authenticated copies of Certificate of Eligibility	None	1 Minute	<i>Certification Section (CS) Personnel,</i> Examining Division-NOSS, PAS (ED NOSS-PAS) [7 th Floor]
6. Register at the Information Desk Counter	6.1 Return the visitor's slip and log out in the registry book	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
TOTAL:		PHP 50.00	7 Minutes	



7. EVALUATION OF CLAIMS PRIOR TO PAYMENT OF PENSION (DEATH BENEFITS)

This service is for the review and evaluation of claims prior to payment of pension for death benefits.

Office or Division:	Legal Affairs Service (LAS)	
Classification:	G2C	
Type of Transaction:	Complex (7 days)	
Who may avail:	Surviving spouses/Heirs of PNP members who died in the line of duty or due to service-connected ailments.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter of the claimant		
2. Duly authenticated Service Record		PNP-DPRM
3. Detailed Investigation Report from the Chief of Police or immediate superior/supervisor as to the circumstances or cause of death		PNP
4. Certified true copy of the 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		
8. Official Receipts of medical, hospital and doctor's fees		
9. Original NSO/PSA copy of Death Certificate		NSO
10. Original NSO/PSA copy of Marriage Certificate		NSO
11. Original copy of NSO PSA copy of CENOMAR of both spouses		NSO
12. Proof of surviving legal heirs, if claimant is other than surviving spouse. If claimants are minors, a Letter of Guardianship		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1 Receive and record claim folder in the logbook and 1.2 Forward the document to the Legal Affairs Service (LAS)	None	5 Minutes	<i>Records Receiving Personnel</i> Records Section, Personnel and Administrative Service (PAS) (14/F)
None	1.3 Receive claim folder, record and enter details in DTS and daily Monitoring Log Sheet (LAS Receiving Staff) 1.4 Forward claim folder/s to the Legal Affairs Service (LAS) LAWBD	None	10 Minutes	<i>Receiving Staff</i> Legal Affairs Service (LAS), 12th Floor
None	1.5 Check Indorsement and Route claim folder to LAWBD	None	10 Minutes	<i>LAWBD Staff</i> LAWBD-LAS [12 th floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6 Receive claim folder and record in LAWBD Incoming/ Outgoing Documents Logbook (LAWBD Staff)	None	5 Minutes	LAWBD Staff LAWBD-LAS [12 th floor]
None	1.7 Evaluate the application and forward to Pension Unit for preparation of Brief	None	20 Minutes	Chief, LAWBD Legal Assistance & Welfare Benefits Division Legal Affairs Service (LAWBD-LAS) [12 th floor]
None	1.8 Evaluate completeness of requirements, 1.9 Prepare Brief and indorse documents to the Offices of signatories. In case of lacking of requirements, notify claimant of the lacking requirement thru e-mail and inform that processing of the application will be put on hold until receipt of the lacking requirement	None	20 Minutes	LAWBD Staff LAWBD-LAS [12 th floor]
None	1.10 Review and affix initial and signature on the Brief.	None	10 Minutes	Chief, LAWBD LAWBD-LAS
None	1.11 Review Application and Approve the Brief	None	10 Minutes	Staff Service Chief, LAS
None	1.12 Input details in BCMIS, record Brief in outgoing logbook 1.13 Forward to the Office of DEO for evaluation and approval	None	15 Minutes	LAWBD Staff LAWBD-LAS [12 th floor]
None	1.14 Review, sign and transmit Brief and claim folder to the VCEO for approval	None	5 Minutes	Deputy Executive Officer Office of the DEO [12 th floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.15 Review and approve the claim	None	5 Minutes	<i>Vice Chairman and Executive Officer</i> Office of the VCEO (18/F)
None	1.16 Receive approved Brief 1.17 Prepare Indorsement addressed to the Financial Service for payment. Forward document to the Offices of signatories to the Brief.	None	10 Minutes	<i>LAWBD Staff</i> LAWBD-LAS (12/F)
None	1.18 Review and affix initial and signature on Indorsement	None	3 Minutes	<i>Chief, LAWBD, LAS</i> (12/F)
None	1.19 Review and sign the Indorsement	None	5 Minutes	<i>Staff Service Chief, LAS</i>
None	1.20 Transmit indorsement and claim folder to FS.	None	10 Minutes	<i>LAWBD Staff</i> LAWBD-LAS (12/F)
	TOTAL:	NONE	2 Hours, 23 Minutes	



8. EVALUATION OF CLAIMS PRIOR TO PAYMENT OF PENSION (TOTAL PERMANENT PHYSICAL DISABILITY BENEFITS)

This service involves the review and evaluation of claims prior to payment of pension of Uniformed PNP members who incurred permanent disability in the 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 the line of duty or due to service-connected illnesses	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter of 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. Authenticate 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		
11. Official Receipts of medical, hospital and doctor's fees		

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 Secure client's identification card 1.2 Issue 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]
2. PNP-DPRM Staff submit clients' claim folder/s at the NOSS	2.1 Receive and record claim folder in the logbook 2.2 Forward the document to the Legal Affairs Service (LAS)	None	5 Minutes	Records Receiving Personnel Records Section, Personnel and Administrative Service (PAS) [7 th Floor]
None	3. Evaluate claim folder to determine If cause of disability is service	None	1 Hour	LAWBD Staff, LAWBD Legal Affairs Service,



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	connected and indorse claim to concerned Regional Office (Medical Officer)			[12 th Floor]
None	4. Receive and investigate claim folders. 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 Regional Office
None	5. Prepare Report of Investigation (ROI) and Adjudication Claim	None	Within fifteen (15) days after investigation	Concerned Regional Office
None	6. Pay gratuity and reimbursement of medical expenses	None	One (1) week from receipt of budget release from DBM	Concerned Regional Office
None	7. Indorse 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
None	8. Receive and forward claim folder/s to the Legal Affairs Service	None	5 Minutes	<i>Records Receiving Personnel</i> Records Section, Personnel and Administrative Service (PAS) [7 th Floor]
None	9. Receive claim folder from C.O. Central Records and enter details in DTS and daily Monitoring Log sheet	None	10 Minutes	<i>Receiving Staff,</i> Legal Affairs Service, [12 th Floor]
None	10. Check Indorsement and route claim folder to LAWBD	None	10 Minutes	<i>Asst. Staff Service Chief,</i> Legal Affairs Service, [12 th Floor]
None	11. Receive claim folder and record in LAWBD Incoming/ Outgoing	None	5 Minutes	<i>LAWBD Staff,</i> Legal Affairs Service,



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Documents Logbook (LAWBD Staff)			[12 th Floor]
None	12. Evaluate the application and forward to Pension Unit for preparation of Brief (C, LAWBD)	None	20 Minutes	Chief, LAWBD, Legal Affairs Service,
None	13. Evaluate completeness of requirement/s and prepare Brief In case of lacking requirement/s, inform 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	LAWBD Staff LAWBD-LAS [12 th floor]
None	14. Review and affix initials on the Brief	None	10 Minutes	Chief, LAWBD LAWBD-LAS
None	15. Review Application and approve the Brief (SSC)	None	10 Minutes	Staff Service Chief, LAS
None	16. Input details in the BCMIS, record Brief in the outgoing logbook and forward to the office of ADEO for evaluation and approval	None	15 Minutes	LAWBD Staff LAWBD-LAS [12 th floor]
None	17. Review, sign and transmit Brief and Claim folder to the VCEO for approval	None	5 Minutes	Deputy Executive Officer Office of the DEO [18 th Floor]
None	18. Review and approve the claim	None	5 Minutes	Vice Chairman and Executive Officer Office of the VCEO [18 th Floor]
None	19. Receive approved Brief and prepare	None	10 Minutes	LAWBD Staff LAWBD-LAS



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	indorsement to Financial Service for payment			[12 th floor]
None	20. Review and affix initials on Indorsement	None	3 Minutes	Chief, LAWBD, LAS [12 th floor]
None	21. Review and sign the Indorsement (SSC)	None	5 Minutes	Staff Service Chief, LAS [12 th floor]
None	22. Transmit Indorsement and claim folder to FS	None	10 Minutes	LAWBD Staff LAWBD-LAS [12 th floor]
	TOTAL:	NONE	32 Days 1 Hours, 27 Minutes	



9. FILING OF AN ADMINISTRATIVE COMPLAINT AGAINST A UNIFORMED MEMBER OF THE PNP

This service is for the processing of administrative complaint 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. Register at the Information Desk Counter at the lobby and secure Visitor's slip/tag	1.1 Secure client's I.D. and issue 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
2. Fill out name in the Log Book	2.1 Examine the complaint and interview complainant to determine whether or not the allegations in the complaint is within the summary dismissal jurisdiction of the Commission If allegations in the complaint is not within the summary	None	1 Hour	<i>Officer of the Day</i> Inspection, Monitoring and Investigation Service



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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 Assist in the preparation and execution of a Certification and Verification of Non-Forum Forum Shopping, if necessary</p>			
3. Proceed to the Information Desk Counter and return the Visitor's Slip/Tag. Retrieve ID and log out in Registry Log Book	3.1 Return client's ID	None	3 Minutes	Custodial Unit/In-House Security/ Information Desk Officer
	TOTAL:	NONE	1 Hour 4 Minutes	

NOTE: Processing time excludes waiting time for elevator service.



10. ISSUANCE OF CERTIFICATION OF NAPOLCOM ELIGIBILITY DOCUMENTS

This service is for passers of Police Entrance Examination and Promotional Examinations 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 (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. Two (2) valid government-issued Identification Cards		
2. Authorization Letter from the applicant, if filed thru a representative		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter and secure a visitor's slip/tag	1.1 Secure client's identification card 1.2 Issue visitor's slip/tag 1.3 Advise client to proceed to the NOSS Certification Section	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
2. Submit the filled-up Request for Certification Form and required documents	2.1 Receive and record the submitted application and other requirements 2.2 Verify the records of eligibility 2.3 Validate the data from the print-out of successful examinees and through the Computerized Exam Query System 2.4 If found authentic, register the transaction through the Exam-Cashiering Automated Link System and advise applicant to pay the authentication fee	None	5 Minutes	<i>Certification Section (CS) Personnel,</i> Examining Division-NOSS, PAS (ED NOSS-PAS) [NOSS 7 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	at the Cashier's Office - NOSS			
3. Pay the application fee at the Cahier's Office - NOSS	3.1 Accept payment of processing fee 3.2 Issue Official Receipt (OR) using the Exam-Cashiering Automated Link System	PHP 150.00 Or PHP 200.00* <i>*With correction of misspelled name / wrong and date of birth</i>	1 Minute	<i>Collection Officer</i> Collection and Disbursement Section, GSD, PAS [NOSS 7 th Floor]
4. Present the official receipt at NOSS Certification Section	4.1 Verify payment and counter-check OR number from the Exam-Cashiering Automated Link System. 4.2 Prepare the Certification of Eligibility using Exam Query System	None	5 Minutes	<i>Certification Section (CS) Personnel,</i> Examining Division-NOSS, PAS (ED NOSS-PAS) [7 th Floor]
	4.3 Review and affix signature on the Certification Eligibility	None	5 Minutes	<i>Section Chief, Certification Section,</i> Examining Division-PAS (ED-PAS)
5. Receive the Certification of Eligibility	5.1 Release the Certification of Eligibility	None	1 Minute	<i>Certification Section (CS) Personnel,</i> Examining Division-NOSS, PAS (ED NOSS-PAS) [7 th Floor]
6. Proceed to the Information Desk Counter, return the signed visitor's slip and log-out in the registry book	6.1 Return the visitor's ID 6.2 Instruct client to log out in the registry book	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
	TOTAL:	PHP 150.00 or PHP 200.00	8 Minutes	



11. ISSUANCE OF NAPOLCOM CLEARANCE

The NAPOLCOM Clearance is processed and issued as requested by 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		
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		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request for NAPOLCOM Clearance Form and submit it together with complete documentary requirements.	1.1 Receive and record the accomplished request form and documentary requirements 1.2 Review the completeness of the required documents	None	3 Minutes	Administrative Staff, LAS-NOSS (7/F - Window 3)
None	1.3 Forward 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/F - Window 7)
None	1.4 Prepare and forward Payment Request to Cashier-NOSS	None	3 Minutes	Administrative Staff, LAS-NOSS (7/F - Window 3)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment of Clearance Fee	2.1 Receive payment and issue 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/F - Window 6)
3. Receive verified accomplished Request Form and Official Receipt, if applicable, and proceed to CMCRD-LAS, 12F	3.1 Release the verified accomplished Request Form and Official Receipt, if applicable, 3.2 Direct client to proceed to CMCRD-LAS, 12F for issuance of NAPOLCOM Clearance	None	1 Minute	Administrative Staff, LAS-NOSS (7/F - Window 3)
4. Submit to CMCRD-LAS the verified accomplished Request Form with attached documentary requirements and Official Receipt, if applicable	4.1 Verify with the CMCRD database and records if client has pending case before LAS.	None	30 Minutes	Administrative Staff, CMCRD-LAS (12/F)
None	4.2 Based on the results of the verification, prepare NAPOLCOM Clearance for signature of Staff Service Chief	None	10 Minutes	Administrative Staff, CMCRD-LAS, 12F; Chief, CMCRD-LAS
None	4.3 Sign the NAPOLCOM Clearance	None	10 Minutes	Staff Service Chief, Legal Affairs Service (LAS)
5. Receive the NAPOLCOM Clearance	5.1 Release the NAPOLCOM Clearance	None	1 Minute	Administrative Staff, CMCRD-LAS
	TOTAL:	PHP 150.00 *Plus PHP 50.00 (for additional copy)	1 Hour 30 Minutes	



12. PAYMENT OF POLICE BENEFITS

This service is for the payment of Police Benefit claims under PD 448 and PD 1184.

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		LAS
2. Claims folder containing complete requirements and supporting documents		LAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Secure client's identification card 1.2 Issue 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. Verify status of claim	2.1 Evaluate claim folder as to: a. Completeness and authenticity of supporting Documents b. Date of receipt of claim to determine schedule of payment (first-in, first-out policy) 2.2 Inform claimant as to schedule of payment 2.2.1 If claim is already scheduled for payment, verify 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	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
	(GSB)/Accredited Banks 2.2.2 If LDDA-ADA is already validated, direct claimant to proceed to Collection and Disbursement Section, PAS for the copy of validation			
3. Claim copy of validated LDDAADA and proceed to the PNPWBU Section, FS	3.1 Release copy of validated LDDAADA to client 3.3 Instruct client to avail the pensioner's ID	None	5 Minutes	Collection Officer Collection and Disbursement Section, GSD, PAS [7th Floor NOSS]
TOTAL:		NONE	25 Minutes	

TO AVAIL OF PENSIONERS I.D.

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. Official Receipt		PAS-Cash Section
2. Duly accomplished and approved finger printing and specimen forms		FS-PNPWBU
3. Two (2) copies of 1"x1" picture		
4. Photocopy of three (3) valid ID cards		
5. Photocopy of Adjudication		LAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter and secure a visitor's slip/tag <i>*Skip this step if already inside the building premises.</i>	1.1 Secure client's identification card 1.2 Issue visitor's slip/tag 1.3 Advise client to proceed to the PNPWBU, FS, 15th Floor	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. Fill out Pensioner's I.D. Information Form	2.1 Review requirements submitted 2.2 Verify if included in the Pensioners Payroll If included issue Order of Payment	None	5 Minutes	<i>Admin Assistant II</i> PNP Welfare Benefit Unit, FS, [15th Floor]
3. Proceed to Cash Section, PAS for payment of fee	3.1 Issue Official Receipt	PHP 100.00	1 Minute	<i>Collection Officer</i> Collection and Disbursement Section, GSD, PAS [7th Floor NOSS]
4. Proceed to the Inspection, Monitoring and Investigation Service (IMIS)	4.1 Assist in taking the finger prints and handwriting specimen of claimant 4.2 Advise client to return to PNP WBU, FS	None	15 Minutes	<i>IMIS Staff</i> Inspection, Monitoring and Investigation Service, 12th Floor
5. Proceed to PNPWBU, FS, present O.R., fingerprinting and handwriting specimen form	5.1 Capture ID photo of pensioner 5.2 Approval the I.D. Information form 5.3 Issue and release I.D. to claimant	None	10 Minutes	<i>Admin Assistant II</i> PNP Welfare Benefit Unit. FS, 15th Floor [15 th Floor]
6. Proceed to the Information Desk Counter, return the signed visitor's slip and log-out in the registry book	6.1 Return the visitor's ID 6.2 Instruct client to log out in the registry book	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
	TOTAL:	NONE	23 Minutes	



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

This service is for the initial payment /reimbursement of tuition and miscellaneous expenses for 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)	LAS
2. One (1) government-issued identification card	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.4 Secure client's identification card 1.5 Issue visitor's slip/tag 1.6 Advise client to proceed to NOSS Certification Section	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
2. Verify status of claim	2.1 If check is available, advise claimant to pick up check at the Cash Section, PAS	None	2 Minutes	<i>Admin Assistant II</i> PNP Welfare Benefit Unit, FS, [15th Floor]
3. Proceed to Cash Section, PAS, present valid I.D. for proper identification	3.1 Release check to claimant	None	4 Minutes	<i>Collection Officer</i> Collection and Disbursement Section, GSD, PAS [7th Floor NOSS]
4. Proceed to the Information Desk Counter, return the signed visitor's slip and log-out in the registry book	4.1 Return the visitor's ID Instruct client to log out in the registry book	None	1 Minute	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
TOTAL:		NONE	8 Minutes	



14. PROCESSING OF 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 for the purpose of determining the existence or nonexistence 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	2. Authorization Letter from the Applicant, if files thru a representative	To be executed by the Complainant and his / its witnesses
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> Prepare IER finding 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> Prepare 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, IMIS
	<p>Approval of IER</p> <p>Approve IER finding that the Commission has jurisdiction over the</p>	None	2 days	Assistant Service Chief, IMIS Service Chief, IMIS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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>3. Docketing and Assignment to Special Investigator</p> <p>Docket the complaint and assign the Pre-Charge Investigator to conduct the Pre-Charge Investigation</p>	None	1 day	Chief, Investigation Division, IMIS
	<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>Prepare and submit PCI Report and Formal Charge, for the approval of the IMIS Service Chief</p> <p><u>If there is no probable cause:</u></p> <p>Prepare and submit the PCIR and Resolution for the approval of the IMIS Service Chief thru channel</p>	None	15 days from completion of records	Special Investigator, Investigation Division, IMIS
	<p>5. Approval of PCIR, Formal Charge and/or Resolution</p> <p><u>If found that the complaint has probable cause:</u></p> <p>Approve the PCIR and sign the Formal Charge.</p>	None	15 days from submission of PCIR	<p>Chief, Investigation Division, IMIS</p> <p>Assistant Service Chief, IMIS</p> <p>Service Chief, IMIS</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Indorse 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>Approve the PCIR recommending the dropping and closing of the complaint and sign 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>			
	TOTAL:	NONE	34 Days	



15. REQUEST FOR PUBLIC ASSISTANCE (Thru E-mail and Courier)

This service is for responding to requests for public assistance thru PID e-mail or courier.

Office or Division:	Public Information Division, Personnel and Administrative Service
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. Send to PID e-mail or courier request for assistance / information	1.1 Receive the query/queries, acknowledge receipt and inform the client as to what specific office will act on said query 1.2 Record the request in the logbook and refer to concerned office/person.	None	10 Minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID-PAS) [7 th Floor]
None	1.3 For queries sent thru courier, receive the query, record in the logbook 1.4 Prepare response letter for signature by the VCEO or Service Chief, PAS. The response letter must provide information if a specific office has to act on said request	None	20 Minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID-PAS) [7 th Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.5 Review and affix signature on the response letter	None	1 Hour	<i>Staff Service Chief</i> Personnel and Administrative Service (PID-PAS) or <i>Vice-Chairman and Executive Officer</i> Office of the VCEO
None	2.6 Send response letter to the concerned client thru e-mail and courier	None	5 Minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID-PAS) [7 th Floor]
	TOTAL:	NONE	1 Hour, 35 Minutes	



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

This service is for responding to requests for public assistance by Phone.

Office or Division:	Public Information Division, Personnel and Administrative Service	
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		WHERE TO SECURE
NONE		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone call to request assistance /information	1.1 Provide necessary information to the caller or refer to concerned office/person	None	5 Minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID-PAS) [7 th floor]
None	1.2 If the query concerns NAPOLCOM policy, gather and photocopy necessary materials and send to caller thru e-mail or fax	None	1 hour	<i>Receiving Officer</i> PID-PAS [7 th floor] Library personnel, [9 th floor]
	TOTAL:	NONE	1 Hour, 5 Minutes	



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

This service involves the issuance of Certificate of Employment, Non-Pending Case, Leave Status and Statement of Annual Compensation for active organic 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 organic 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. Fill-up request form	1.1 Receive, record in the logbook the accomplished request form or letter	None	2 Minutes	Action Officer Human Resource Management Division (HRMD) Personnel, PAS, [14 th floor]
None	1.2 Prepare the requested document 1.3 Submit the documents to the Chief, HRMD and Staff Service Chief for initial and signature.	None	10 Minutes	Action Officer ,HRMD-PAS [14 th floor]
None	1.4 Review and sign the requested document.	None	20 Minutes	Chief, HRMD and Staff Service Chief, PAS [14 th floor]
2. Receive the signed documents	2. Received the signed documents	None	2 Minutes	Action Officer HRMD-PAS [14 th floor]
TOTAL:		None	34 Minutes	



18. ISSUANCE OF TRAVEL AUTHORITY

This service involves the issuance of Travel Authority for active organic 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 organic 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 Np. 6)		HRMD-PAS
3. Accomplished clearance form (CSC Form Np. 7)		HRMD-PAS
4. Copy of plane ticket/s with the visible dates of departure and arrival		
5. Other supporting/reference documents, if any		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request form and other requirements to the Human Resource Management Division (HRMD)	1.1 Receive, record in the logbook, 1.2 Evaluate the accomplished request form and supporting documents or requirements.	None	5 Minutes	<i>Action Officer</i> Human Resource Management Division (HRMD) Personnel, PAS, [14 th floor]
None	1.3 Process Application for Leave	None	10 Minutes	<i>Action Officer</i> , HRMD-PAS [14 th floor]
None	1.4 Prepare the requested authority to travel 1.5 Submit the documents 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	1.6 Review and sign the requested document.	None	10 Minutes (5 Minutes per Signatory)	<i>Chief, HRMD</i> <i>and Staff Service Chief</i> , PAS PAS [14 th floor]



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7 Indorse document to the Office of the Vice Chairman and Executive Officer thru the Office of the Deputy Executive Officer, for signatures	None	5 Minutes	<i>Action Officer</i> HRMD-PAS [14 th floor]
None	3.8 Evaluate and sign the documents	None	1 day	<i>Deputy Executive Officer</i> Office of the DEO <i>Vice Chairman and Executive Officer</i> Office of the VCEO [18 th Floor]
4. Receive the approved Travel Authority and Application for Leave	3. Release the approved Travel Authority and Application for Leave	None	20 Minutes	<i>Action Officer</i> HRMD-PAS [14 th floor]
	TOTAL:	None	1 Day, 1 Hour	



19. TRANSMITTAL OF DOCUMENTS/MESSAGES THROUGH ELECTRONIC MEANS

This service is for the transmittal of documents/messages received and released at the Installation and Logistics Service through electronic means.

Office or Division:	Communications and Electronics Division (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	ILS-COMMEL
2. Photocopy of document/s to be transmitted	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Transmittal Requisition Form (TRF) together with the photocopy of the document/s to be transmitted	1.1 Receive and assign Control number to the accomplished TRF with the photocopy of the document/s to be transmitted and thereafter record in the Transmittal Requisition Logbook (TRL) and transmit to the Division Chief for approval	None	5 Minutes	Administrative Aide/Assistant, CED, ILS
	1.2 Verify and assess the completeness of filled out TRF and approve the same	None	5 Minutes	Division Chief, CED, ILS
	1.3 Advise the PNP Coordinator to transmit the document/s	None	2 Minutes	Division Chief, CED, ILS
	1.4 Transmit and records the transmittal in the TRL and TRF	None	5 Minutes (Per recipient)	PNP Coordinator, CED, ILS
	1.5 Retain 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
	TOTAL:	None	22 Minutes	



REGIONAL OFFICE

Frontline Services



REGIONAL OFFICE

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

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

Office or Division:	Examination Division, Personnel and Administrative Service (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. Must qualify with the Height Requirement Height: Male: At least 1 meter and 52 centimeters (approx. 5'0") Female: At least 1 meter and 45 centimeters (approx. 4'10")		
2. Application Letter with contact number addressed to the NAPOLCOM Regional Director		
3. Original copy of COC issued by NCIP/NCMF		NCIP / NCMF
4. Authenticated copy of: (1) Information Index, (2) Genealogy and other attachments submitted to NCIP/NCMF		NCIP / NCMF
5. Original copy of Birth Certificate issued by the Local Civil Registrar (LCR) or by the main office of the Philippine Statistics Authority (PSA)		LCR / NSO
6. Two (2) 2"x 2" color photo with white background and name tag		
7. Application fee worth Php100.00 and Authentication fee worth Php100.00		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Request and advise client to write name in logbook 1.2 Instruct client to the Office of Height Waiver Committee	None	1 Minute	Information Desk Officer
2. Submit letter of application, complete requirements and height measurement	2.1 Receive letter of application and complete requirements 2.2 Measure the height 2.3 Inform the client that he/she will be notified of the status of application thru their contact details.	None	2 Minutes	Secretariat, Height Waiver Committee (HWC)
None	2.4 Prepare and send letter to NCIP / NCMF for validation of the authenticity of the COC 2.5 Upon receipt of confirmatory letter	None	2 Minutes	Secretariat, Height Waiver Committee (HWC)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	from NCIP/NCMF, schedule and notify the applicant, thru text messages or as appropriate and the HWC of the interview 2.6 Notify the Height Waiver Committee members of the schedule of the interview.			
3. Report to the office for the interview	3.1 Interview applicant upon receipt of confirmatory letter from NCIP/NCMF 3.2 Advise applicant to pay application fee and authentication fee at the Cashier's office.	None	15 Minutes	Secretariat, Height Waiver Committee (HWC)
4. Pay height waiver application fee	4.1 Receive application fee 4.2 Issue Official Receipt	PHP 100.00	2 Minutes	Collection Officer Cashier's Office
None	4.3 After validation, prepare Height Waiver Committee Resolutions and Committee Certificate	None	10 Minutes* *Individual deliberation of HW Committee not included	Secretariat, Height Waiver Committee (HWC)
5. Submit the resolution duly signed by the committee	5.1 Prepare the Resolution and prepare the HW certificate 5.2 Forward documents to ORD for signature	None	5 Minutes	Secretariat, Height Waiver Committee (HWC)
None	5.3 Sign / approve the documents.		5 Minutes	Regional Director
6. Pay authentication fee	6.1 Receive authentication fee 6.2 Issue Official Receipt	PHP 100.00	1 Minute	Collection Officer Cashier's Office
7. Receive the certificate and resolutions	7.1 Issue the HW Certificate and authenticated copies of Resolution and HW Certificate	None	1 Minute	Secretariat, Height Waiver Committee (HWC)
	TOTAL:	PHP 200.00	49 Minutes	

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



2. APPLICATION FOR PNP ENTRANCE (PNPE) EXAMINATION

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

Office or Division:	Human Resource Management Section, Administrative Division, Regional Office	
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.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Printout of Confirmation Letter with corresponding reference number from the OLEASS System thru NAPOLCOM Official Application Websites (www.napolcom.gov.ph or www.napolcom-oleass.com)		NAPOLCOM Central Office thru OLEASS System
2. Fully accomplished NAPOLCOM Form 1-A		HRMS-AD
3. Index Card		HRMS-AD
4. Three (3) pieces (1 x 1 size) recent and identical colored pictures with white background with complete nametag (If PNP Member, indicate rank before the first, middle and last name)		
5. Original and copy of Transcript of Scholastic Records and Diploma from CHED-accredited, state universities and college		Respective School
6. Birth Certificate issued by the Local Civil Registrar (LCR) or by the main office of the Philippine Statistics Authority (PSA) or Certified True Copy of Birth Certificate issued by the Local Civil Registrar and duly authenticated by PSA. Local Civil Registrar (LCR) or by the main office of the Philippine Statistics Authority (PSA)		LCR /NSO
7. Two (2) legal-size window envelopes with twenty pesos (PHP 20.00) pesos worth of mailing stamps affixed.		
8. Application fee of PHP 400.00		
9. Two (2) legal-size window envelopes with twenty pesos (Php20.00) pesos worth of mailing stamps affixed		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants logs on the Official NAPOLCOM website to get a scheduled appointment for filing of application (www.napolcom.gov.ph or www.napolcom-oleass.com)	None	None	5 Minutes	Information Technology Management NAPOLCOM C.O., Quezon City
2. Register at the Information Desk Counter and present confirmation letter with	2.1 Request and advise client to write name in logbook 2.2 Issue Index Card	None	1 Minute	Information Desk Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
reference number	2.3 Instruct client to proceed to HRMS office			
3. Submit the on-line accomplished Application Form, index card together with the requirements for evaluation.	3.1 Evaluates the submitted documents 3.2 Advise client to proceed to Cashier to pay application fee.	None	4 Minutes	Frontline service personnel, HRMS, Administrative Division
4. Pay the application fee at the Cashier's Window	4.1 Receive payment and issue Official Receipt (OR)	PHP 400.00	2 Minutes	<i>Collecting Officer, General Services Section, Administrative Division</i>
5. Present Official Receipt, Application form, index card and other requirements at the encoding window.	5.1. Encode and make necessary correction in the pre-encoded data (if applicable), issue NOA.	None	5 Minutes	Frontline service personnel, HRMS-AD
6. Receive Notice of Admission (NOA)	6.1 Record the transaction in the log sheet. 6.3 Release the Notice of Admission (NOA)	None	1 Minute	Frontline service personnel, HRMS-AD
	TOTAL:	PHP 400.00	18 Minutes	



3. 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	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	PNP Members with the ranks 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		WHERE TO SECURE
1. Printout of Confirmation Letter with corresponding reference number from the OLEASS System thru NAPOLCOM Official Application Websites (www.napolcom.gov.ph or www.napolcom-oleass.com)		NAPOLCOM Central Office thru OLEASS System
2. Fully accomplished NAPOLCOM Form 1-A		HRMS-AD
3. Index Card		HRMS-AD
4. Certified True Copy of Original and Attested Appointment, PNP Absorption Order and General Order (for lateral entrants)		PNP-DPRM
5. Service Record		PNP-DPRM
6. Report of Rating/Certification issued by the NAPOLCOM Central Office or CSC Certificate of Eligibility		NAPOLCOM ED-PAS
7. For BSPS and BSPMA graduate, submit a photocopy of General Order and Certificate of Completion of Training.		LCR / NSO
8. Application fee depending on the rank/level being applied for: PO 4th Class - Php 400.00 PO 2nd Class- Php 500.00 PO 3rd Class - Php 450.00 PO 1st Class - Php 600.00		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants logs on the Official NAPOLCOM website to get a scheduled appointment for filing of application (www.napolcom.gov.ph or www.napolcom-oleass.com)	None	None	5 Minutes	Information Technology Management NAPOLCOM C.O., Quezon City
2. Register at the Information Desk Counter and present confirmation letter with reference number	2.1 Request and advise client to write name in logbook 2.2 Instruct client to proceed to HRMS office	None	1 Minute	Information Desk Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the on-line accomplished Application Form, index card together with the requirements for evaluation.	3.1 Evaluates the submitted documents and 3.2 Advises client to proceed to Cashier to pay application fee.	None	4 Minutes	Frontline service personnel, HRMS, Administrative Division
4. Pay the application fee at the Cashier's Window	4.1 Receive payment and issue Official Receipt (OR)	PHP 400.00 - PO 4 th Class PHP 450.00 - PO 3 rd Class PHP 500.00 - PO 2 nd Class PHP 600.00 - PO 1 st Class	2 Minutes	<i>Collecting Officer, General Services Section, Administrative Division</i>
5. Present Official Receipt, Application form, index card and other requirements at the encoding window.	5.1 Encode and make necessary correction in the pre-encoded data (if applicable), issue NOA.	None	5 Minutes	Frontline service personnel, HRMS-AD
6. Receive Notice of Admission (NOA)	6.1 Record the transaction in the log sheet. 6.2 Release the Notice of Admission (NOA)	None	1 Minute	Frontline service personnel, HRMS-AD
	TOTAL:	PHP 400.00 - PO 4 th Class PHP 450.00 - PO 3 rd Class PHP 500.00 - PO 2 nd Class PHP 600.00 - PO 1 st Class	18 Minutes	



4. APPLICATION FOR SCHOLARSHIP OF CHILDREN OF PNP MEMBERS KILLED (KIA) OR PERMANENTLY INCAPACITATED (WIA) WHILE IN THE PERFORMANCE OF DUTY

This service involves the processing of applications for scholarship grants of children of PNP members killed (KIPO) or permanently incapacitated (WIPO) while in action or in the performance of duty.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Request and advise client to write name in logbook 1.2 Instruct client to the Office of Height Waiver Committee	None	1 Minute	Information Desk Officer
2. Submit application and other supporting documents	2.1 Evaluate application and supporting documents	None	15 Minutes	Financial Claims Examiner, Technical Services Division (TSD)
3. Undergo the required interview	3.1 Interview and brief applicants	None	10 Minutes	Financial Claims Examiner, TSD
	3.2 Advise the client that they will be notified of the status of their application and the next process	None	2 Minutes	Financial Claims Examiner, Technical Services Division (TSD)
None	3.3 Prepare Memo	None	10 Minutes	Financial Claims Examiner,



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Forward application and supporting documents to Chief, TSD			Technical Services Division (TSD)
None	4.1 Review and sign and recommend for approval / disapproval	None	5 Minutes	Chief, Technical Services Division and Regional Director
None	5.1 Prepare and forward indorsement letter to the offices of signatories (for initial payment)	None	10 Minutes	<i>Financial Claims Examiner</i> TSD
None	5.2 Send the approved application with complete supporting documents to NAPOLCOM Central Office for initial Payment Transmit the approved application with supporting documents to the Budget and Accounting Section, Administrative Division (for reimbursement)	None	30 Minutes	<i>Financial Claims Examiner</i> TSD
	TOTAL:	NONE	1 Hour 23 inutes	



5. AUTHENTICATION OF POLICE ELIGIBILITY DOCUMENT

This service involves the authentication of police eligibility documents of passers of the PNP Entrance and Promotional Examinations, or through their authorized representatives.

Office or Division:	Human Resource and Management Section, Administrative Division, Regional Office	
Classification:	G2C	
Type of Transaction:	Simple (3 days)	
Who may avail:	Passers of the PNP Entrance and Promotional Examination, or their authorized representatives.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original and photocopy of NAPOLCOM issued Certificate of Eligibility		NAPOLCOM RO
2. Valid identification card		
3. Authentication fee of PHP 50.00		
4. Authorization letter, if applicable		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Request and advise client to write name in logbook 1.2 Instruct client to proceed to concerned front line service personnel	None	1 Minute	Information Desk Officer
2. Present original or photocopy of Report of Rating / Certificate of Eligibility	2. Verify and validate the Report of Rating or Certificate of Eligibility from the Master list of successful examinees	None	3 Minutes	<i>Admin Aide / Assistant Administrative Division, Human Resource Management Section (AD-HRMS)</i>
3. Proceed to the Cashier for payment	3.1 Receive payment 3.2 Issue Official Receipt (OR)	PHP 50.00 per page PHP 15.00 per extra copy	3 Minutes	Cashier
4. Present Official Receipt	4.1 Prepare Certification of Eligibility or copies of authentication 4.2 Authenticate photocopy/ies of Certificate of Eligibility or issue	None	5 Minutes	<i>Admin Assistant AD-HRMS</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certification of Eligibility			
None	4.3 Review and sign the Certification of Eligibility	None	5 Minutes	<i>Human Resource Management Officer</i> AD-HRMS <i>Admin Div. Chief</i> <i>Actg. Regional Director</i>
5. Receive Certification of Eligibility	5.1 Release the Certification of Eligibility	None	1 Minute	<i>Admin Assistant</i> AD-HRMS
	TOTAL:	PHP 50.00 PHP 15.00* <i>*For extra copy</i>	23 Minutes	



6. 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		
2. Two (2) government-issued identification cards		
3. Processing fee of PHP 150.00		
4. Authorization letter, if applicable		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Request and advise client to write name in logbook 1.2 Instruct client to proceed to concerned front line service personnel	None	1 Minute	Information Desk Officer
2. Accomplish and submit request form	2.1 Receive accomplished Request form and check the requirements	None	2 Minutes	Admin Aide Technical Services Division (TSD)
None	2.2 Verify from Records if client has no pending case	None	10 Minutes	Verifier-TSD Verifier-RAB
	2.3 Advise client to proceed to the Cashier for payment	None		Admin Aide TSD
3. Proceed to the Cashier for payment	3. Accept payment and issue Official Receipt (OR)	PHP 150.00	2 Minutes	Cashier
4. Present Official Receipt	4.1 Prepare the Certification of With Pending and Non-Pending Case 4.2 Record in the logbook the release of Certification.	None	10 Minutes	Admin Aide TSD
5. Release the certificate	5.1 Release the Certification of Eligibility	None	1 Minute	Admin Aide TSD
TOTAL:		PHP 150.00	26 minutes	



7. PAYMENT OF PERMANENT DISABILITY AND DEATH BENEFIT CLAIMS

This service involves the release of checks for payment of 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 approved 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 available for release	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Two (2) pieces latest ID picture (size 1" x 1")		
2. Two (1) government-issued identification cards		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Request and advise client to write the name in the logbook 1.2 Instruct client to proceed to concerned frontline service personnel	None	1 Minute	Information Desk Officer
2. Proceed to Administrative Division (AD)	2.1 Check requirements and advise client to proceed to the Technical Division 2.2 Prepare Order of Release Form	None	10 Minutes	Administrative Officer, Administrative Division (AD)
3. Proceed to the Technical Services Division (TSD)	3.1 Validate the identity of claimant and recommend approval/disapproval of the Order of Release Claim 3.2 Conduct fingerprinting	None	20 Minutes	Chief, Technical Services Division
None	3.3 Approve/ Disapprove Release Order form	None	3 Minutes	Regional Director
4. Sign the voucher and receive the check	4.1 Record the release of check to the client 4.2 Release check to claimant	None	3 Minutes	Administrative Officer, Administrative Division (AD)
TOTAL:		NONE	37 Minutes	



8. 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:	Children of the PNP members killed in action (KIA) or permanently disabled in action (WIA)
CHECKLIST OF REQUIREMENTS	
1. One (1) government-issued identification card	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter	1.1 Request and advise client to write name in logbook 1.2 Instruct client to proceed to the Administrative Division	None	1 Minute	Information Desk Officer
2. Proceed to the Administrative Division (AD)	2.1 Check requirements 2.2 Prepare Order of Release Form	None	10 Minutes	Administrative Officer, Administrative Division (AD)
3. Sign the voucher and receive the check	3.1 Record the release of check to the client 3.2 Release check to claimant	None	3 Minutes	Administrative Officer, Administrative Division (AD)
TOTAL:		NONE	37 Minutes	



9. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, ETC.

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

Office or Division:	Human Resource Management Section, Administrative Division, Regional Office
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	Active organic, retired, resigned officials and employees of NAPOLCOM-NCR
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Fully accomplished request form.	
2. Letter-request for retired and resigned officials and employees.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request letter	1.1 Receive the letter request and prepare the requested document	None	20 Minutes	Human Resource Management Personnel. HRMS-AD
None	1.2 Submit the request to Chief Admin/ Chief HR for signature	None	1 Minute	HRMS Personnel. HRMS-AD
None	1.3 Review and Sign the requested document	None	10 Minutes	Chief Administrative Division for SG 18 above Chief HR for SG 4-15
2. Receive the requested document	2. Release the requested document, and records the same at the logbook	None	1 Minute	HRMS Personnel. HRMS-AD
TOTAL:		NONE	32 Minutes	



10. ISSUANCE OF CLEARANCES

This service involves issuance of requested clearances.

Office or Division:	Human Resource Management Section, Administrative Division, Regional Office
Classification:	G2C
Type of Transaction:	Simple (3 days)
Who may avail:	Active organic, retired, resigned officials and employees of NAPOLCOM-NCR
CHECKLIST OF REQUIREMENTS	
1. Fully accomplished request form.	
2. Letter-request for retired and resigned officials and employees.	
WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request letter	1. Receive the letter request and prepare the requested document		20 Minutes	Human Resource Management Personnel. HRMS-AD
2. Receive the unsigned clearance	2.1 Release the unsigned clearance		1 Minute	HRMS Personnel. HRMS-AD
	2.2 Interview/validate the requestor for any liabilities.		30 Minutes	Chief ORD OARD C, PRAB OAV TSD ADM DIV. BAAS GSS HRMS
3. Receive the signed clearance	3. Release and record the official clearance, get extra copy for 201 file.		5 Minutes	HRMS Personnel. HRMS-AD
	TOTAL:	NONE	56 Minutes	



VI. 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), Ground floor, NAPOLCOM Building Contact the concerned NAPOLCOM Service and Regional Offices. Please refer to the provided list of offices.
How feedbacks 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 the 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 ground floor's 24/7 Action Center. Complaints may also be filed personally or directly at the 24/7 Action Center or through telephone. 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 (piopress08@gmail.com, cchfp.pat@gmail.com or NAPOLCOM website) NAPOLCOM Official Facebook Page @NationalPoliceCommission SMS through 24/7 Public Assistance Uni 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 Complain 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>



VII. List of Offices

Office	Address	Contact Information
CENTRAL OFFICE		
Chairman Eduardo M. Año	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: +63 2 8896-5980 +63 2 8895-5068
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