



**NATIONAL POLICE COMMISSION  
(NAPOLCOM)**

**CITIZEN'S CHARTER**  
**2024 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 the administration of police entrance examinations, the conduct of pre-charge investigations of police anomalies and irregularities, and summary dismissal of erring police officers.

## II. **Vision:**

The National Police Commission shall be a component 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



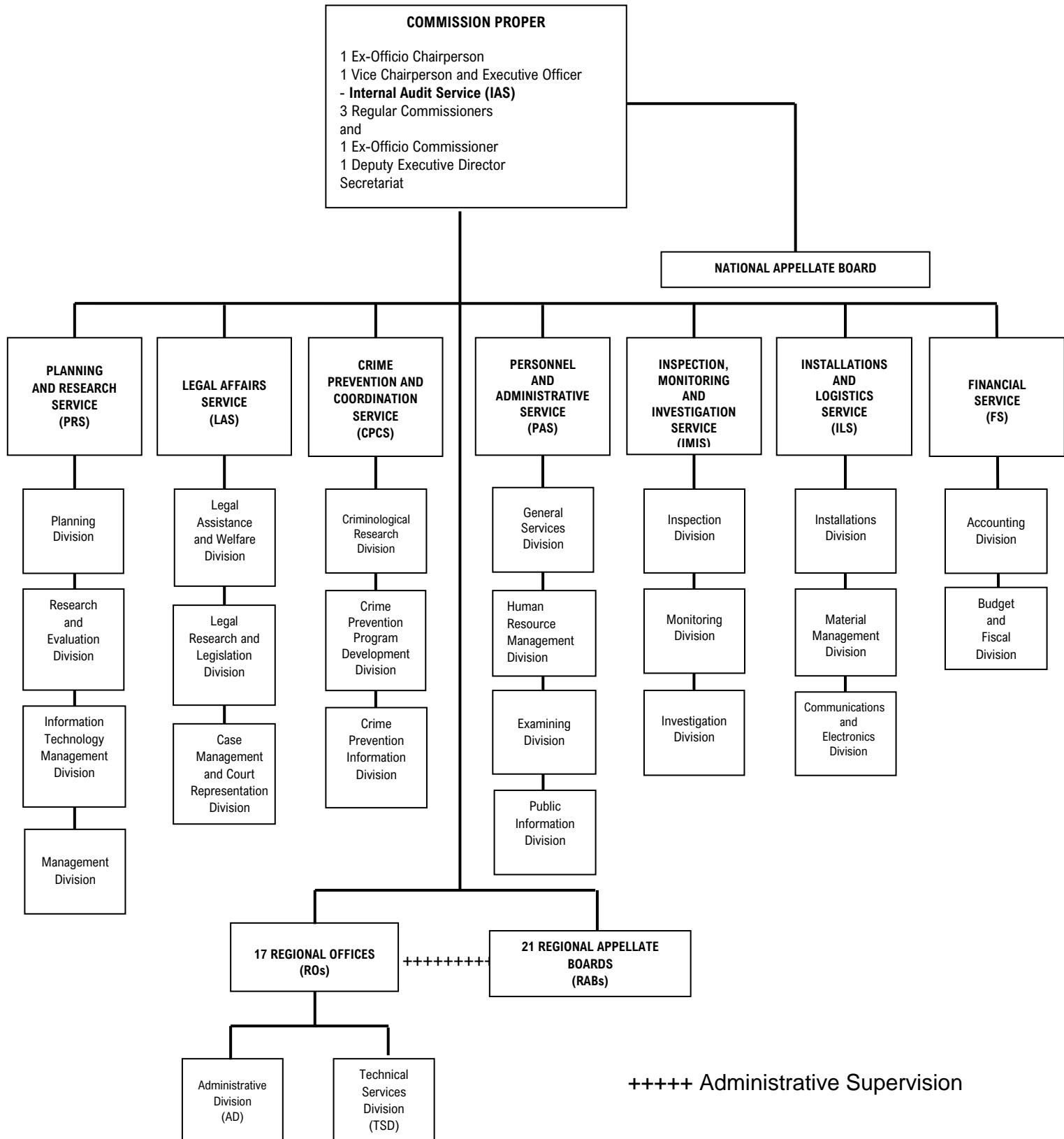
## V. NAPOLCOM Service Pledge:

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

- N**urture excellence and professionalism;
- A**dhere to the values of honesty, integrity and dedication;
- P**rovide efficient, effective and responsive service;
- O**bey and respect the rule of law;
- L**isten to client concerns;
- C**ommit ourselves to the principles of transparency and accountability;
- O**versee the implementation of the Commission's policies and programs for the PNP;
- M**old a civilian police organization that promotes community welfare.



## NAPOLCOM Organizational Structure





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# **CENTRAL OFFICE**

## **External 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) Written Examination filed thru mail by a Police Commissioned Officer with the rank of Police Lieutenant Colonel and above.

<b>Office or Division:</b>	Examining Division, Personnel and Administrative Service (ED-PAS)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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 (1x1 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. <b>Pictures that are scanned, photocopied or computer-enhanced are not accepted.</b>		Client
3. Authenticated copy of attested appointment (KSS Porma Blg. 33)		CSC
4. Examination fee of PHP 700.00		Client
5. Two (2) legal-size window envelopes with Twenty-One pesos (PHP 21.00) worth of <b>MAILING STAMP</b> affixed on each envelope		
6. One (1) government-issued ID card		

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 thru Document Tracking Management (DTMS) the mailed documents  1.2. Route 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 <sup>th</sup> Floor
None	1.3. Receive and evaluate the transmitted documents  If found in order, encode in Exam Query/Cashier Database for the	None	10 minutes	<i>Qualification and Evaluation Section (QES) Officer,</i> Examination Division, Personnel and Administrative Service (ED-PAS)  [14 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment of examination fee			
None	1.4. Receive payment for the examination fees and issue the Official Receipt (OR)	PHP 700.00	3 minutes	<i>Collection Officer,</i> Collection and Disbursement Section GSD-PAS  Window 2-NOSS 7 <sup>th</sup> Floor
None	1.5. Encode the applicant's data in the Temporary Room Assignment List and prepare the Notice of Admission (NOA)	None	15 minutes	<i>QES Officer,</i> ED-PAS  7 <sup>th</sup> Floor
None	1.6. Review and sign 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
None	1.7. Record through DTMS and logbook and forward to Records Section, GSD	None	3 minutes	<i>DTMS Officer,</i> ED-PAS
None	1.8 Mail the NOA to the client	None	1 day	<i>Records Section Officer</i>  Records Section GSD-PAS
	<b>TOTAL:</b>	<b>PHP 700.00</b>	<b>1 day, 1 hour, 41 minutes</b>	



## 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) Written Examination filed thru walk-in by a Police Commissioned Officer with the rank of Police Lieutenant Colonel and above or their authorized representative.

<b>Office or Division:</b>	Examining Division, Personnel and Administrative Service (ED-PAS)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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 (1x1 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. <b>Pictures that are scanned, photocopied or computer-enhanced are not accepted;</b>		Client
3. Authenticated copy of attested appointment (KSS Porma Blg. 33)		CSC
4. Examination fee of PHP 700.00		Client
5. Two (2) legal-size window envelopes with Twenty-One pesos (PHP 21.00) worth of <b>MAILING STAMP</b> 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. Register at the Information Desk Counter, secure the visitor's slip / tag and receive the Client Satisfaction Measurement (CSM) Form	1.1. Secure the client's identification card  1.2. Issue the visitor's slip/tag and CSM Form. Advise the client to proceed to the 14 <sup>th</sup> floor, Examining Division	None	2 minutes	<i>Information Desk Officer</i> / In-House Security  [Ground Floor]
2. Submit the application form and required documents	2.1. Evaluate the application and supporting documents based on the checklist of requirements. Ensure the accuracy and adequacy in the evaluation of application.	None	5 minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS)  [14 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If found in order, encode in Exam Query/Cashier Database for the payment of examination fee			
3. Pay the application fee	3.1. Receive the 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 <sup>th</sup> Floor
4. Present the official receipt	4.1. Encode the applicant's data in the Temporary Room Assignment List and prepare the Notice of Admission (NOA)	None	5 minutes	<i>Administrative Assistant/ Designated Examining Division Personnel</i> ED-PAS  14 <sup>th</sup> Floor
	4.2. Review and sign 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</i> Chief, Personnel and Administrative Service
5. Receive the NOA for PESE Written Examination	5.1. Issue the NOA for PESE Written Examination	None	2 minutes	<i>Designated ED-PAS Personnel</i>  ED-PAS 14 <sup>th</sup> Floor



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Proceed to the Information Desk Counter, accomplish the CSM Form and drop the same in the designated drop box.  Return the signed visitor's slip and log-out in the registry book.	6.1. Receive the visitor's slip  6.2. Instruct the client to log out in the registry book	None	5 minutes	<i>Information Desk Officer</i> / In-House Security  [Ground Floor]
	<b>TOTAL:</b>	<b>PHP 700.00</b>	<b>32 minutes</b>	



### 3. APPLICATION FOR TESTIMONIAL ELIGIBILITY 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.

<b>Office or Division:</b>	Examining Division, Personnel and Administrative Service (ED-PAS)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Complex	
<b>Who may avail:</b>	All qualified PNPA graduates	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Properly accomplished Application Form and Index Card		NAPOLCOM ED-PAS
2. Processing fee of PHP 300.00		Client
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 (PHP 21.00) worth of mailing stamp affixed		Client
6. One (1) government-issued ID card		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send thru mail the accomplished Application Form for grant of Testimonial Eligibility including all requirements	1.1. Receive and record thru Document Tracking and Management System (DTMS) the mailed documents  1.2. Route 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 <sup>th</sup> Floor
None	1.3. Receive and evaluate the transmitted documents  If found in order, encode in Exam Query/Cashier Database for payment of processing fee to the Cashier's Office, NOSS 7 <sup>th</sup> Floor	None	10 minutes	<i>Qualification and Evaluation Section (QES) Officer</i> Examination Division, Personnel and Administrative Service (ED-PAS)  [14 <sup>th</sup> Floor]



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1.4. Accept the 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-NOSS 7 <sup>th</sup> Floor
None	1.5. Prepare the Processing Form and Certificate of Testimonial Eligibility	None	15 minutes	<i>QES Officer</i> ED-PAS
None	1.6. Review and affix initials on the Certificate of Testimonial Eligibility	None	5 minutes	<i>Chief, QES &amp; Chief, Examining Division,</i> ED-PAS
None	1.7. Record through the DTMS and logbook the documents and forward to the Office of the Staff Service Chief, PAS	None	10 minutes	<i>DTMS Officer</i> ED-PAS
None	1.8. Sign the Certificate of Testimonial Eligibility	None	6 days  (1 day per signatory, 3 days OVCEO)	<i>Staff Service Chief,</i> Personnel and Administrative Service  <i>Deputy Executive Director (DExD),</i> Office of the DExD  <i>Vice Chairperson and Executive Officer (VCEO),</i> Office of the VCEO
None	1.9. Record through DTMS and logbook and forward to Records Section,	None	3 minutes	<i>DTMS Officer</i> ED-PAS





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	GSD the Certificate of Testimonial Eligibility			
None	1.10. Mail the Certificate of Testimonial Eligibility to the client	None	1 day	<i>Records Section Officer</i> Records Section, GSD-PAS
	<b>TOTAL:</b>	<b>PHP 300.00</b>	<b>7 days, 1 hour and 46 minutes</b>	



#### 4. APPLICATION FOR TESTIMONIAL ELIGIBILITY FOR PNPA GRADUATES (Thru Walk-In)

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

<b>Office or Division:</b>	Examining Division, Personnel and Administrative Service (ED-PAS)	
<b>Classification:</b>	G2G, G2C	
<b>Type of Transaction:</b>	Complex	
<b>Who may avail:</b>	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		Client
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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter, secure visitor's slip/tag and receive the Client Satisfaction Measurement (CSM) Form	1.1. Secure the client's identification card  1.2. Issue the visitor's slip/tag and CSM Form. Advise the client to proceed to the 14 <sup>th</sup> floor, Examining Division	None	2 minutes	<i>Information Desk Officer</i> Custodial Unit / In-House Security  [Ground Floor]
2. Submit the application form and required documents	2.1. Evaluate the application and supporting documents based on the checklist of requirements. Ensure accuracy and adequacy in the evaluation of application.  If found in order, encode 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 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Office, NOSS 7 <sup>th</sup> Floor			
3. Pay the application fee	3.1. Accept the 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 <sup>th</sup> Floor-NOSS
4. Present the OR	4.1. Prepare the Processing Form and Certificate of Testimonial Eligibility	None	15 minutes	<i>QES Officer</i> ED-PAS
None	4.2. Review and affix initials on the Certificate of Testimonial Eligibility	None	5 minutes	<i>Chief, QES &amp; Chief, Examining Division</i> ED-PAS
None	4.3. Record through the DTMS and logbook the documents and forward to the Office of the Service Chief, PAS	None	10 minutes	<i>DTMS Officer</i> ED-PAS
None	4.4. Sign the Certificate of Testimonial Eligibility	None	6 days  (1 day per signatory, 3 days OVCEO)	<i>Staff Service Chief,</i> Personnel and Administrative Service  <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
5. Receive the Certificate of Testimonial Eligibility and accomplish the CSM Form	5.1. Record through DTMS and logbook and release the Certificate of Testimonial Eligibility to the client	None	10 minutes	<i>DTMS Officer</i> ED-PAS
6. Proceed to the Information Desk Counter, return the signed visitor's slip, and log-out in the registry book.  Drop the accomplished CSM form in the designated drop box,	6.1. Return the visitor's ID  6.2. Instruct the client to log out in the registry book	None	5 minutes	<i>Information Desk Officer</i> Custodial Unit / In-House Security  [Ground Floor]
	<b>TOTAL:</b>	<b>PHP 300.00</b>	<b>6 days, 55 minutes</b>	



## 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.

<b>Office or Division:</b>	Examining Division, Personnel and Administrative Service (ED-PAS)		
<b>Classification:</b>	G2G, G2C		
<b>Type of Transaction:</b>	Simple		
<b>Who may avail:</b>	Passers of the PNP Entrance and Promotional Examinations or their authorized representative(s)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>WALK-IN</b>			
1. Filled-out Request for Certification form			Examining Division - NOSS (7 <sup>th</sup> Floor)
2. One (1) valid government-issued ID			Client
3. Certification fee amounting to PHP 150.00			
<b>MAIL/COURIER</b>			
1. Letter Request			Client
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)			
<b>FOR CORRECTION</b>			
1. Letter request for correction			Client
2. Certificate of Eligibility (Original)			
3. PSA Birth Certificate (Original and Photocopy)			
4. Affidavit of Discrepancy/Two Disinterested Persons			
5. One (1) valid ID bearing birthdate and signature (Original and Photocopy)			
6. Correction fee amounting to PHP 200.00			
<b>Additional requirements if requested through a representative</b>			
1. Authorization Letter			Client
2. Valid ID of representative (Original and Photocopy)			Client / Representative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request for Certification Form and required documents at the NAPOLCOM One Stop Shop (NOSS) Window 1 and receive the Client Satisfaction	1.1. Receive/review the submitted Request for Certification and furnish a copy of the CSM Form  1.1 For issuance of Certification of Eligibility, validate the name through the Exam Query	None	5 minutes	Certification Section (CS) Personnel, Examining Division-NOSS, PAS (ED NOSS-PAS)  [Window 1-NOSS 7 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Measurement (CSM) Form	<p>System and/or from the master list of successful examinees</p> <p>In case of correction, verify and validate the presented certificate of eligibility through the Exam Query System and/or from the Masterlist of Successful Examinees</p> <p>1.2 Register on the Cash Link System</p>			
2. Pay to the Cashier's Office at the NOSS, Window 6	<p>2.1 Process the payment</p> <p>2.2 Issue the Official Receipt</p>	<p>PHP 150.00 or PHP 200.00*</p> <p><i>*With correction of misspelled name and wrong date of birth</i></p>	3 minutes	<p><i>Collection Officer</i> Collection and Disbursement Section GSD, PAS</p> <p>Window 6-NOSS 7<sup>th</sup> Floor</p>
3. Present the official receipt at NOSS Window 1	<p>3.1 Check the Official Receipt</p> <p>3.2 Prepare the Certification of Eligibility using the Exam Query System</p> <p>3.3 Review and affix signature on the Certification</p>	None	8 minutes	<p><i>CS Personnel</i> ED NOSS-PAS</p> <p>[Window 1-NOSS 7<sup>th</sup> Floor]</p>
4. Receive the Certification of Eligibility at the NOSS, Window 1	<p>4.1 Release the Certification of Eligibility to the requesting party or authorized representative</p>	None	1 minute	<p><i>CS Personnel</i> ED NOSS-PAS</p> <p>[Window 1-NOSS 7<sup>th</sup> Floor]</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the CSM Form and drop the same in the designated drop box.	4.2 Record the release of the Certificate of Eligibility			
	<b>TOTAL:</b>	<b>PHP 150.00 or PHP 200.00</b>	<b>17 minutes</b>	



## 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.

<b>Office or Division:</b>	Examining Division, Personnel and Administrative Service (ED-PAS)	
<b>Classification:</b>	G2G, G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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 <sup>th</sup> Floor)
2. One (1) valid government-issued ID		Client
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. Submit the photocopy/ies of Certificate of Eligibility at the NAPOLCOM One-Stop Shop (NOSS), Window 1 and receive the Client Satisfaction Measurement (CSM) Form	1.1. Receive the photocopied Certificate of Eligibility or Certification of Eligibility from the requesting party or authorized representative and furnish a copy of the CSM Form  1.2. Verify and validate the presented eligibility through the Exam Query System and/or from the print-out of successful examinees  1.3. Register on the Cash Link System	None	3 minutes	<i>Certification Section (CS) Personnel, Examining Division-NOSS, PAS (ED NOSS-PAS)</i>  [Window 1-NOSS 7 <sup>th</sup> Floor]





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the Authentication Fee to the Cashier's Office at the NOSS, Window 6	2.1. Process the payment 2.2. Issue the Official Receipt	PHP 50.00	2 minutes	Cashier/ Collection Officer Collection and Disbursement Section GSD-PAS  [Window 1- NOSS 7 <sup>th</sup> Floor]
3. Present the Official Receipt at the NOSS, Window 1	3.1. Check the Official Receipt 3.2. Stamp "Authenticated" the photocopy/ies of Certificate of Eligibility or issued Certification of Eligibility 3.3. Sign the documents certifying that the photocopy/ies are found in order	None	1 minute	CS Personnel, ED NOSS-PAS  [Window 1-NOSS 7 <sup>th</sup> Floor]
4. Receive the authenticated copies of Certificate of Eligibility/Certificate of Eligibility at the NOSS, Window 1	4.1. Release the authenticated photocopy/ies of Certificate of Eligibility to the requesting party or authorized representative 4.2. Record the release of authenticated photocopy/ies of Certificate of Eligibility or issued Certificate of Eligibility	None	1 minute	CS Personnel ED NOSS-PAS  [Window 1-NOSS 7 <sup>th</sup> Floor]
5. Accomplish the CSM Form and drop the same in the designated drop box	None	None	None	
	<b>TOTAL:</b>	<b>PHP 50.00</b>	<b>7 minutes</b>	



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

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

<b>Office or Division:</b>	Public Information Division, Personnel and Administrative Service (PID-PAS)
<b>Classification:</b>	G2C, G2G
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	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
<b>CHECKLIST OF REQUIREMENTS</b>	
None	
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance / information through NAPOLCOM Facebook or PID Email	1.1. Assess the query and provide the appropriate reply	None	10 minutes	<i>FB Administrator</i> Public Information Division, Personnel and Administrative Service (PID-PAS)  [7 <sup>th</sup> Floor]
None	1.2. If the message is a valid complaint, acknowledge receipt and inform the client thru private message (FB) or e-mail the indorsement of his/her complaint to the concerned office	None	10 minutes	<i>FB Administrator</i> PID-PAS  [7 <sup>th</sup> Floor]
None	1.3. Indorse the complaint to the Client's Complaints Handling Permanent Action Team	None	10 minutes	<i>FB Administrator</i> PID-PAS  [7 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>10-30 minutes</b>	



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

<b>Office or Division:</b>	Public Information Division, Personnel and Administrative Service (PID-PAS)
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Persons who have queries about the services and policies of the Commission; PNP members and beneficiaries; Applicants for police examinations; Researchers (student, PNP, GOCCs, NGOs); other government agencies and Media practitioners
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. GENERAL PUBLIC</b>				
1. Make a phone call to request for assistance/information  PID phone numbers: 8890-9861 and 8896-4528	1.1. Provide the necessary information to the caller or refer to the concerned office/person	None	5 minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID-PAS) [7 <sup>th</sup> Floor]  <i>Library personnel</i> [9 <sup>th</sup> Floor]
None	1.2. If the query concerns NAPOLCOM policy, gather and photocopy the necessary materials and send the same the caller thru e-mail	None	1 hour	<i>Receiving Officer</i> PID-PAS [7 <sup>th</sup> Floor]  <i>Library personnel</i> [9 <sup>th</sup> Floor]
None	1.3. Record/Log the phone call and assistance in the PID or Library Logbook	None	2 minutes	<i>Receiving Officer</i> PID-PAS [7 <sup>th</sup> Floor]  <i>Library personnel</i> [9 <sup>th</sup> Floor]
	<b>TOTAL:</b>	None	<b>1 hour, 7 minutes</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>B. MEDIA PRACTITIONERS</b>				
1. Make a phone call to request for information or media interview	1.1. Get the media request and refer to the PID Chief/PID Assistant Chief	None	5 minutes	<i>Receiving Officer</i> Public Information Division, Personnel and Administrative Service (PID-PAS) [7 <sup>th</sup> Floor]
None	1.2. Assess the request for information, gather the required materials, and send to the reporter thru email	None	30 minutes	<i>Division Chief/ Asst. Division Chief</i> PID-PAS [7 <sup>th</sup> Floor]
None	1.3. If the request is for media interview, ask the reporter to send to the PID email account a letter-request addressed to the Vice Chairperson and Executive Officer (VCEO), then coordinate 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 <sup>th</sup> Floor]
None	1.4. Contact the reporter to inform if his/her request is granted or denied	None	5 minutes	<i>Division Chief/ Asst. Division Chief</i> PID-PAS [7 <sup>th</sup> Floor]
2. Conduct the media interview	2.1. Monitor/document the media interview	None	10-30 minutes	<i>Photographer/ Administrative Assistant</i> PID-PAS [7 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour, 50 minutes - Minimum</b>  <b>4 hours, 10 minutes - Maximum</b>	



## 9. REQUEST FOR PUBLIC ASSISTANCE (Walk-In)

<b>Office or Division:</b>	Concerned Service/Office/Unit Public Information Division, Personnel and Administrative Service (PID-PAS)
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	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
<b>CHECKLIST OF REQUIREMENTS</b>	
None	
<b>WHERE TO SECURE</b>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter and receive the Client Satisfaction Measurement (CSM) Form	1.1. Secure the client's identification card 1.2. Instruct the client to register in the Guard logbook 1.3. Issue a visitor's slip/tag and furnish a copy of the CSM Form 1.4. Instruct the client to proceed to the concerned office	None	1 minute	Information Desk Officer Custodial Unit / In-House Security [Ground Floor]
2. Proceed to the concerned office	2.1. Instruct the client to register at the Guard logbook 2.2. Inform the concerned office/personnel 2.3. Instruct the client to proceed to the concerned office/personnel	None	2 minutes	Assigned Guard per floor
	2.4. Assist the client and provide appropriate action to his/her concern	None	20-30 minutes	Concerned Office/ Personnel



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Information Desk Counter, return the signed visitor's slip and log out in the Guard logbook.  Accomplish the CSM Form and drop the same in the designated drop box.	3.1. Return the visitor's ID and instruct the client to log out in the Guard logbook	None	2 minutes	<i>Information Desk Officer</i> Custodial Unit / In-House Security [Ground Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>25-35 minutes</b>	



## 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.

<b>Office or Division:</b>	Case Management and Court Representation Division, Legal Affairs Service (CMCRD-LAS)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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)		Client
5. Official Receipt of payment for Clearance Fee (PHP 150.00), except for retirement, TPPD, and death claims; additional PHP 50.00 per additional copy being requested		Cashier-NOSS, 7F, Window 6
6. Photocopy of the IDs of PNP member and authorized representative		Client / 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, and receive the Client Satisfaction Measurement (CSM) Form	1.1. Receive and record the accomplished request form and documentary requirements.  1.2. Review the completeness of the required documents.  1.3. Furnish a copy of the CSM Form	None	3 minutes	<i>Administrative Staff,</i> Legal Affairs Service- NAPOLCOM One Stop Shop (LAS-NOSS)  [7 <sup>th</sup> Floor-Window 3]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Forward to the National Appellate Board (NAB) the accomplished request form with the required documents for NAB Clearance	None	30 minutes	Receiving Staff, National Appellate Board (NAB)  [7 <sup>th</sup> Floor-Window 7]
None	1.4. Prepare and forward the Payment Request to Cashier-NOSS	None	3 minutes	Administrative Staff, LAS-NOSS  [7 <sup>th</sup> Floor-Window 3]
2. Pay the corresponding clearance fee at the Cashier-NOSS	2.1. Receive the payment and issue the Official Receipt (O.R.)	PHP 150.00 per copy PHP 50.00 per additional copy  <i>*For retirees, fee is waived</i>	5 minutes	Cashier-NOSS, Cash Section, PAS-GSD  [7 <sup>th</sup> Floor-Window 6]
3. Receive the 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 the client to proceed to CMCRD-LAS, 12 <sup>th</sup> Floor for issuance of NAPOLCOM Clearance	None	1 minute	Administrative (Assigned) Staff, LAS-NOSS  [7 <sup>th</sup> Floor-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 record if the client has a pending case before LAS	None	30 minutes	Administrative Staff, CMCRD-LAS  [12 <sup>th</sup> Floor]





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.2. Based on the results of verification, prepare the NAPOLCOM Clearance for signature of the Staff Service Chief, LAS	None	10 minutes	Administrative Staff, CMCRD-LAS  Chief, CMCRD-LAS  [12 <sup>th</sup> Floor]
None	4.3. Sign the NAPOLCOM Clearance	None	10 minutes	Staff Service Chief, LAS  [12 <sup>th</sup> Floor]
5. Receive the NAPOLCOM Clearance.  Accomplish the CSM Form and drop the same in the designated drop box	5.1. Release the NAPOLCOM Clearance	None	1 minute	Administrative Staff, CMCRD-LAS  [12 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>PHP 150.00</b>  <b>*Plus PHP 50.00 (for additional copies)</b>	<b>1 hour, 33 minutes</b>	



## 11. AUTHENTICATION OF NAPOLCOM CLEARANCE

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

<b>Office or Division:</b>	Case Management and Court Representation Division, Legal Affairs Service (CMCRD-LAS)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Uniformed PNP members applying for promotion or retirement, and other purposes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Request Form 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 NAPOLCOM Clearance (in case of representative)		Client
4. Official Receipt of payment for Authentication 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 / 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.  Receive the Client Satisfaction Measurement (CSM) Form.	1.1. Receive and record the accomplished request form and documentary requirements  1.2. Furnish a copy of the CSM Form  1.3. Review the completeness of the required documents	None	3 minutes	<i>Administrative Staff,</i> Legal Affairs Service- NAPOLCOM One Stop Shop (LAS-NOSS)  [7 <sup>th</sup> Floor-Window 3]
None	1.4. Prepare and forward the Payment Request to Cashier-NOSS	None	3 minutes	<i>Administrative Staff,</i> LAS-NOSS  [7 <sup>th</sup> Floor-Window 3]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the corresponding authentication fee at the Cashier-NOSS	2.1. Receive the payment and issue the 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-GSD  [7 <sup>th</sup> Floor-Window]
3. Proceed to CMCRD-LAS, 12F and submit the accomplished request form and Official Receipt	3.1. Verify with the CRMCRD database and records of previously issued NAPOLCOM Clearance	None	15 minutes	Administrative Staff, CMCRD-LAS  [12 <sup>th</sup> Floor]
None	3.2. Based on the results of the verification, prepare the authenticated copy of NAPOLCOM Clearance for signature of Chief, CMCRD	None	5 minutes	Administrative Staff, CMCRD-LAS  [12 <sup>th</sup> Floor]
None	3.3. Sign the authenticated copy of NAPOLCOM Clearance	None	5 minutes	Division Chief, CMCRD-LAS  [12 <sup>th</sup> Floor]
4. Receive the NAPOLCOM Clearance, accomplish the CSM Form and drop the same in the designated drop box	4.1. Release the signed authenticated copy of the NAPOLCOM Clearance	None	1 minute	Administrative Staff, CMCRD-LAS  [12 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>PHP 50.00</b> <b>*PHP 150.00</b> (for promotional purposes)	<b>37 minutes</b>	



## 12. FILING OF AN ADMINISTRATIVE COMPLAINT AGAINST A UNIFORMED MEMBER OF THE PHILIPPINE NATIONAL POLICE (PNP) THRU THE NAPOLCOM ONE-STOP SHOP (NOSS)

This service is for the processing of an administrative complaint filed by a natural or juridical person or her/his/its authorized representatives or guardian thru the NAPOLCOM One Stop Shop (NOSS) on account of injury, damage or disturbance sustained as a result of an irregular or illegal act or omission of a uniformed member of the PNP.

<b>Office or Division:</b>	Inspection, Monitoring and Investigation Service (IMIS)	
<b>Classification:</b>	G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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	2. Authorization Letter from the Applicant, if filed through a representative	To be executed by the Complainant and his / its witnesses
3. Other supporting documents relative to the case such as medical certificate, birth certificate, marriage certificate, police/barangay blotter etc.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Information Desk Counter, secure a visitor's slip/tag and receive the Client Satisfaction Measurement (CSM) Form	1.1 Secure the client's I.D. and issue a Visitor's slip/tag and CSM Form  1.2 Advise the client to proceed to the Inspection, Monitoring and Investigation Service- NAPOLCOM One Stop Shop (IMIS-NOSS)	None	1 minute	<i>Custodial Unit/ In-House Security/ Information Desk Officer</i>  [Ground Floor]
2. Register in the IMIS-NOSS Logbook and presents his affidavit and other documents to the Officer of the Day, IMIS	2.1 Assess if the documents submitted are complete	None	15 minutes	<i>Officer of the Day, Investigation Division (ID), IMIS</i>  [7 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 If not, advise the client to secure all required documents and proceed to Step 5.			
3 Accomplish the Complaint Sheet and Verification and Certification of Non Forum-Shopping (in case of verbal complaint)	3.1 In case of verbal complaint, advise clients and witnesses, if any to accomplish the Complaint Sheet and Verification and Certification of Non-Forum Shopping	None	15 minutes	<i>Officer of the Day</i> , Investigation Division (ID), IMIS  [7th Floor]
4 Submit the accomplished Complaint Sheet and Verification and Certification of Non-Forum Shopping	4.1 Administer the oath of the client and witness/es, if any;  4.2 Give the client a copy of the subscribed Complaint Sheet and Verification and Certification of Non-Forum Shopping	None	15 minutes	<i>Officer of the Day</i> , Investigation Division (ID), IMIS  [7th Floor]
5 Proceed to the Information Desk Counter and return the Visitor's Slip/Tag. Retrieve the ID and log out in Registry Log Book.  Accomplish the CSM Form and drop the same in the designated drop box.	5.1 Return the client's ID	None	3 minutes	<i>Custodial Unit/ In-House Security/ Information Desk Officer</i>  [Ground Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>49 minutes</b>	

*NOTE: Processing time excludes waiting time for elevator service*



### 13. PAYMENT OF POLICE BENEFITS (TOTAL 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.

<b>Office or Division:</b>	Financial Service (FS)	
<b>Classification:</b>	G2C, G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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. Register at the Information Desk Counter and secure a Visitor's slip/tag. Receive the Client Satisfaction Measurement (CSM) Form	1.1. Secure the client's identification card 1.2. Issue the visitor's slip/tag and furnish a copy of the CSM Form 1.3. Advise the client to proceed to the NOSS Certification Section	None	1 minute	Information Desk Officer Custodial Unit / In-House Security  [Ground Floor]
2. Verify the status of the claim	2.1. Evaluate the 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) 2.2. Inform the claimant as to schedule of payment 2.2.1. If claim is already	None	20 minutes	Accounting Analyst PNP Welfare Benefit Unit (PNPWBU), Financial Service (FS)  [7 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>scheduled for payment, verify from database 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</p> <p>2.2.2. If LDDA-ADA is already validated, direct the claimant to proceed to the Collection and Disbursement Section, PAS to secure a copy of the validated LDDA-ADA</p>			
<p>3. Claim the copy of validated LDDA-ADA and proceed to the PNPWBU Section, FS.</p> <p>Accomplish the CSM Form and drop the same in the designated drop box.</p>	<p>3.1. Release the copy of the validated LDDA-ADA to client</p> <p>3.2. Instruct the client to avail the pensioner's ID</p>	None	5 minutes	<p>Collection Officer, Collection and Disbursement Section, GSD, PAS</p> <p>[7<sup>th</sup> Floor – NOSS]</p>
	<b>TOTAL:</b>	None	26 minutes	



## 14. 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.

<b>Office or Division:</b>	Financial Service (FS)	
<b>Classification:</b>	G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	All Surviving legitimate or Acknowledged Illegitimate Children of the Deceased or Permanently Incapacitated/Disabled PNP Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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. Register at the Information Desk Counter, secure a Visitor's slip/tag and receive the Client Satisfaction Measurement (CSM) Form	1.1. Secure the client's identification card 1.2. Issue a Visitor's slip/tag and furnish a copy of the CSM Form 1.3. Advise the client to proceed to the NAPOLCOM One Stop Shop (NOSS) Certification Section	None	1 minute	Information Desk Officer, Custodial Unit/ In-House Security  [Ground Floor]
2. Verify the status of claim	2.1. If check is available, advise the claimant to pick up the check at the Cash Section, Personnel and Administrative Service (PAS)	None	2 minutes	Admin Assistant II PNP Welfare Benefit Unit, FS  [15 <sup>th</sup> Floor]
3. Proceed to the Cash Section, PAS, present a valid I.D. for proper identification and	3.1. Release the check to the claimant	None	4 minutes	Collection Officer, Collection and Disbursement Section, GSD, PAS  [7 <sup>th</sup> Floor - NOSS]





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
receive the check.				
4. Proceed to the Information Desk Counter, return the signed visitor's slip and log out in the registry book.  Accomplish the CSM Form and drop the same in the designated drop box.	4.1. Return the visitor's ID, and instruct the client to log out in the registry book	None	1 minute	Information Desk Officer Custodial Unit/ In-House Security  [Ground Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>8 minutes</b>	



# **CENTRAL OFFICE**

## **Internal Services**



## 15. ISSUANCE OF CERTIFICATE OF EMPLOYMENT WITH STATEMENT OF MONTHLY OR ANNUAL COMPENSATION

This service involves the issuance of Certificate of Employment with Statement of Monthly or Annual Compensation for officials and employees of NAPOLCOM

<b>Office or Division:</b>	Human Resource Management Division, Personnel and Administrative Service (HRMD-PAS)	
<b>Classification:</b>	G2G, G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Officials and employees of NAPOLCOM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished request form		HRMD-PAS
2. Letter-Request from officials and employees separated from the service		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form / submit the Letter-Request	1.1. Receive the accomplished request form/letter	None	1 minute	Action Officer, Human Resource Management Division (HRMD), Personnel and Administrative Service (PAS)  [14 <sup>th</sup> Floor]
None	1.2. Prepare the requested document  1.3. Submit the documents to the Chief, HRMD/Alternate for signature	None	10 minutes	Action Officer, HRMD-PAS  [14 <sup>th</sup> Floor]
None	1.4. Review and sign the requested document	None	10 minutes	Chief, HRMD/ Alternate  [14 <sup>th</sup> Floor]



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Receive the signed requested documents	2.1. Release the Certificate and record in the logbook the signed Certification to be received by the requesting party	None	4 minutes	Action Officer, HRMD-PAS  [14 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	



## 16. ISSUANCE OF TRAVEL AUTHORITY

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

<b>Office or Division:</b>	Human Resource Management Division, Personnel and Administrative Service (HRMD-PAS)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Active organic official and employees of NAPOLCOM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-Request from the officials and employees	Requesting Employee	
2. Letter-Indorsement from the Head of Office/Service	HRMD-PAS	
3. Application for Leave (2 copies) (CSC Form No. 6)	HRMD-PAS	
4. Accomplished Clearance Form (3 copies) (CSC Form No. 7)	HRMD-PAS	
5. Copy of plane ticket/s with the visible dates of departure and arrival	Requesting Employee	
6. Other supporting/reference documents, if any e.g. passport, SALN, etc.	Requesting Employee	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Human Resource Management Division (HRMD)	1.1. Receive and record in the logbook  1.2. Evaluate the correctness and completeness of the submitted requirements  1.3. If found in order, process the Application for Leave and prepare the Travel Authority for signature of the Ex-Officio Chairperson/VCEO	None	1 day	<i>Action Officer,</i> Human Resource Management Division (HRMD), Personnel and Administrative Service (PAS)  [14 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Scan and upload in the DTMS  1.5. Submit the documents to the Chief, HRMD and Asst. Staff Service Chief (for review) and Staff Service Chief (for signature of Disposition Form/Transmittal to the VCEO thru the Deputy Executive Director and Supervising Commissioner)			
None	1.6. Approve the Application for Leave and Travel Authority	None	Depending on the availability of signatories (1 day per signatory)	Deputy Executive Director Supervising Commissioner  Vice Chairperson and Executive Officer Office of the VCEO  [18 <sup>th</sup> Floor]
2. Receive the approved Application for Leave and Travel Authority	2.1. Release to the requesting party (Affix the date in the approved Travel Authority, reproduce copy of Travel Authority and the approved Application for Leave)	None	10 minutes	Action Officer, HRMD-PAS  [14 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>3 days maximum</b>	



## 17. ISSUANCE OF SERVICE RECORD

This service includes the issuance of Service Record of all officials and employees of NAPOLCOM (Active/Separated)

<b>Office or Division:</b>	Human Resource Management Division, Personnel and Administrative Service (HRMD-PAS)	
<b>Classification:</b>	G2G, G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	All officials and employees of NAPOLCOM (Active/Separated)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Fully accomplished request form		HRMD-PAS
2. Application for Leave (2 copies) (CSC Form No. 6)		HRMD-PAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form / submit the letter-request	1.1. Receive the letter request / request form	None	1 minute	Action Officer, Human Resource Management Division (HRMD), Personnel and Administrative Service (PAS)  [14 <sup>th</sup> Floor]
	1.2. Prepare the Service Record		20 minutes	
	1.3. Submit the Service Record to the Chief, HRMD/Alternate for review and signature		1 minute	
	1.4. Review and sign the requested Service Record		5 minutes	
2. Receive the signed Service Record	2.1. Release the Service Record to the Requesting Party	None	1 minute	Action Officer, HRMD-PAS  [14 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>28 minutes</b>	



## 18. TRANSMITTAL OF INCOMING DOCUMENTED INFORMATION (INTERNAL)

This service is for internal clients with documented information (DI) for transmittal to an addressee outside the NAPOLCOM Central Office.

<b>Office or Division:</b>	Records Section, GSD-PAS
<b>Classification:</b>	G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Internal clients with documented information for transmittal to an addressee outside the NAPOLCOM Central Office
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>WALK-IN:</b>	
1. Documented Information (DI)	Not Applicable

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documented information to the Records Section, GSD-PAS	1.1. Evaluate the correctness and completeness of the documented information (DI)  1.2. Receive the DI through the Document Tracking and Management System  1.3. Receive the hard copy of the DI with a photocopy as a receiving copy	None	10 minutes  <i>(Note: This applies only for one (1) DI)</i>	Records Section Personnel  [14 <sup>th</sup> Floor]
None	<b>Through Hand-carry:</b> 2.1. Record the DI in the outgoing logbook  2.2. If the DI is confidential seal it in an envelope  2.3. Prepare the transmittal of the outgoing DI to be hand-carried  2.4. Stamp "Released" on the outgoing DI on the day it will be hand-carried to the concerned addressee	None	10 minutes	Records Section Personnel  [14 <sup>th</sup> Floor]





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>Through Postal services:</b></p> <p>2.1. Stamp “Released” on the outgoing DI</p> <p>2.2. Prepare the Registry Return Receipt (RRR)</p> <p>2.3. Prepare the transmittal of the outgoing DI. For registered mails, the transmittal is prepared according to its area of delivery</p> <p>2.4. Seal the DI in an envelope</p> <p>2.5. For registered mail, put the barcode on the transmittal. Registry Return Receipt and mailing envelope</p> <p>2.6. Determine the weight of the DI before printing the post stamp on the envelope. If the documented information exceeds two (2) kilos, use a Domestic Express Mail Services (DEMS) sticker.</p> <p>2.7. Print the postage on the envelope</p>		20 minutes	<p>Records Section Personnel</p> <p>[14<sup>th</sup> Floor]</p>





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Receive the receiving copy of the transmitted DI</p>	<p><b>Through Hand-carry:</b></p> <p>4.1. Scan the receiving copy of the DI</p> <p>4.2. Attach the receiving copy in the DTMS and route the DI to the sending office</p> <p>4.3. Return the hard copy of the receiving copy of the DI to the sending office</p> <p>4.4. The sending office staff receive the receiving copy of DI in the corresponding logbook by indicating the complete name, date and time</p> <p><b>Through Postal Services:</b></p> <p>2.1. For DIs transmitted to the NAPOLCOM Regional Offices, forward thru the DTMS the soft copy and barcode number from the PHLPost</p> <p>2.2. For DIs addressed to other agencies/offices and individuals, update the DTMS by indicating the barcode number from the PHLPost</p> <p>2.3. File the transmittal</p>	<p>None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p>Records Section Personnel</p> <p>[14<sup>th</sup> Floor]</p> <p>Records Section Personnel</p> <p>[14<sup>th</sup> Floor]</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><b>Through Courier Services:</b></p> <p>4.1. Scan the receiving copy of the DI and the Official Receipt (OR)</p> <p>4.2. Attach the receiving copy in the DTMS and routes the DI to the sending office</p> <p>4.3. Return the hard copy of the receiving copy of the DI and the original copy of the OR to the sending office</p> <p>4.4. The sending office staff receive the receiving copy of DI in the corresponding logbook by indicating the complete name, date and time</p>		10 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>35 minutes</b> <b>45 minutes</b> <b>35 minutes</b>	(Hand-carried) (Postal Service) (Courier Service)



## 19. TRANSMITTAL OF DOCUMENTS AND 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 the Communications and Electronics Division, Installations and Logistics Service (CED, ILS).

<b>Office or Division:</b>	Communications and Electronics Division, Installations and Logistics Service (CED, ILS)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	All NAPOLCOM Central Offices/Services and Regional Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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. Fill out the Transmittal Requisition Form (TRF) together with the photocopy of the document/s to be transmitted	1.1. Receive and assign a 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 Chief, CED-ILS for review and approval	None	5 minutes	Administrative Aide/Assistant, CED-ILS  [16 <sup>th</sup> Floor]
None	1.2. Verify and assess the completeness of filled out TRF and approve the same	None	5 minutes	Division Chief, CED-ILS  [16 <sup>th</sup> Floor]
None	1.3. Advise the PNP coordinator to transmit the document/s	None	2 minutes	Division Chief, CED-ILS  [16 <sup>th</sup> Floor]



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Transmit and record the details of transmittal in the TRL and TRF	None	5 minutes	PNP Coordinator, CED-ILS  [16 <sup>th</sup> Floor]
None	1.5. Retain the 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 <sup>th</sup> Floor]
	<b>TOTAL:</b>	<b>None</b>	<b>22 minutes</b>	



## 20. REQUEST FOR TECHNICAL ASSISTANCE ON INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) RESOURCES

This service involves the provision of technical assistance on ICT resources (hardware, software, intranet, and internet connection) related problems

<b>Office or Division:</b>	Information Technology Management Division - Planning and Research Service
<b>Classification:</b>	G2G
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Active officials and employees of the NAPOLCOM Central Office
<b>CHECKLIST OF REQUIREMENTS</b>	
None	
<b>WHERE TO SECURE</b>	
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact the ITMD through phone call or verbal communication	1.1. Verify the name, office and location of the end user	None	2 minutes	IT Staff
	1.2. Gather the details of the request (nature of the problem, etc.)	None	3 minutes	IT Staff
	1.3. Forward the request to the IT Tech Section	None	2 minutes	IT Staff
	1.4. Dispatch the IT Technician to the requesting office/personnel	None	5 minutes	IT Supervisor
	1.5. Conduct a diagnostic test on the ICT equipment	None	15 minutes	IT Technician
2. Sign the Technical Assistance Request Form	2.1. Apply the necessary steps to solve the issue/s and test the equipment  If the concern/issue has been solved, confirm with the end user and request for his signature on the Technical Assistance Request Form	None	30 minutes to 2 hours (depending on the nature of the problem)	IT Technician



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill out the Client Satisfaction Measurement Form	3.1. Furnish the end user with the Client Satisfaction Measurement Form	None	2 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>59 minutes (Minimum)</b> <b>2 hours, 59 minutes (Maximum)</b>  <i>*Turn-around time does not include waiting time in the elevator and dispatch time and availability of IT Technician</i>	





## 21. REQUEST FOR POSTING/PUBLISHING IN THE NAPOLCOM WEBSITE

This service is for the requests for posting/publishing of materials/contents on the NAPOLCOM Website

<b>Office or Division:</b>	Information Technology Management Division – Planning and Research Service	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Officials and authorized employees of the Commission	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Website Publishing Request Form (WPRF)		dtms.napolcom.gov.ph / Forms / WPRF Doc
2. Materials for website publication		Requesting Unit/Office/Service

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward/ submit the WPRF to the PRS, and log in the details using the Document Tracking System (DTMS)	1.1. Receive the WPRF with the attachments (soft or hard copies)	None	5 minutes	Secretary, Office of the Staff Service Chief, Planning and Research Service (SSC-PRS)  [16 <sup>th</sup> Floor]
None	1.2. Review, approve and sign the WPRF with the attached documents for posting	None	5 minutes	SSC-PRS  [16 <sup>th</sup> Floor]
None	1.3. Forward the signed WPRF to PRS-ITMD, and log in the details using the DTMS	None	5 minutes	Secretary, Office of the SSC-PRS  [16 <sup>th</sup> Floor]
None	1.4. Receive and review the format, content of the document. Make the necessary adjustments on the document, if necessary	None	30 minutes to 3 hours (depending on the number of pages)	NAPOLCOM Webmaster
None	1.5. Upload the content based on the prescribed template  Check if the uploaded contents are downloadable and/or viewable, as appropriate	None	10 minutes	NAPOLCOM Webmaster



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Receive the status of the request for posting	2.1. Inform the requesting party on the status of the posting	None	2 minutes	NAPOLCOM Webmaster
	<b>TOTAL:</b>	<b>None</b>	<b>57 minutes (Minimum)</b> <b>3 hours, 27 minutes (Maximum)</b>	



# REGIONAL OFFICES

## External Services



## 1. APPLICATION FOR PNP ENTRANCE (PNPE) EXAMINATION

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

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division, Regional Office (HRMS-AD)	
<b>Classification:</b>	G2C, G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Civilian Filipino Citizen who meets the minimum requirements set by the National Police Commission and Patrolman/Patrolwoman with temporary appointment.	
CHECKLIST OF REQUIREMENTS		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. Passport size photo (without cap) with white background and complete nametag (If PNP Member, indicate rank before the first, middle and last names)		Client
3. Examination fee of PHP 400.00		Client
4. One (1) Legal Size Window Envelope, with PHP 21.00 worth of Mailing Stamp		Postal Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the NAPOLCOM online registration System	1.1. Ensure the accessibility of the NAPOLCOM online registration system	None	None	Information Technology Management Division (ITMD) Personnel, Planning and Research Service, Central Office
2. Fill out the form with the following required details: personal information, mobile number, email and examination center	None	None	None	
3. Upload and submit the scanned documentary requirements and print the application schedule	None	None	None	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the Regional Office on the scheduled date of application, register at the Public Assistance & Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	4.1. Request the client to register in the logbook and furnish a copy of the CSM Form	None	1 minute	Public Assistance & Complaints Desk Officer (PACDO)
5. Submit the documentary requirements and fill out the Index Card	5.1. Evaluate the completeness of the documents submitted  5.2. Furnish the applicant with the Index Card  5.3. Verify the completeness and correctness of the entries in the Index Card  5.4. Issue the Order of Payment and advise the applicant to proceed to the Cashier for payment of the Examination Fee	None	5 minutes	Designated Administrative/ Technical Services Division Personnel
6. Pay the Examination Fee, present the OR to the designated encoder and verify the entries encoded in the TRAL	6.1. Issue the OR  6.2. Encode the applicant's personal information, take the picture and the customary signature using the Temporary Room Assignment List	PHP 400.00	8 minutes	Cashier  Designated Administrative/ Technical Services Division Personnel



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	System (TRALS) 6.3. Require the applicant to verify on the screen the entries encoded 6.4. Once verified, print the Application Form and Notice of Admission (NOA)			
7. Receive the NOA, accomplish the CSM Form and drop the same in the designated drop box	7.1. Release the NOA	None	1 minute	Designated Administrative/ Technical Services Division Personnel
	<b>TOTAL:</b>	<b>PHP 400.00</b>	<b>15 minutes</b>	



## 2. APPLICATION FOR PNP PROMOTIONAL EXAMINATION

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

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division, Regional Office (HRMS-AD)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. PNP Identification Card		Client
2. One (1) Passport size photo (without cap) with white background and complete nametag (indicate rank before the first, middle and last names)		Client
3. One (1) Legal Size Window Envelope, with PHP 21.00 worth of Mailing Stamp		
4. Examination fee per examination fee category PO 4 <sup>th</sup> Class - PHP 400.00                      PO 2 <sup>nd</sup> Class - PHP 500.00 PO 3 <sup>rd</sup> Class - PHP 450.00                      PO 1 <sup>st</sup> Class - PHP 600.00		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the NAPOLCOM online registration system	1.1. Ensure the accessibility of the NAPOLCOM online registration system	None	None	Information Technology Management Division, Planning and Research Service, Central Office
2. Fill out the form with the following required details: personal information, mobile number, email and examination center	None	None	None	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Upload the scanned documentary requirements and print the application schedule	None	None	None	
4. Proceed to the Regional Office on the scheduled date of application, register at the Public Assistance & Complaints Desk (PACD), and receive the Client Satisfaction Measurement (CSM) Form	4.1. Request the client to register in the logbook and furnish a copy of the CSM Form	None	1 minute	Public Assistance & Complaints Desk Officer (PACDO)
5. Submit the documentary requirements and fill out the Index Card	5.1. Evaluate the completeness of the documents submitted  5.2. Furnish the applicant with the Index Card  5.3. Verify the completeness and correctness of the entries in the Index Card  5.4. Issue an Order of Payment and advise the applicant to proceed to the Cashier for payment of the Examination Fee	None	5 minutes	Designated Administrative/ Technical Services Division Personnel





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Pay the Examination Fee, present the OR to the designated encoder and verify entries encoded in the Temporary Room Assignment List System (TRALS)	6.1. Issue the OR 6.2. Encode/input the applicant's personal information, take the picture and customary signature using the TRALS 6.3. Require the applicant to verify on screen the encoded entries 6.4. Once verified, print the Application Form and Notice of Admission (NOA)	PO 4 <sup>th</sup> Class - PHP 400.00  PO 3 <sup>rd</sup> Class - PHP 450.00  PO 2 <sup>nd</sup> Class - PHP 500.00  PO 1 <sup>st</sup> Class - PHP 600.00	8 minutes	Cashier  Designated Administrative/ Technical Services Division
7. Receive the NOA, accomplish the CSM Form and drop the same in the designated drop box	7.1. Release the NOA	None	1 minute	Designated Administrative/ Technical Services Division
	<b>TOTAL:</b>	<b>PO 4<sup>th</sup> Class:</b> <b>PHP 400.00</b>  <b>PO 3<sup>rd</sup> Class:</b> <b>PHP 450.00</b>  <b>PO 2<sup>nd</sup> Class:</b> <b>PHP 500.00</b>  <b>PO 1<sup>st</sup> Class:</b> <b>PHP 600.00</b>	<b>15 minutes</b>	



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

This service involves the processing of applications for Police Executive Service Eligibility (PESE) Written Examination

<b>Office or Division:</b>	Administrative Division, Regional Office	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Uniformed Members of the Philippine National Police with the rank of Police Lieutenant Colonel (PLTCOL), with Permanent Status of Appointment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application Form		NAPOLCOM Regional Office or may be downloaded from NAPOLCOM Website ( <a href="http://www.napolcom.gov.ph">www.napolcom.gov.ph</a> )
2. Index Card		NAPOLCOM Regional Office
3. KSS Form Bilang 33/Promotion Order for the rank of PLTCOL (Original documents and photocopy shall be presented during the processing for purposes of validation)		Personal copy of the applicant/ PNP RPRMD (Promotion and Attestation Section)/ CSC Field Office
4. Two (1) recent passport-size photo (in GOA uniform) with name tag (rank, first, middle and last names) to be attached to the application form)		Client
5. One (1) valid government-issued ID (PNP, National ID, Passport, Driver's License, PRC, etc.)		Government Agency/Office
6. Examination fee of PHP 700.00		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance Complaints Desk (PACD) Logbook and receive the Client Satisfaction Measurement (CSM) Form	1.1. Request the client to register in the log book and advise to proceed to the HRMS-AD  1.2. Furnish the client with a CSM Form	None	1 minute	Public Assistance and Complaints Desk Officer (PACDO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the documentary requirements and accomplish the Index Card and PESE Application Form	2.1. Evaluate the completeness of the documents submitted  2.2. Furnish the PESE Application Form and Index Card  2.3. Verify the completeness and correctness of the entries in the Application Form and Index Card  2.4. Issue the Order of Payment	None	15 minutes	HRMS/GSS, Administrative Division Personnel  HRMS/GSS, Administrative Division Personnel  HRMS/GSS, Administrative Division Personnel  Administrative Division Personnel
3. Pay the Examination Fee	3.1. Accept the payment and issue the Official Receipt (OR)	PHP 700.00	3 minutes	HRMS/GSS Administrative Division Personnel
4. Receive the OR, and the Exam Instructional Slip.  Accomplish the CSM Form and drop the same in the designated drop box	4.1. Issue the Exam Instructional Slip and inform the client that a Notice of Admission will be issued by the NAPOLCOM Central Office	None	2 minutes	HRMS/GSS Administrative Division Personnel
	<b>TOTAL:</b>	<b>PHP 700.00</b>	<b>21 minutes</b>	



#### 4. 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.

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division, Regional Office (HRMS-AD)	
<b>Classification:</b>	G2G, G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Successful examinees of the PNP Entrance and Promotional Examinations, or their authorized representatives.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid identification card		Client
2. Certification fee of PHP 150.00		Client
3. Authorization letter and valid ID of representative, if applicable		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance and Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1. Request the client to write his/her name in the logbook and issue a CSM Form  1.2. Instruct the client to proceed to concerned front-line service personnel	None	1 minute	Public Assistance and Complaints Desk Officer (PACDO)
2. Present a one (1) government-issued ID	2.1. Verify the name of client in the Nationwide List of Successful Examinees  2.2. Once verified that his or her name is in the Masterlist, issue an Order of Payment (OP) and request the client to proceed to the Cashier	None	5 minutes	Designated Administrative Division (AD) personnel



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Cashier and present the OP	3.1. Collect the payment of certification fees from the client and issue the Official Receipt (OR)	<b>PHP 150.00</b>	4 minutes	Cashier
4. Present the OR to the HRMS Personnel	4.1. Prepare the Certification  4.2. Route the Certification for review and signature by the authorized signatories and reroute the same to the HRMS Personnel for dry seal	None	10 minutes	Designated HRMS, AD Personnel  Chief, HRMS Chief, Admin Division Regional Director
5. Receive the Certification and sign the Certification log sheet.  Accomplish the CSM form and drop the same in the designated drop box	5.1. Release the Certification	None	5 minutes	Designated HRMS, AD Personnel
	<b>TOTAL:</b>	<b>PHP 150.00</b>	<b>25 minutes</b>	



## 5. AUTHENTICATION OF POLICE ELIGIBILITY DOCUMENTS

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

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division, Regional Office (HRMS-AD)	
<b>Classification:</b>	G2G, G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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		Client
3. Authentication fee of PHP 50.00		Client
4. Authorization letter and valid ID of representative, if applicable		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance and Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1 Request the client to write his/her name in the logbook and issue a CSM Form  1.2 Instruct the client to proceed to concerned front-line service personnel	None	1 minute	Public Assistance and Complaints Desk Officer (PACDO)
2. Submit the photocopy/ies of Certificate/ Certification of Eligibility and present one (1) government-issued ID	2.1 Receive the photocopied Certificate of Eligibility / Certification of Eligibility  2.2 Verify and validate the presented photocopy/ies of documents from the Masterlist of Successful Examinees	None	8 minutes	Designated Administrative Division (AD) personnel



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepare the Order of Payment (OP)			
3. Proceed to the Cashier and present the OP	3.1 Process the payment and issue the Official Receipt (OR)	PHP 50.00 per page	3 minutes	Cashier
4. Present the Official Receipt	4.1 Check the OR and stamp "Authenticated" on the photocopied Certificate/ Certification of Eligibility  4.2 Sign the documents certifying that the photocopy/ies are found in order	None	15 minutes	Designated HRMS-AD Personnel
5. Sign the log sheet and receive the authenticated Certificate/ Certification of Eligibility.  Accomplish the CSM Form and drop the same in the designated drop box	5.1 Release the authenticated Certificate/ Certification of Eligibility	None	3 minutes	Designated HRMS-AD Personnel
	<b>TOTAL:</b>	<b>PHP 50.00 per page</b>	<b>30 minutes</b>	



## 6. PAYMENT/REIMBURSEMENT OF SCHOLARSHIP BENEFITS

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

<b>Office or Division:</b>	Administrative Division and Technical Service Division, Regional Office
<b>Classification:</b>	G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Children of the PNP members killed in action(KIA) or permanently disabled/wounded in action (WIA)
<b>CHECKLIST OF REQUIREMENTS</b>	
1. One (1) Government-Issued Identification Card	<b>WHERE TO SECURE</b> Government Agency/ Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance and Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1. Request and advise the client to register in the logbook and issue a CSM Form  1.2. Refer the client to TSD Personnel	None	1 minute	Public Assistance and Complaint Desk Officer (PACDO)
2. Sign the Personal Identification Form and submit the ID Picture	2.1. Validate, identify and prepare the Personal Identification Form  2.2. Instruct the client to proceed to the Administrative Division	None	10 minutes	Technical Services Division (TSD)
3. Proceed to the Administrative Division, General Service Section	3.1. Check the requirements	None	5 minutes	Cashier, Administrative Division (AD)
4. Present the ID and sign the disbursement vouchers, log	4.1 Release the check to the properly identified claimant/s	None	5 minutes	Regional Director  Chief, TSD





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
book and receive the check.  Accomplish the CSM Form and drop the same in the designated drop box				Cashier, AD
	<b>TOTAL:</b>	<b>None</b>	<b>21 minutes</b>	



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

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

<b>Office or Division:</b>	Administrative Division and Technical Services Division, Regional Office
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	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.
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Two (2) pieces latest ID picture (size 1" x 1")	Client
2. Two (2) Government-Issued Identification Card	Government Agency/ Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance and Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1. Request and advise the client to register in the logbook and issue a CSM Form  1.2. Instruct the client to proceed to concerned frontline service personnel	None	1 minute	Public Assistance and Complaint Desk Officer (PACDO)
2. Proceed to the Administrative Division (AD)	2.1. Check the requirements and advise the client to proceed to the Technical Services Division  2.2. Prepare the Order Release Form	None	10 minutes	Administrative Officer, Administrative Division (AD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Technical Services Division (TSD)	3.1. Validate the identity of the claimant and recommend approval/ disapproval of the Order of Release Claim  3.2. Conduct the fingerprinting	None	18 minutes	Chief, Technical Services Division
None	3.3. Approve/ Disapprove the Release Order form	None	3 minutes	Regional Director
4. Sign the voucher and receive the check.  Accomplish the CSM Form and drop the same in the designated drop box	4.1. Record the release of the check to the client  4.2. Release check to the client	None	3 minutes	Administrative Officer, Administrative Division (AD)
	<b>TOTAL:</b>	<b>None</b>	<b>35 minutes</b>	



## 8. 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)

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division, Regional Office (HRMS-AD)	
<b>Classification:</b>	G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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:  Male: 152cms to 156cms Female: 145cms to 151cms	
<b>PURPOSE OF APPLICATION</b>	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>PNP Entrance</b>	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)	Client
	6. Application Fee worth PHP 100.00	Client
<b>PNPA CADET APPLICANT</b>	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)	Client
	7. Application fee worth PHP 100.00	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance & Complaint Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1. Request the client to write his/her name in the logbook and issue a CSM Form  1.2. Instruct the client to proceed to the Office of Height Waiver Committee	None	1 minute	Public Assistance and Complaint Desk Officer (PACDO)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the application form/letter and complete requirements	2.1. Receive and evaluate the application form/letter and complete documentary requirements  2.2. Measure the height  2.3. Inform the client that he/she will be notified of the status of the application thru their contact details  2.4. Verify the authenticity of the COC from the NCIP/NCMF	None	15 minutes	Secretariat, Height Waiver Committee (HWC)
None	2.5. Upon receipt of the Confirmatory Letter from NCIP/NCMF, notify the applicant, thru text message or as appropriate, and the HWC of the schedule of interview	None	2 minutes	Secretariat, HWC
3. Report to the office for the interview	3.1. Interview the applicant  3.2. Issue the Order of Payment (OP) and require the applicant to pay the application fee at the Cashier's Office	None	15 minutes	HWC  Secretariat, HWC
4. Present the OP and pay the height waiver application fee	4.1. Receive the OP and application fee payment  4.2. Issue the Official Receipt	PHP 100.00	3 minutes	Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. Prepare the HWC Resolution	None	17 minutes*	Secretariat, HWC
	4.4. Sign the Resolution		<i>*Individual deliberation of HW Committee not included</i>	HWC
	4.5. Prepare the HW Certificate and forward to the Chairperson, HWC			Secretariat, HWC
	4.6. Review and affix initial in the HW Certificate			Chairperson, HWC
	4.7. Forward the HW Certificate with supporting documents to the Regional Director (RD) for signature			Secretariat, HWC
	4.8. Sign/approve the HW Certificate			Regional Director
5. Receive the HW Certificate and Resolution, accomplish the CSM Form and drop the same in the designated drop box	5.1. Issue the HW Certificate and Resolution	None	2 minutes	Secretariat, HWC
	<b>TOTAL:</b>	<b>PHP 100.00</b>	<b>55 minutes</b>	

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



## 9. 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.

<b>Office or Division:</b>	Technical Services Division, Regional Office	
<b>Classification:</b>	G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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		
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. Register at the Public Assistance & Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1. Request the client to write his/her name in the logbook and furnish a CSM Form  1.2. Inform the Financial Claims Examiner (FCE) or scholarship processor regarding the application	None	1 minute	Public Assistance and Complaint Desk Officer (PACDO)
2. Submit the application and other supporting documents	2.1. Evaluate the application and supporting documents	None	5 minutes	Financial Claims Examiner, Technical Services Division (TSD)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Undergo the required interview and receive the verbal notification	3.1. Interview and brief the applicant	None	15 minutes	Financial Claims Examiner, TSD
None	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, TSD
None	3.3. Prepare the Memorandum	None	1 hour	Financial Claims Examiner, TSD
None	3.4. Forward the Memorandum with the attached application and supporting documents to Chief, TSD	None	2 minutes	Financial Claims Examiner, TSD
None	3.5. Review, sign and recommend for Initial of the Assistant Regional Director (ARD) and approval and disapproval of the Regional Director	None	1 hour	Chief, Technical Services Division  Office of ARD and RD
None	3.6. Prepare and forward the Indorsement Letter to the offices of signatories (for initial payment)	None	10 minutes	Financial Claims Examiner, TSD
None	3.7. Send the approved application with complete supporting documents to NAPOLCOM Central Office for initial payment	None	30 minutes	Financial Claims Examiner, TSD





CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.8. Transmit the approved application with supporting documents to the Budget and Accounting Section, Administrative Division (for reimbursement)			
	<b>TOTAL:</b>	<b>None</b>	<b>3 hours, 5 minutes</b>	



## 10. APPLICATION FOR TOTAL PERMANENT PHYSICAL DISABILITY (TPPD) BENEFIT CLAIMS

This service covers the application process for Total Permanent Physical Disability (TPPD) benefits for PNP members who are permanently incapacitated in the line of duty or due to their office or position.

<b>Office/Division:</b>	Technical Services Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Uniformed member of the PNP who incurred such disability in line of duty or service-connected sickness or injury	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Notarized Application Letter (3 original copies)		NAPOLCOM
Detailed Investigation Report (3 original/authenticated copies)		Chief of Police or Immediate Supervisor
Duly authenticated and updated Service Record (3 original/authenticated copies)		PNP-DPRM
Authenticated Latest Payslip (3 original/authenticated copies)		PNP-RFSO
Complete Clinical/Hospital records including Laboratory Workups and Diagnostics ((3 original/authenticated copies)		Hospital/Clinic
Official Receipts of medical/hospital expenses (1 original copy) with its corresponding Doctor's prescription		Hospital/Clinic
Latest Attested Appointment (3 original copies)		PNP-PRO
Clearances from NAPOLCOM, Ombudsman, PNP-IAS and PLEB (3 original copies)		Agency concerned
Money and Property Accountability Clearance (3 original copies)		Station/unit of assignment
<b>If the applicant is married:</b>		
Certificate of Marriage (3 original copies)		PSA
Advisory on Marriages of both parties (3 original copies)		PSA
Birth Certificate/s of child/children (3 original copies)		PSA

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance & Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1 Request and advise the client to write his/her name in the logbook and furnish a copy of the CSM Form  1.2 Instruct the client to proceed to the	None	1 Minute	Public Assistance and Complaints Desk Officer (PACD)



	concerned frontline personnel			
2. Submit the required documentary requirements	<p>2. Assess/evaluate the authenticity of the submitted documents.</p> <p><b>* If complete,</b></p> <p>2.1 Issue a Certificate of Completeness and inform the client the processes/steps in the evaluation of Police Benefit Claim.</p> <p><b>* If incomplete</b></p> <p>2.1 Return the application to the client with checklist of lacking documents.</p>	None	30 Minutes	Provincial Officer/FCE II/Alternate
3. Receive the Certificate of Completeness/ checklist of lacking documents and application folder, accomplish the CSM Form and drop the same in the designated drop box.	3. Request the client to fill out the Client Satisfaction Measurement Form	None	1 Minute	PACDO
	<b>TOTAL:</b>	<b>None</b>	<b>32 minutes</b>	



## 11. APPLICATION FOR DEATH BENEFIT CLAIMS

This service involves the application for death benefit claims filed by the surviving heirs of the deceased PNP member who died in the line of duty. Beneficiaries are entitled to the benefits as provided under existing policies, rules and regulations, namely: a) gratuity; b) burial expense; c) reimbursement of reasonable expenses for medicines, hospital fees, necessary transportation and subsistence; and d) monthly pension.

<b>Office/Division:</b>	Technical Services Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Surviving Spouse/Surviving dependent legitimate children/Surviving non-dependent legitimate and illegitimate children/Surviving parents/Surviving siblings	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Notarized Application Letter (3 original copies)		NAPOLCOM
Death Certificate (3 original copies) (PSA/NSO Original Copy)		PSA
Detailed Investigation Report (3 original/authenticated copies)		Chief of Police or Immediate Supervisor
Duly authenticated and updated Service Record (3 original/authenticated copies)		PNP-DPRM
Authenticated Latest Payslip and Certification of Last Payment (3 original/authenticated copies)		PNP-RFSO
<b>If the deceased is married:</b>		
Birth Certificate of both spouses (3 original)		PSA
Advisory on Marriages of both parties (3 original copies) (not more than 6 months from the date of issuance)		PSA
Birth Certificate/s of child/children (3 original copies)		PSA
<b>If the deceased is single with child/children:</b>		
CENOMAR (3 original copies)		PSA
Birth Certificate of deceased PNP member (3 original copies)		PSA
Birth Certificate/s of child/children (3 original copies)		PSA
Affidavit of Acknowledgement of Paternity (if applicable) (3 original copies)		PSA
Affidavit of Guardianship (if child is minor) (3 original copies)		Notary Public
<b>If the deceased is single and has no child/children:</b>		
CENOMAR (3 original copies)		PSA
Birth Certificate of deceased PNP member (3 original copies)		PSA
Marriage Certificate of parents (3 original copies)		PSA
Proof of surviving legal heir/s (3 original/authenticated copies)		
Affidavit of Two Disinterest Persons (proof that the deceased died single without any surviving child/children (3 original copies)		Notary Public



<b>If applicable:</b>	
Complete Clinical/Hospital records including Laboratory Workups and Diagnostics ((3 original/authenticated copies)	Hospital/Clinic
Official Receipts of medical/hospital expenses (1 original copy)	Hospital/Clinic
Doctor's Prescription (1 original copy)	Hospital/Clinic

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance and Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1 Request the client to write his/her name in the logbook and furnish a CSM Form 1.2 Instruct the client to proceed to the concerned frontline personnel	None	1 Minute	Public Assistance and Complaints Desk Officer (PACDO)
2. Submit the application and other documentary requirements	2. Assess/evaluate the authenticity of the submitted documents. * <b>If complete</b> , 2.1 Issue a Certificate of Completeness and inform the client the processes/steps in the evaluation of Police Benefit Claim.  * <b>If incomplete</b> 2.1 Return the application to the client with checklist of lacking documents.	None	30 Minutes	Provincial Officer/FCE II/Alternate Process Owner
3. Receive the Certificate of Completeness/ Checklist of	3. Request the client to fill out the Client Satisfaction Measurement Form		1 Minute	PACDO



requirements, accomplish the CSM Form and drop the same in the designated drop box				
	<b>TOTAL:</b>	<b>None</b>	<b>32 Minutes</b>	



## 12. ISSUANCE OF NAPOLCOM CERTIFICATE OF WITH PENDING / NO PENDING CASE

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

<b>Office or Division:</b>	Technical Services Division, Regional Office	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Uniformed members of the PNP	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal appearance		Client
2. Two (2) government-issued identification cards		Government Agency/ Office
3. Processing fee of PHP 150.00		Client
4. Authorization letter, if applicable		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance & Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1. Request and advise the client to write name in the logbook and furnish a copy of the CSM Form  1.2. Instruct the client to proceed to concerned front-line service personnel	None	1 minute	Public Assistance and Complaint Desk Officer (PACDO)
2. Accomplish and submit the request form	2.1. Receive the accomplished request form and check the requirements	None	2 minutes	Admin Aide, Technical Services Division (TSD)
None	2.2. Verify from Records if the client has no pending case	None	10 minutes	Verifier-TSD Verifier-RAB
None	2.3. Advise the client to proceed to the Cashier for payment	None		Admin Aide, TSD
3. Proceed to the Cashier for payment	3.1. Accept the payment and issue the Official Receipt (OR)	<b>PHP 150.00</b>	2 minutes	Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the OR	4.1. Prepare the Certification of With Pending/No Pending Case  4.2. Record in the logbook the release of Certification of with Pending/No Pending Case	None	1 minute	Admin Aide, TSD
5. Receive the Certification, accomplish the CSM Form and drop the same in the designated drop box	5.1. Release the Certification of with Pending/No Pending Case	None	1 minute	Admin Aide, TSD
	<b>TOTAL:</b>	<b>PHP 150.00</b>	<b>17 minutes</b>	





### 13. FILING OF APPEAL ON THE DECISION DENYING CLAIM FOR DEATH BENEFITS and TOTAL PERMANENT PHYSICAL DISABILITY (TPPD) BEFORE THE REGIONAL APPELLATE BOARD (RAB)

This service is for the processing of appeal before the Regional Appellate Board of the surviving claimant/s adversely affected by the Decision denying a claim for death benefits and TPPD claims, or certain benefits or amounts thereof.

<b>Office or Division:</b>	Police Regional Appellate Board (PRAB)
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>Beneficiaries of deceased PNP members whose application for benefit claims was denied/adversely affected.</li> <li>PNP members whose application for TPPD was denied/adversely affected.</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Notice of Appeal (NOA) with the Memorandum of Appeal (MOA) in three (3) copies	Appellant or through Counsel
2. Proof of Service (copy of the NOA and MOA with stamp receipt)	Secretary Office of the Regional Director

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance and Complaints Desk (PACD) logbook and receive the Client Satisfaction Measurement (CSM) Form	1.1. Assist and furnish the client with a copy of the CSM Form	None	3 minutes	Public Assistance and Complaint Desk Officer (PACDO)
2. Furnish the Regional Director with a copy of the NOA and MOA	2.1. Receive the copy of the NOA and MOA from the Claimant by stamping the receipt date and time on the front page  2.2. Provide the appellant stamped copies of NOA and MOA	None	3 minutes	Secretary, Regional Director



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Submit the NOA, and MOA to the Office of the Regional Appellate Board (RAB) together with the proof of service (copy of the NOA and MOA with stamp receipt)</p>	<p>3.1. Receive and evaluate the completeness of documents. If complete, stamp the receipt date and time on the front pages of the NOA and MOA.</p> <p>3.2. Record the appeal details in the RAB logbook.</p> <p>3.3. Scan/generate the electronic file copies of the submitted documents and upload the same in the NAPOLCOM Document Tracking Management System (DTMS)</p>	None	1 hour	Staff, RAB
<p>4. Receive the stamped copy of the NOA, MOA and the DTMS-generated Acknowledgement Receipt.</p> <p>Accomplish CSM form and drop the same in the designated drop box.</p>	<p>4.1. Provide the client/appellant stamped copies of NOA, MOA and the DTMS-generated Acknowledgement Receipt.</p>	None	10 minutes	Staff, RAB
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour, 16 minutes</b>	



## 14. FILING OF AN ADMINISTRATIVE COMPLAINT AGAINST A UNIFORMED MEMBER OF THE PHILIPPINE NATIONAL POLICE

This service is for the processing of an administrative complaint filed by a natural or juridical person or his/her/its authorized representatives or guardian on account of injury, damage or disturbance sustained as a result of an irregular or illegal act or omission of a uniformed member of the PNP assigned in the region.

<b>Office or Division:</b>	Regional Investigation Unit, Office of the Regional Director (RIU-ORD)	
<b>Classification:</b>	G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	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	2. Authorization Letter from the Applicant, if filed through a representative	To be executed by the Complainant and his/her/its witnesses
3. Affidavit of witnesses, if any, or other related documents from the complaint such as medical certificate, birth certificate, marriage certificate, police/barangay blotter etc.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Assistance and Complaints Desk (PACD) and receive the Client Satisfaction Measurement (CSM) Form	1.1 Request the client to write his/her name in the logbook and issue a CSM Form  1.2 Instruct the client to proceed to the concerned front-line service personnel of the Regional Investigation Unit	None	1 minute	<i>Public Assistance and Complaints Desk Officer (PACDO)</i>
5.2 Present the affidavit and other documents	2.1 Assess if the documents submitted are complete  2.2 If not, advise the client to secure all required documents stated in the checklist of requirements and proceed to Step 4.	None	15 minutes	<i>Officer of the Day/ Chief, RIU</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Accomplish the Complaint Sheet and Verification and Certification of Non-Forum Shopping (in case of verbal complaint)	3.1 In case of verbal complaint, advise client to accomplish the Complaint Sheet and Verification and Certification of Non-Forum Shopping	None	15 minutes	<i>Officer of the Day/ Chief, RIU</i>
4. Submit the accomplished Complaint Sheet and Verification and Certification of Non-Forum	4.1 Administer the oath of the client and witness/es, if any;	None	15 minutes	<i>Officer of the Day/ Chief, RIU</i>
5. Receive the copy of the subscribed Complaint Sheet and Verification and Certification of Non-Forum Shopping.	5.1 Give the client a copy of the subscribed Complaint Sheet and Verification and Certification of Non-Forum Shopping	None		
6. Proceed to the PACD and return the Visitor's Slip/Tag. Retrieve the ID and log out in the Registry Log Book.  Accomplish the CSM Form and drop the same in the designated drop box.	6.1 Return the client's ID	None	3 minutes	<i>Public Assistance and Complaints Desk Officer (PACDO)</i>
	<b>TOTAL:</b>	<b>None</b>	<b>49 minutes</b>	



## 15. REQUEST FOR LEGAL OPINIONS/ADVICE AND CONSULTANCY SERVICES

This service includes rendering legal opinion/advice/consultancy services to members of the PNP and People's Law Enforcement Boards (PLEBs) and other clientele thru letters, emails, walk-in, phone calls and other means such as Facebook Messenger, Viber and text messages.

<b>Office or Division:</b>	Office of the Regional Director	
<b>Classification:</b>	G2C/G2G/G2B	
<b>Type of Transaction:</b>	Simple to Complex	
<b>Who may avail:</b>	PNP members, PLEB members, and any person, natural or juridical, who has legal related issues and concerns with the PNP and the NAPOLCOM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For legal opinions, physical letter or electronic mail addressed to the NAPOLCOM Regional Director stating request on matters related to laws, rules and regulations concerning the PNP.		Client
2. For legal advice, personal appearance of the client concerned, physical letter or electronic mail addressed to the NAPOLCOM Regional Director stating request on matters pertaining to NAPOLCOM Memorandum Circular No. 2016-002 (Revised Rules of Procedure Before the Administrative Disciplinary Authorities and the Internal Affairs Service of the Philippine National Police) and other related issuances.		Client
3. For consultancy services, physical letter or electronic mail addressed to the NAPOLCOM Regional Director stating the request signed by the members of the PLEB concerned.		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. For Legal Opinions/Advice</b>				
<b><i>For requests sent through registered mail/courier mail/via e-mail</i></b>				
1. Send the letter request thru registered mail/ courier/email advice	1.1. Receive the letter/email and acknowledge the receipt (for email)  1.2. For registered mail/ courier, record the request details in the PACD/Central Receiving Officer's incoming logbook and assign a reference number. For emails, prints email, record the request details in the incoming logbook and assign a reference number	None	5 minutes	Public Assistance and Complaints Desk (PACD) personnel/Central Receiving Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Forward the letter to the Office of the Regional Director for recording and evaluation			
None	1.4. Scan/generate a PDF file of the letter/email and upload the same in the NAPOLCOM DTMS.  1.5. Submit to the NAPOLCOM Regional Director the letter request/ printed email for review  1.6. Review the letter request and assign a Legal Officer to prepare the required response letter	None	1 hour	Secretary, Office of the Regional Director/Central Receiving Officer       Regional Director
None	1.7. Receive and evaluate the letter request  1.8. Draft the required response letter and submit the same to the NAPOLCOM Regional Director for review/ approval	None	Simple (1 working days)  Complex (5 working days)  Highly Technical (15 working days)	Attorney V
None	1.9. Review/approve the draft response letter	None	1 working day	NAPOLCOM Regional Director
2. Receive the response letter/email and fill out the CSM Form on the provided CSM link.	2.1. Once approved, scan/generate a PDF file of the response letter  2.2. Record/update in the DTMS action	None	1 working day	Secretary, ORD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>taken regarding the request</p> <p>2.3. Send through courier/email the signed response letter and request the client to accomplish the CSM form on the provided link.</p>			
	<b>TOTAL:</b>	<b>None</b>	<p><b>(Simple)</b> 3 working days, 1 hour and 5 minutes</p> <p><b>(Complex)</b> 7 working days, 1 hour and 5 minutes</p> <p><b>(Highly Technical)</b> 17 working days, 1 hour and 5 minutes</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>For requests through physical filing (walk-in clients)</i></b>				
1. Register at the PACD/Information Desk Counter and receive the NAPOLCOM Client Satisfaction Measurement (CSM) Form	1.1. Assist and request the client to register in the PACD logbook. 1.2. Furnish the client with a copy of the CSM Form. 1.3. Advise the client to proceed to the Office of the Regional Director for further assistance	None	5 minutes	<i>PACD personnel</i>
2. Proceed to the Office of the Regional Director and submit the letter request	2.1. Receive the letter request and record in the incoming logbook the details of the request 2.2. Refer the client to the available Attorney V 2.3. Accompany the client to the assigned Attorney V	None	15 minutes	<i>Secretary, ORD</i>  <i>Regional Director/ Assistant Regional Director</i>  <i>Secretary, ORD</i>
3. State/discuss the facts and circumstances of the concern/ problem	3.1. Evaluate the letter and interview the client about the request 3.2. Provide guidance to the client on the appropriate procedures for addressing their concern/request. If needed, offer assistance to the client in preparing legal documents.	None	1 hour	<i>Attorney V</i>





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Receive guidance from the attending Legal Officer.  Accomplish the CSM Form and drop the same in the designated drop box.	4.1. Furnish the client with the receiving copy of the letter request.	None	5 minutes	<i>Secretary, Office of the Regional Director</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour, 25 minutes</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>B. For PLEB Consultancy Services (registered mail/courier/e-mail)</b>				
1. Submit/send the letter request for consultancy services	1.1. Receive the letter/email and acknowledge receipt (for email).  1.2. For registered mail/courier, record the request details in the PACD/Central Receiving Officer's incoming logbook and assign a reference number  For emails, print the email, record the request details in the incoming logbook and assign reference number  1.3. Forward the letter to the Office of the Regional Director for recording and evaluation	None	5 minutes	<i>Public Assistance and Complaints Desk (PACD) personnel/Central Receiving Officer</i>
None	1.4. Scan/generate a PDF file of the letter/email and upload the same in the NAPOLCOM DTMS  1.5. Submit to the NAPOLCOM Regional Director the letter request/printed email for review  1.6. Review the request and direct the Chief, Administrative Division (AD) for the preparation of Special Order (SO) of the assigned PLEB Legal Consultant.	None	1 hour	<i>Secretary, Office of the Director</i>    <i>Regional Director</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7. Prepare the SO 1.8. Approve the SO	None	30 minutes	Chief, AD  Regional Director
None	1.9. Forward the letter request/email to the assigned PLEB legal consultant	None	5 minutes	Secretary, ORD
None	1.10. Receive the SO and the letter request/printed email 1.11. Draft the required response letter and submit the same to the NAPOLCOM Regional Director for review/approval	None	Simple (1 working day)  Complex (5 working days)  Highly Technical (15 working days)	Designated Attorney V/ PLEB Legal Consultant
None	1.12. Review/approve the draft response letter	None	1 working day	NAPOLCOM Regional Director
2. Receive the response letter/email and accomplish the CSM form on the provided CSM link	2.1. Once approved, scan/generate a PDF file of the signed response letter. 2.2. Record/update in the DTMS the action taken on the request 2.3. Send through courier/email the signed response letter and request the client to accomplish the CSM form on the provided link	None	1 working day	Secretary, ORD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL:</b>	<b>None</b>	<b>(Simple)</b> <b>3 working days,</b> <b>1 hour and 40 minutes</b>  <b>(Complex)</b> <b>7 working days,</b> <b>1 hour and 40 minutes</b>  <b>(Highly Technical)</b> <b>17 working days,</b> <b>1 hour and 40 minutes</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>C. Legal Advice for Other Means - phone calls, text messages, FB Messenger, Viber</b>				
1. Inquire with the PACD officer for the availment of legal advice	1.1. Reply to client and refer the concern to the available Attorney V	None	2 minutes	<i>PACD Officer</i>
2. Relay the legal issue/concern	2.1. Interview the client about the issue/concern	None	20 minutes	<i>Attorney V</i>
3. Receive the legal advice from Attorney V and accomplish the CSM form on the provided CSM link	3.1. Render legal advice and send the CSM form link via text message, FB Messenger or Viber	None	15 minutes	<i>Attorney V</i>
	<b>TOTAL:</b>	<b>None</b>	<b>37 minutes</b>	



# REGIONAL OFFICES

## Internal Services



## 16. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

This service involves the issuance of Certificate of Employment

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division, Regional Office (HRMS-AD)
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Active and separated officials/employees of NAPOLCOM
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Fully accomplished request form	<b>WHERE TO SECURE</b> HRMS-AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, submit the request form and receive the Client Satisfaction Measurement (CSM) Form	1.1 Receive the request form and furnish a copy of the CSM Form	None	15 minutes	<i>Assigned HRMS-AD personnel</i>
	1.2 Prepare the Certificate of Employment (COE)			
	1.3 Forward the COE to the Chief, Administrative Division/Supervising Administrative Officer for signature			
	1.4 Review and sign the COE	None	5 minutes	<i>Chief, Administrative Division / Supervising Administrative Officer</i>
5. Receive the COE, accomplish the CSM form and drop the same in the designated drop box	5.1. Release the COE	None	1 minute	<i>Assigned HRMS-AD personnel</i>
	<b>TOTAL:</b>	<b>None</b>	<b>21 minutes</b>	



## 17. ISSUANCE OF CERTIFICATE OF NON-PENDING CASE

This service involves the issuance of a Certificate of Non-Pending Case to active officials and employees of the NAPOLCOM Regional Office.

<b>Office or Division:</b>	Human Resource Management Section – Administrative Division (HRMS-AD)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Active officials/employees of NAPOLCOM Regional Office	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Request Form		HRMD-AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, submit the request form and receive the Client Satisfaction Measurement (CSM) Form	1.1 Receive the request form and furnish a copy of the CSM Form  1.2 Prepare the Certificate of Non-Pending Case  1.3 Forward the Certificate of Non-Pending Case to Chief, Administrative Division/Supervising Administrative Officer for initial	None	15 minutes	<i>Assigned HRMS-AD personnel</i>
None	1.4 Affix initial and forward to Assistant Regional Director/Regional Director for signature		3 minutes	<i>Chief, Administrative Division/Supervising Administrative Officer</i>
None	1.5 Review and affix signature on the Certificate of Non-Pending Case		5 minutes	<i>Regional Director/ Assistant Regional Director</i>





CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the Certificate of Non-Pending Case, accomplish CSM and drop the same in the designated drop box	2. Release the Certificate of Non-Pending Case	None	1 minute	<i>Assigned HRMS-AD personnel</i>
	<b>TOTAL:</b>	<b>None</b>	<b>24 minutes</b>	



## 18. ISSUANCE OF SERVICE RECORD

This service involves the issuance of Service Records to active and separated or retired officials and employees of the NAPOLCOM Regional Office

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division (HRMS-AD)
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Active and separated/retired officials/employees of the NAPOLCOM Regional Office
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Request Form	<b>WHERE TO SECURE</b> HRMS-AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, submit the request form and receive the Client Satisfaction Measurement (CSM) Form	1.1. Receive the request form and furnish a copy of the CSM Form	None	15 minutes	<i>Assigned HRMS-AD personnel</i>
	1.2. Prepare the Service Record 1.3. Forward the Service Record to the Chief, Administrative Division/Supervising Administrative Officer for signature			
	1.4. Review and sign the Service Record	None	5 minutes	<i>Chief, Administrative Division / Supervising Administrative Officer</i>
2. Receive the Service Record, accomplish the CSM form and drop the same in the designated drop box	2.1. Release the Service Record	None	1 minute	<i>Assigned HRMS-AD personnel</i>
	<b>TOTAL:</b>	<b>None</b>	<b>21 minutes</b>	



## 19. ISSUANCE OF CERTIFICATION/STATEMENT OF MONTHLY / ANNUAL COMPENSATION

This service involves the issuance of a Certification/Statement of Monthly/Annual Compensation to active and separated or retired officials and employees of the NAPOLCOM Regional Office.

<b>Office or Division:</b>	Human Resource Management Section - Administrative Division (HRMS-AD)
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Active and separated/retired officials/employees of the NAPOLCOM Regional Office
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Request Form	<b>WHERE TO SECURE</b> HRMS-AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, submit the request form and receive the Client Satisfaction Measurement (CSM) Form	1.1. Receive the request form and furnish a copy of the CSM Form	None	15 minutes	<i>Assigned HRMS-AD personnel</i>
	1.2. Prepare the Certification/ Statement of Monthly/Annual Compensation			
	1.3. Forward the Certification/ Statement of Monthly/Annual Compensation to Chief, Administrative Division/Supervising Administrative Officer for signature			
	1.4. Review and sign the Certification/ Statement of Monthly/Annual Compensation	None	5 minutes	<i>Chief, Administrative Division / Supervising Administrative Officer</i>



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Receive the Certification/ Statement of Monthly/Annual Compensation, accomplish the CSM form and drop the same in the designated drop box	2.1. Release the Certification/ Statement of Monthly/Annual Compensation	None	1 minute	<i>Assigned HRMS-AD personnel</i>
	<b>TOTAL:</b>	<b>None</b>	<b>21 minutes</b>	



## 20. REQUEST FOR RE-ISSUANCE OF PAYSLIPS

This service involves the processing of a request for re-issuance of Payslip for NAPOLCOM officials and employees in the Regional Office.

<b>Office or Division:</b>	Administrative Division	
<b>Classification:</b>	G2G, G2C	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	All NAPOLCOM Personnel, Active, Retired, Separated/Resigned	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Request Form		Human Resource Management Section (HRMS)
2. Authorization Letter with ID (if thru representative)		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, submit the Request Form and receive the Client Satisfaction Measurement (CSM) Form	1.1. Receive the request form and furnish a copy of the CSM Form	None	15 minutes	<i>Human Resource Management Section Officer, Administrative Division</i>
	1.2. Prepare and certify the requested payslip and forward to the C, Administrative Division (C, AD) for signature			
	1.3. Review and sign the payslip and return to HRMS Personnel	None	5 minutes	<i>Chief, AD</i>
2. Receive the payslip and sign in the logbook.  Accomplish CSM Form and drop the same in the designated drop box	2.1. Release the payslip	None	1 minute	<i>HRMS Personnel</i>
	<b>TOTAL:</b>	<b>None</b>	<b>21 minutes</b>	



## 21. REQUEST FOR CERTIFICATE OF LOAN PAYMENTS/REMITTANCES

This service involves the request for a Certificate of Loan Payment/Remittances of active and separated/retired officials and employees of the NAPOLCOM Regional Office.

<b>Office or Division:</b>	Budget and Accounting Section – Administrative Division (HRMS-AD)
<b>Classification:</b>	G2G, G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Active and separated/retired officials/employees of the NAPOLCOM Regional Office
<b>CHECKLIST OF REQUIREMENTS</b>	
Request Form	WHERE TO SECURE HRMS-AD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out, submit the request form and receive the Client Satisfaction Measurement (CSM) Form	1.1 Receive the request form and furnish a copy of the CSM Form	None	30 minutes <b>(minimum)</b> 3 days <b>(maximum – depending on the coverage of request)</b>	Assigned Budget and Accounting Section-AD personnel
	1.2 Prepare the Certificate of Loan Payments/ Remittances			
	1.3 Forward the Certificate of Loan Payments/ Remittances to Chief, Administrative Division/ Supervising Administrative Officer for signature			
	1.4 Review and sign the Certificate of Loan Payments/ Remittances	None	5 minutes	Chief, Administrative Division /Supervising Administrative Officer
2. Receive the Certificate of Loan Payments/ Remittances,	2.1 Release the Certificate of Loan Payments/ Remittances	None	1 minute	Assigned Budget and Accounting



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
accomplish the CSM form and drop the same in the designated drop box				<i>Section-AD personnel</i>
	<b>TOTAL:</b>		<b>36 minutes- (minimum) 3 days (maximum)</b>	



## 22. REQUEST FOR PAYROLL ADJUSTMENT

The Payroll Adjustment is prepared upon the request of personnel in connection with their loan application, renewal, stoppage, and deduction.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All NAPOLCOM Regional Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
Request Form	Requesting Personnel
Notice of Deductions	LBP, AFPSLAI, PSMBFI, Pag-Ibig, GSIS, NAMCO (etc.)
Notice of Stoppage of Loan	
Notice of Installment/ Amortization	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Form and receive the Client Satisfaction Measurement (CSM) Form	1.1 Receive the accomplished request form and furnish a copy of the CSM Form	None	1 Minute	Assigned Human Resource Management Section, Administrative Division (HRMS-AD) personnel
	1.2 Verify, approve the request and make the necessary adjustments in the payroll	None	5 Minutes	Assigned HRMS-AD personnel
2. Receive verbal notification on the status of the request, accomplish the CSM form and drop the same in the designated drop box	2.1 Notify the employee on the status of the request	None	1 Minute	Assigned HRMS-AD personnel
	<b>TOTAL:</b>	<b>None</b>	<b>7 Minutes</b>	





## 23. REQUEST FOR AUTHORITY TO TRAVEL ABROAD

This process involves the filing, receipt, and processing of requests for authority to travel abroad of NAPOLCOM Regional personnel. Considering that the request shall be duly approved by the Head of the Agency, this process shall only cover up to the step when the request shall be indorsed to the Human Resource Management Division-Personnel Administrative Service at the NAPOLCOM Central Office

<b>Office or Division:</b>	Human Resource Management Section- Administrative Division (HRMS-AD)	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	All NAPOLCOM Regional Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-Request addressed to the VCEO thru the Regional Director		Requesting Personnel
2. Indorsement Letter		HRMS
3. CSC Form No. 6 (Application for Leave)		HRMS
4. SALN (for leaves more than 30 days)		Requesting Personnel
5. Plane Ticket		Requesting Personnel
6. Clearance		HRMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter-Request for Travel Abroad with supporting documents and receive the Client Satisfaction Measurement (CSM) Form	1.1. Receive the Letter-Request with the documents and furnish with a copy of the CSM Form  1.2. Review the completeness of documents and forward the same to the Chief, Administrative Division for initial	None	10 minutes	<i>Assigned HRMS-AD personnel</i>
None	1.3. Review, affix initial on the Indorsement and forward to the Regional Director for signature	None	5 minutes	<i>Chief, Administrative Division</i>
None	1.4. Review and affix signature on the Indorsement	None	5 minutes	<i>Regional Director</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive a copy of the signed Indorsement, accomplish the CSM form and drop the same in the designated drop box	2.1. Forward documents to Central Records Officer for indorsement to HRMD-PAS, Central Office  2.2. Furnish a copy of the signed Indorsement	None	5 minutes	<i>Designated personnel</i>
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	



## 24. APPLICATION FOR LEAVE OF ABSENCE

This service involves the processing and approval of applications for Leave of Absence of all NAPOLCOM employees in the Regional Office

<b>Office or Division:</b>	Administrative Division	
<b>Classification:</b>	G2G	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	All NAPOLCOM Regional Personnel	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Civil Service Form No. 6 (Revised 2020) to be accomplished at least in duplicate		HRMS
<b>IF APPLICABLE:</b>		
<ul style="list-style-type: none"> <li>➤ Sick Leave exceeding five (5) days <ul style="list-style-type: none"> <li>• Medical Certificate. In case medical consultation was not availed of, an <u>affidavit</u> should be executed by an applicant.</li> </ul> </li> <li>➤ Maternity Leave <ul style="list-style-type: none"> <li>• Proof of Pregnancy (ultrasound, doctor's certificate on the expected date of delivery)</li> <li>• Accomplished Notice of Allocation of Maternity Leave Credits (CSC Form No. 6a), if needed</li> </ul> </li> <li>➤ Paternity Leave <ul style="list-style-type: none"> <li>• Proof of child's delivery e.g. birth certificate, medical certificate and/or marriage contract</li> </ul> </li> <li>➤ Solo Parent Leave <ul style="list-style-type: none"> <li>• Updated Solo Parent Identification Card</li> </ul> </li> <li>➤ Study Leave <ul style="list-style-type: none"> <li>• Contract between the Agency Head and the employee concerned</li> </ul> </li> <li>➤ VAWC Leave <ul style="list-style-type: none"> <li>• Barangay Protection Order (BPO) obtained from the barangay;</li> <li>• Temporary/Permanent Protection Order (TPO/PPO) obtained from the court;</li> <li>• If the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or the Clerk of Court that the application for the BPO, TPO or PPO has been filed with the said office shall be sufficient to support the application for the ten-day leave; or</li> <li>• In the absence of the BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence against the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned.</li> </ul> </li> <li>➤ Rehabilitation Leave <ul style="list-style-type: none"> <li>• Letter-request supported by relevant reports such as police report, if any;</li> <li>• Medical Certificate;</li> <li>• Written concurrence of the government physician if the attending physician is a private practitioner.</li> </ul> </li> <li>➤ Special Leave Benefits for Women <ul style="list-style-type: none"> <li>• Medical Certificate</li> </ul> </li> </ul>		<p style="text-align: center;">Attending Physician</p> <p style="text-align: center;">Attending Physician</p> <p style="text-align: center;">Attending Physician PSA</p> <p style="text-align: center;">DSWD</p> <p style="text-align: center;">NAPOLCOM HRMS Barangay Court</p> <p style="text-align: center;">Barangay/Office of the Prosecutor/Court</p> <p style="text-align: center;">Police Station</p> <p style="text-align: center;">Police Station</p> <p style="text-align: center;">Attending Physician Government Physician</p> <p style="text-align: center;">Attending Physician</p>



<ul style="list-style-type: none"> <li>➤ Special Emergency (Calamity Leave)</li> <li>➤ Adoption Leave             <ul style="list-style-type: none"> <li>• Authenticated copy of Pre-Adoptive Placement Authority issued by the DSWD</li> </ul> </li> <li>➤ Leave of absence for thirty (30) calendar days or more Clearance from money, property and work-related accountabilities</li> </ul>	<p>DSWD</p> <p>NAPOLCOM HRMS</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out CSC Leave Form	1.1. Receive the application for leave 1.2. Verify the leave credits 1.3. Fill out and sign the Certification of Leave Credits portion of the Application for Leave Form 1.4. Route to the Division Chief, Administrative Division for initial	None	35 minutes	<i>Assigned HRMS-AD personnel</i>
None	1.5. Affix initial and forward the leave application to the Regional Director/ Assistant Regional Director, for signature	None	5 minutes	<i>Chief, Administrative Division</i>
None	1.6. Affix signature on the Application for Leave Form and forward to the Administrative Division for processing	None	5 minutes	<i>Regional Director/ Assistant Regional Director</i>
2. Receive the copy of the approved Application for Leave, accomplish the CSM Form and drop the same in	2.1. Update the Leave Card/Credits of employee 2.2. Furnish the employee with the approved copy of Application for	None	20 minutes	<i>Assigned Human Resource Management Section, Administrative Division personnel</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the designated drop box	Leave and secure a file copy			
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour and 5 minutes</b>	



## VII. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients can send their feedback by:</p> <ul style="list-style-type: none"> <li>Answering the client feedback form and drop it at the designated drop box at the NAPOLCOM One-Stop-Shop (NOSS), Ground floor, NAPOLCOM Building or at the NAPOLCOM Regional Office.</li> <li>Contact the concerned NAPOLCOM Service and Regional Offices. Please refer to the provided list of offices</li> </ul>
How feedback is processed	<p>The NOSS-designated Officer/Regional Office staff compiles, records and evaluates the feedback forms collected from the drop box every Friday afternoon. The officer then prepares and submits a report to the NOSS Administrator/Regional Director.</p> <p>Feedback results including those requiring responses are forwarded to the concerned office and they are required to answer within three (3) days upon receipt of the feedback. The responses or actions taken by the concerned office are then relayed to the client.</p> <p>For inquiries and follow-up, clients may contact telephone number +632 8896-4528.</p>
How to file a complaint	<p>To file a complaint, clients may:</p> <ul style="list-style-type: none"> <li>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, NAPOLCOM Central Office or at the Regional Office.</li> <li>Complaints may also be filed personally or directly at the 24/7 Action Center or through telephone.</li> <li>Complaints can also be filed through the following:             <ul style="list-style-type: none"> <li>8888 Citizens' Complaint Center (8888 Hotline)</li> <li>Civil Service Commission Contact Center ng Bayan (CSC-CCB)</li> <li>Presidential Complaint Center (PCC)</li> <li>Walk-in thru the PAS-PID</li> <li>Phone-in</li> <li>Mail (received thru the NAPOLCOM Message Center)</li> <li>Email (<a href="mailto:pid.pas@napolcom.gov.ph">pid.pas@napolcom.gov.ph</a>, <a href="mailto:cchfp.pat@gmail.com">cchfp.pat@gmail.com</a> or NAPOLCOM Website)</li> <li>NAPOLCOM Official Facebook Page @NationalPoliceCommission</li> <li>SMS through 24/7 Public Assistance Unit</li> </ul> </li> </ul>



## FEEDBACK AND COMPLAINTS MECHANISM

	<ul style="list-style-type: none"> <li>○ NAPOLCOM One-Stop-Shop (NOSS) Customer Feedback Form</li> </ul> <p>In both cases, the client must provide the necessary documents/information:</p> <ul style="list-style-type: none"> <li>• Name of the person being complained</li> <li>• Incident Report / Narrative of the Complaint</li> <li>• Evidence</li> </ul> <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 the 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><b>Contact Center ng Bayan (CCB)</b>          Tel: 1-6565 (Hotline) Accessible via PLDT and Smart landlines Nationwide          Mobile: 0908 881-6565          Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a></p> <p><b>Presidential Compliant Center (PCC)</b>          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: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a></p> <p><b>Anti-Red Tape Authority (ARTA)</b>          Tel: +63 2 8478-5093          Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>



## VIII. List of Offices

Office	Address	Contact Information
<b>CENTRAL OFFICE</b>		
<b>Juanito Victor C. Remulla</b> <b>Chairperson, NAPOLCOM</b>	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8895-5068 8896-5980
<b>Alberto A. Bernardo</b> <b>Vice-Chairperson &amp; Executive Officer</b>	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8895-3234 8899-0610
<b>Ricardo P. Bernabe III</b> <b>Commissioner</b>	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-1612 8895-2878
<b>Beatrice Aurora A. Vega-Cancio</b> <b>Commissioner</b>	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-5077 8899-5497
<b>PGEN Rommel Francisco D. Marbil</b> <b>Ex-Officio Commissioner</b>	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8897-8904 8895-3246
<u>OFFICE OF THE DEPUTY EXECUTIVE DIRECTOR</u> <b>Dir. Myrna De Persia-Medina</b>	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-9073
<u>PLANNING &amp; RESEARCH SERVICE (PRS)</u> <b>Dir. Evangeline R. Almirante</b>	16/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8897-0788
<u>PERSONNEL &amp; ADMINISTRATIVE SERVICE (PAS)</u> <b>Atty. Arlene L. Castro-Co</b>	14/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-0096
<u>INSPECTION, MONITORING &amp; INVESTIGATION SERVICE (IMIS)</u> <b>Dir. Edman B. Pares</b>	12/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-5067
<u>INSTALLATION &amp; LOGISTICS SERVICE (ILS)</u> <b>Dir. Renato S. Santos</b>	16/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-3525
<u>FINANCIAL SERVICE (FS)</u> <b>Dir. Leonora G. Bartolome</b>	15/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8890-1337
<b>CENTRAL OFFICE</b>		
<u>LEGAL AFFAIRS SERVICE (LAS)</u>	12/F DILG-NAPOLCOM Center,	Tel: 8899-3524





Office	Address	Contact Information
<b>Atty. Chito Noel D. Bustonera</b>	EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	
<u>CRIME PREVENTION &amp; COORDINATION SERVICE (CPCS)</u> <b>Dir. Donna Lynn A. Caparas</b>	12/F DILG-NAPOLCOM Center, EDSA corner Quezon Avenue, Barangay West Triangle, Quezon City	Tel: 8899-3524
<u>NATIONAL APPELLATE BOARD (NAB)</u> <b>Atty. Melinda A. Alog</b> NAB-RAB Coordinator	7/F DILG-NAPOLCOM Center, EDSA corner Avenue Barangay West Triangle, Quezon City	Tel: 8897-2777

Office	Address	Contact Information
<b>REGIONAL OFFICE</b>		
<u>NATIONAL CAPITAL REGION (NCR)</u> <b>Dir. Maximo T. Lasaca I</b>	371 Sen Gil J. Puyat A venue, Brgy. Bel Air, Makati City 1200	Tel: (02) 882-1180 (02) 882-1187



Office	Address	Contact Information
<u>CORDILLERA ADMINISTRATIVE REGION (CAR)</u> <b>Dir. Editha S. Puddoc</b>	26 Teacher's Camp Baguio City 2600	Tel: (074) 443-4744 (074) 442-7193
<u>REGIONAL OFFICE - I</u> <b>Dir. George Aplas D. Daskeo</b>	Government Center, Sevilla, San Fernando City, La Union 2500	Tel: (072) 682-8896 (072) 242-5064
<u>REGIONAL OFFICE - II</u> <b>Dir. Ramon M. Rañeses</b>	Regional Government Center, Carig Sur, Tuguegarao City 3500, Cagayan Valley	Tel: (078) 396-0445 (078) 373-1164
<u>REGIONAL OFFICE - III</u> <b>Dir. Mylene M. Eguilos-Caluya</b>	Diosdado Macapagal Government Center, Bgy. Maimpis, Angeles City, Pampanga 2009,	Tel: (045) 455-0253
<u>REGIONAL OFFICE - CALABARZON</u> <b>Atty. Owen G. De Luna</b>	006 NPTI Building, Camp Vicente Lim, Brgy. Mayapa, Calamba City, Laguna	Tel: (049) 834-0601
<u>REGIONAL OFFICE - MIMAROPA</u> <b>Dir. Aileen T. Arcin</b>	Units 8-12, 2nd Floor, Expressive Gallery, Madison South, Brgy. Batino, Calamba City, Laguna 4027	Tel: (049) 531-4833
<u>REGIONAL OFFICE - V</u> <b>Dir. Manuel L. Pontanal</b>	Government Center Site Rawis, Legaspi City 4500	Tel: (052) 482-1041 (052) 284-5955
<u>REGIONAL OFFICE - VI</u> <b>Dir. Jerome LB. Asuga</b>	Sto. Rosario corner Fuentes Ledesma St., Iloilo City 5000	Tel: (033) 335-0023 (033) 337-0934
<u>REGIONAL OFFICE - VII</u> <b>Dir. Ma. Teresa E. Tuburan-Pacudan</b>	Doña Modesta Gaisano St., Sudlon Lahug, Cebu City 6000	Tel: (032) 418-5117 (032) 262-5971 (032) 261-0226
<u>REGIONAL OFFICE - VIII</u> <b>Dir. Benjamin DA. Florentino</b>	760 Real St. Sagkahan District, Tacloban City 6500	Tel: (053) 888-0088 (053) 832-0684
<b>REGIONAL OFFICE</b>		
<u>REGIONAL OFFICE - IX</u> <b>Dir. Pablito M. Abad, Jr.</b>	Gumilao Bldg., J. Zulueta Street, Purok Santan B,	Tel: (062) 925-1112 (062) 925-1100 (062) 925-4900



Office	Address	Contact Information
	San Jose District, Pagadian City, Zamboanga del Sur 7016	
<u>REGIONAL OFFICE - X</u> <b>Dir. Randy F. Babao</b>	3/F Goodwill Bldg. Rizal Street, Cagayan De Oro City 9000	Tel: (088) 850-5701
<u>REGIONAL OFFICE - XI</u> <b>Dir. Julieta P. Rañeses</b>	Tel: (088) 850-57012F COPE Building, C. M. Recto St., Poblacion, Davao City 8000	Tel: (082) 228-5645
<u>REGIONAL OFFICE - XII</u> <b>Dir. Veronica C. Hatague</b>	2/F Marbel Top Commercial Bldg. Alunan Avenue cor. J. Abad Santos Street, Koronadal City, South Cotabato 9506	Tel: (083) 228-2317 (083) 520-0417
<u>REGIONAL OFFICE - BARMM</u> <b>Atty. Esmael A. Panda</b>	3/F Elena V. Co Bldg., Don Rufino Alonzo Street, Cotabato City 9600	Tel: (064) 421-4401
<u>REGIONAL OFFICE - CARAGA</u> <b>Dir. Rodel M. Calo</b>	2nd Floor, PS Arcade, J. Rosales Ave., Butuan City 8600	Tel: (085) 342-8785 (085) 225-9282