



# **LAS PIÑAS CITY POLICE STATION MANUAL**

**CITIZEN'S CHARTER  
2024 (1<sup>st</sup> Edition)**



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#### **I. Mandate:**

Republic Act 6975 entitles "An Act Establishing the Philippine National Police under a reorganized Department of the Interior and Local Government and Other Purposes" as amended by RA 8551 "Philippine National Police Reform and Reorganization Act of 1998" and further amended by RA 9708.

#### **II. Vision:**

Imploring the aid of the Almighty, by 2030, We shall be a highly capable, effective, and credible police service working in partnership with a responsive community towards the attainment of a safer place to live, work, and do business.

#### **III. Mission:**

The PNP shall enforce the law, prevent and control crimes, maintain peace and order, and ensure public safety and internal security with the active support of the community.

#### **IV. Service Pledge:**

The Philippine National Police oath embodies the philosophy of "Service, Honor, and Justice". Our organization is committed to providing high-quality and dependable services that meet the needs of the people we serve. As a law enforcement agency, we prioritize fairness and impartiality in the performance of our duties. We believe that every individual deserves to be treated with respect and dignity, without any form of discrimination or bias. Our actions are guided by our core values, which are aligned with our vision and mission to serve the community with excellence.

Our station is deeply dedicated to enhancing the efficiency and effectiveness of our programs to deliver the best possible police services. We place a significant emphasis on preventing crime and finding innovative solutions to tackle it. Additionally, we are committed to gathering feedback from our customers to provide better value and improve their satisfaction levels. Ultimately, our goal is to create a safer community where everyone can live, work, and conduct business with peace of mind.



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## Station Records and Clearance Section

Application for National Police Clearance

Issuance of National Police Clearance to all concerned citizens. This is a nationwide issuance of police clearance through an online application that seeks to improve the process for criminal record checks.

### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>	<b>Records and Clearance Section</b>	
<b>Classification:</b>	Technical	
<b>Type of Transaction:</b>	G2C;	
<b>Who may avail:</b>	Any person applying for police clearance	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
✓ NPCS Online Registration.		Fill out the form via NPCS official website <a href="http://www.pnpclearance.ph">www.pnpclearance.ph</a>
✓ One (1) of any valid proof of identification: <ul style="list-style-type: none"> <li>- Company ID</li> <li>- GSIS/SSS ID</li> <li>- Voter's ID</li> <li>- Passport</li> <li>- Driver's License</li> <li>- PRC ID</li> <li>- Senior Citizen's ID</li> <li>- Postal ID</li> <li>- PhilHealth ID</li> <li>- Valid Student ID with authorization letter from school/company (signed by Dean of the school / Company Head)</li> </ul>		Authorized issuing body Any government/valid company issued ID
✓ Proof of Payment.		Payment Confirmation or Electronic OR
✓ Reference Number		Printed Transaction Details
<b>Note:</b> <b><u>FEES:</u></b> Php150.00 for the Clearance Fee; however, additional convenience fees may vary on the payment mode you have selected.  <b><u>DURATION:</u></b> 15 working days from receipt.  It may be extended if the requested information requires an extensive search of records of the office/unit, examination of voluminous records, occurrence of fortuitous events, or other analogous cases.		



**How to Avail the Service:**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>STEP 1:</b> Go to pnp clearance.ph</p>				
<p><b>STEP 2:</b> Click Register (for new applicants) and Login (for applicants with existing accounts). Fill out the necessary information to create an account. Submit and Sign in. Click Edit Profile complete your personal data and save.</p>				
<p><b>STEP 3:</b> After Editing the profile, click the Clearance Application. Select the Purpose, Set an Appointment Date, and select your preferred Police Station. Click the Landbank button, Click Next, and Save Appointment. Reference Number will be generated.</p>	<p>1. Provide assistance and support to the Requesting Party (RP)</p>	<p>Php150.00 and an additional convenience fee</p>	<p>30 mins.</p>	<p>Requesting Party (RP)</p>
<p><b>STEP 4:</b> Select the Click Here to Pay for more Payment option button to settle the online payment. You will be redirected to the Landbank e-Payment Portal. Choose your desired payment option. Follow the steps for online payment transactions and secure a copy of the Payment Confirmation Slip.</p>				



<p><b>STEP 5:</b> Proceed to your selected Police Station on your date of appointment. Present One (1) valid Government issued ID, Proof of Payment and Reference Number of Transaction Details. Have your Biometrics, Photo and Signature Taken</p>	<p>2.1 Conduct Assessment and initial evaluation of the presented ID and Transaction Details</p> <p>2.2 The applicant will be processed and appropriate action/s will be taken.</p>	None	15 mins.	NPC Processor
<p><b>STEP 6:</b> For without “Hit” status, after the completion of the process, wait for your name to be called for the release of your clearance.</p> <p>With “Hit” Status, wait for the verification process and once settled, clearance will be released.</p>	<p>3. Review and conduct evaluation of the applicant information.</p>	None	15 mins.	NPC Verifier
<p><b>End of Transaction</b></p>	<p>Duration: 15 working days from receipt</p>			



## FEEDBACK AND COMPLAINT MECHANISM

How to send feedback?	<ol style="list-style-type: none"> <li>1. Answer the Customer Satisfaction Survey form.</li> <li>2. Contact number: (02) 723-0401 loc 7663</li> <li>3. E-mail: <a href="mailto:foi.ncrpo@pnp.gov.ph">foi.ncrpo@pnp.gov.ph</a></li> </ol>
How feedback is processed	<p>Every day, the designated PNCO opens the sheet links of the survey, and compiles and records all feedback submitted.</p> <p>Feedback requiring answers is forwarded to the concerned offices and they are required to answer within 3 days of the receipt of the feedback.</p> <p>The answer of the concerned office is then relayed to the concerned client.</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations &amp; Information Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box daily and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.</p>
Contact Information:	<p>Philippine National Police</p> <p>NPCS ONE-STOP SHOP Camp Crame, Quezon City</p> <p>(02) 8723-0401 loc 7663</p>



Office	Address	Contact Information
Records and Clearance Section (RCS)	City Hall Complex Pamplona Tres Las Piñas City.	Contact Person: PSSg Limuel E Sabila  CP # 09452676343 (Globe)  Email address: npcs.laspinascps@gmail.com



## Women and Children Protection Desk

Accommodate Walk-In Complaint

### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours (8:00 AM – 8:00 AM)

<b>Office or Division:</b>	Women and Children Protection Desk			
<b>Classification:</b>	Complex; Highly Technical			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who may avail:</b>	✓ The offended party			
	✓ Any peace officer			
	✓ Public officer charged with the enforcement of the law violated			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Complaint Affidavit		Women and Children Protection Desk		
✓ Other required documents				
✓ Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. INQUEST PROCESS:</b>  1. Complainant files a complaint	1. The Duty Investigator receives a referral from Sub-stations, (arrested suspect and complainant)  1.1 The Duty Investigator assesses the incident and assists the complainant to fill-out IRF properly  1.2 Spot Report will be sent to COP Office and STOC Office	None	15 mins	WCPD Investigator



<p>2. Complainant will answer the question of the investigator and submit pieces of evidence</p>	<p>2. Investigator will proceed to investigation proper</p> <p>2.1 IRF will be signed by the complainant and investigator</p> <p>2.2 Duty investigator prepares the affidavit and other documents for turn over to the prosecutor</p>	<p>None</p>	<p>50 mins</p>	<p>WCPD Investigator</p>
	<p>2.3 Duty Investigator/ Crime Registrar inputs crime data to CIRAS</p>	<p>None</p>	<p>5 mins</p>	<p>Investigator/ Crime Registrar</p>
	<p>2.4 Crime Data is stored in CIRAS IRF and can be printed</p>	<p>None</p>	<p>2 mins</p>	<p>Crime Registrar</p>
	<p>2.5 Duty Investigator enters the crime data to blotter</p>	<p>None</p>	<p>5 mins</p>	<p>Investigator</p>
<p>3. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/ Regular Filing</p>	<p>3. The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor</p>	<p>None</p>	<p>25 mins</p>	<p>Investigator/ Complainant</p>
<p><b>End of Transaction</b></p>	<p>Duration: 1 hour and 42 mins.</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>II. REGULAR FILING PROCESS:</b>  1. Complainant files a complaint	1. Duty Investigator receives referrals from Sub-stations, Barangay, and other Agencies  1.1 Duty Investigator assess the incident and assist the complainant to fill-out IRF properly	None	15 mins	WCPD Investigator
	2. Complainant will answer the question of the investigator and submit pieces of evidence	2. Investigator will proceed to investigation proper  2.1 IRF will be signed by the complainant and investigator  2.2 Duty investigator prepares the affidavit and other documents for turnover to the prosecutor	None	50 mins
	2.3 Duty Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/ Crime Registrar
	2.4 Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	2.5 Duty Investigator enters the crime data in the blotter	None	5 mins	Investigator
3. The complainant together with the Investigator proceed to Prosecutor for the referral. (Inquest/ Regular Filing)	3. The Investigator and complainant consolidate all necessary documents and refer them to the Prosecutor	None	25 mins	Investigator/ Complainant



<b>FEEDBACK AND COMPLAINT MECHANISM</b>	
How to send feedback?	Answer the Complaint form from the suggestion box provided
How feedback is processed	Every day, the designated PNCO opens the suggestion box, and compiles and records all feedback submitted. Feedback requiring answers is being answered and taken action
How to file complaints?	Answer the client Complaint Form and drop it at the designated drop box inside the WCPD Office. Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - incident - Evidence
How complaints are processed?	-The complaints officer opens the complaints drop box daily and evaluates each complaint. -Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant personnel for their explanation. -The complaints officer will create a report after the investigation and shall submit it to the head of agency for appropriate action. The complaints officer will give the feedback to the client.

Office	Address	Contact Information
Women and Children Protection Desk (WCPD)	Las Piñas City Police Station, City Hall Compound, Pamplona Tres Las Piñas City.	Contact Person: Pat Maybel M Sabordo  FB Account: Wcpd Las Pinas Landline: 8834-8416 Email: wcpds4@gmail.com



## Station Investigation and Detective Management Section (SIDMS) – Requirements for Lifting of Fingerprint of Civilian Applying for Overseas Employment

For purposes of employment abroad

### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>	Station Investigation and Detective Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Civilian or person applying for Overseas Employment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Identification Card		Issuing Agency		
✓ Fingerprint Card for travel abroad		Issuing Country		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present your Identification Card Valid (ID) and Fingerprint Form Card.	1. Fingerprint Technician/ Aide shall check and verify the authenticity of the said ID and Form.	None	5 mins.	Fingerprint Technician
	1.2 After verification, the fingerprint technician will proceed to obtain the client's fingerprint.	None	5 mins.	Fingerprint Technician
	1.3 Then, the authorized PNP will sign and the fingerprint card will be issued.	None	5 mins.	Fingerprint Technician/Authorized PNP Personnel
<b>End of Transaction</b>	Duration: 15 mins.			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	1. Answer the client feedback form and drop it off at the SIDMS Office. 2. Email: <a href="mailto:sdmislaspinas@gmail.com">sdmislaspinas@gmail.com</a>
How feedbacks are processed	Every day, the designated PNCO checks the survey box and email then records and sorts all feedback submitted.  If the feedback requires a response, a 3-day period will be provided.  The answer is then relayed to the concerned client.
How to file complaints?	Complaints can be made through Las Pinas City Police Station hotline numbers 0998-5987928 and 0995-3604254
How complaints are processed?	Complaints are handled by specific offices for proper investigation
Contact information of Station Investigation and Detective Management Section	Email: <a href="mailto:sidmslaspinas@gmail.com">sidmslaspinas@gmail.com</a>



## Accommodate Walk-in Clients

### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours (8:00 AM – 8:00 AM)

<b>Office or Division:</b>	Station Investigation and Detective Management Section			
<b>Classification:</b>	Complex; Highly Technical			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may avail:</b>	✓ The offended party			
	✓ Any peace officer			
	✓ Public officer charged with the enforcement of the law violated			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Affidavit of Complaint		Investigation and Detective Management Section		
✓ Incident Record Form (IRF)				
✓ One (1) of any valid proof of identification: <ul style="list-style-type: none"> <li>- Company ID</li> <li>- GSIS/SSS ID</li> <li>- Voter's ID</li> <li>- Passport</li> <li>- Driver's License</li> <li>- PRC ID</li> <li>- Senior Citizen's ID</li> <li>- Postal ID</li> <li>- PhilHealth ID</li> </ul>		Authorized issuing body Any government/company issued ID		
✓ Other required documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant files a complaint	1. The Duty Officer receives the complaint and fill-out the Incident Record Form (IRF) properly	None	5 mins.	Desk Officer
2. The Desk Officer will refer the complainant to the Investigation Section	2. The case is referred to the Investigator on Case (IOC) for further investigation	None	5 mins.	Investigator
3. The Complainant will answer questions of the investigator	3. The investigator will proceed to investigation proper and the Incident Report Form	None	30 mins.	Investigator



	(IRF) will be signed by the complainant and investigator			
	3.1 The Investigator/ Crime Registrar will encode the crime data to Crime Incident Reporting the and Analysis System (CIRAS)	None	5 mins.	Investigator/Cri me Registrar
	3.2 Crime Data will be encoded and stored in the Crime Incident Reporting and Analysis System (CIRAS). Incident Report Form (IRF) will be the output and can be printed if needed.	None	5 mins.	Crime Registrar
	3.3 Desk Officer enters the crime data to the police blotter	None	5 mins.	Desk Officer
4. Complainant together with investigator will refer the complaint before the Prosecutor Office (Inquest/Regular Filing)	4. The Investigator and complainant will prepare and consolidate pertinent documents and refer to Prosecutor Office	None	20 mins.	Investigator/ Complainant
<b>End of Transaction</b>	Duration: 1 hour and 15 mins			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the SIDMS Office. 2. Email: <a href="mailto:sdmislaspinas@gmail.com">sdmislaspinas@gmail.com</a>
How feedbacks are processed	Every day, the designated PNCO checks the survey box and email then records and sorts all feedback submitted.  If the Feedback requires a response, a 3-day period will be provided.  The answer is then relayed to the concerned client.
How to file complaints?	Complaints can be done thru Las Pinas City Police Station hotline numbers 09985987928 and 09953604254
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of Station Investigation and Detective Management Section	Email: <a href="mailto:sidmslaspinas@gmail.com">sidmslaspinas@gmail.com</a>



## Pre-Charge Evaluation and Investigation Section

Receive complaints against PNP Personnel

Citizen's complaint is initiated by a person who is an authorized representative or guardian on account of an injury, as a result of an irregular or illegal act or omission by a PNP member.

### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>	Pre-Charge Evaluation and Investigation Unit, IDMS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C; G2B			
<b>Who may avail:</b>	Complaining Witness/Government agency or office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint		Complaining witness		
Other Attachments as strong proof/evidence of complaint		Complaining witness		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The complainant files a complaint	1. The investigator shall draft and issue a directive to explain the PNP personnel complaint of (respondent).	None	1 day	Pre-Charge Evaluator/ Investigator
2. Submit an affidavit of complaint and certificate of non-forum shopping. 2.1 Submit proof/evidence (if any) to suffice its claim	2. Validate the authenticity of the evidence submitted  2.1 Transmit the result of initial evaluation report to DIDMD	None	2 to 4 days	Pre-Charge Evaluator/ Investigator
<b>End of Transaction</b>	Duration: 3 to 5 days			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Call the Las Pinas City Police Station Hotline numbers 09985987928 or 09953604254
How feedbacks are processed	If the feedback requires a response they are forwarded to the concerned office
How to file complaints?	Complaints can be done through Las Piñas CPS hotline numbers 09985987928 or 09953604254
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Station Tactical Operations Center	Email: pceis_laspinas@yahoo.com



## Vehicle Traffic Investigation Unit (VTIU)

Requirements for Securing a Road Crash Incident Report

Drivers involved in a road crash incident request **an Investigation Report (IR)** as a requirement in claiming insurance and for other purposes.

### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours (7:00 AM to 7:00 AM)

<b>Office or Division:</b>	Vehicle Traffic Investigation Unit/PS4			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may avail:</b>	Driver of vehicles involved and/or any authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Driver's License				LTO
✓ Sworn Statement of involved Driver's				Vehicle Traffic Investigation Unit
✓ Involved Drivers				
✓ Involved Vehicles				
✓ Vehicle's OR/CR				
✓ If pedestrian, any valid ID's				
✓ Witness/es, if any				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of pertinent documents for verification and inspection.	1. Investigator will conduct an ocular investigation at the place of the incident. 1.2 All drivers involved will be required to proceed to the VTIU Office for further investigation and proper documentation. 1.3 Accomplishment of Sinumpaang	None	2 hours	Investigator-on-Case



	Salaysay and presentation of other documents.			
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2. Fill in any witness Information (If applicable)	2. The investigator will provide a written statement form, which needs to be completed by the witness/es.	None	15 Minutes	Investigator-on-Case
3. Filling of Cases (Regular/Inquest filling)	3. The investigator will compile the case folder and other necessary documents of the victim(s) and respondent(s) to be submitted to the prosecutor's office.  3.1 The victim/s or respondents will be presented before the prosecutor's Office.	None	1 hour	Investigator-on-Case
<b>End of Transaction</b>	Duration: 3 hours and 15 minutes			

**NOTE:**

No fees shall be charged for the Investigation Report (IR), however the reproduction of the documents/records shall be shouldered by the requesting person/clients.



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the Traffic Investigation Office. 2. Email: teosept282019@gmail.com
How feedbacks are processed	-Duty personnel will check the survey box and email in a daily basis.  -If there is any concern, should inform the Chief of Office for appropriate action.  - Relayed the action taken to the concerned client.
How to file complaints?	-Complaints can be done thru PS4 hotline number 09985987928/ 09474622859
How complaints are processed?	Complaints are handled by this Unit for proper investigation and disposition
Contact Information of Vehicle Traffic Investigation Unit	Email: teosept282019@gmail.com

OFFICE	ADDRESS	CONTACT INFORMATION
Vehicle Traffic Investigation Unit (VTIU)/PS4	J. Aguilar Ave., Brgy. Pamplona Tres, Las Pinas City	Contact Person: PLT REY SAMSON C LAYOSA, Chief, VTIU  CP #: 09216677261 Email Add: samlayosa@yahoo.com



## Station Anti-Carnapping

Accommodate walk-in complaint and provide police assistance.

Republic Act No. 10883, otherwise known as the New Anti-Carnapping Act of 2016 (RA 10883) is a law that punishes carnapping in the Philippines. For purposes of knowing what carnapping is, one must be able to know what a motor vehicle is, in the first place. As defined under this law, a motor vehicle refers to any vehicle propelled by any power other than muscular power using the public highways.

### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours (8:00 AM to 8:00 AM)

<b>Office or Division:</b>	Station Tactical Operations Center			
<b>Classification:</b>	Complex; Highly Technical			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may avail:</b>	Individuals who need police assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ VALID ID		✓ Requesting person		
✓ Prove of ownership OR/CR of vehicle				
✓				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. To present his/her valid identification card for verification.	1. To validate the identity of the complainant for documentation purposes	NONE	5mins	
2. To submit or to present proof of ownership like the OR/ CR or deed of sale of the vehicle	2. The anti-carnapping personnel will conduct verification of proof of ownership and make an alarm report.			
<b>End of Transaction</b>	Duration: 20 mins			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the Traffic Investigation Office. 2. Email: <a href="mailto:sidmslaspinas@gmail.com">sidmslaspinas@gmail.com</a>
How feedbacks are processed	-Duty personnel will check the survey box and email in a daily basis.  -If there is any concern, should inform the Chief of Office for appropriate action.  -Relayed the action taken to the concerned client.
How to file complaints?	-Complaints can be done thru PS4 hotline number 09985987928/ 09474622859
How complaints are processed?	Complaints are handled by this Unit for proper investigation and disposition
Contact Information of Vehicle Traffic Investigation Unit	Email: <a href="mailto:sidmslaspinas@gmail.com">sidmslaspinas@gmail.com</a>



## Station Tactical Operations Center

Accommodate and receive calls for police assistance, as well as answer any queries from citizens.

STOC will assist citizens by coordinating with the concerned Sub-Station, office, and Las Pinas City Communication Center (COMCEN) for appropriate police action.

### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours (8:00 AM to 8:00 AM)

<b>Office or Division:</b>	Station Tactical Operations Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may avail:</b>	An individual who needs police assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Name of the Reportee/Complainant		✓ Station Operation Center		
✓ Exact Location and Complete Address				
✓ Nature of Police Assistance Requested				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the Hotline Number	1. Upon receipt of call for police assistance, the Duty personnel will take down the reportee's details.  1.2 They will then pass on the information to the relevant office or sub-station so that appropriate police action can be taken.	None	5 mins	Duty STOC Personnel
	1.3 The Duty STOC will provide feedback to the caller or reportee to ensure that they are informed about the actions taken.			
<b>End of Transaction</b>	Duration: 5 mins			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Call the Las Pinas CPS hotline numbers 09985987928 or 09953604254
How feedbacks are processed	If the Feedback requires a response they are forwarded to the concerned office
How to file complaints?	-Complaints can be done thru Las Pinas CPS hotline numbers 09985987928 or 09953604254
How complaints are processed?	Complaints are handled by this office.
Contact Information of Station Tactical Operations Center	Email: <a href="mailto:stocps4@gmail.com">stocps4@gmail.com</a>



## Station Intelligence Section

### Request for Threat Assessment

SIS is responsible for the conduct of Threat assessment and Background Investigation.

#### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>	Station Intelligence Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Any licensed citizen whose life is under actual threat or in imminent danger			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Letter request addressed to the COP		✓ Requesting party		
✓ Proof of Threat (Blotter/Affidavit of Undertaking)		✓ PNP/Requesting party		
✓ Personal History Statement/Resume		✓ PNP		
✓ Photocopy of PTCFOR		✓ FEO		
✓ Photocopy of LTOPF				
✓ NBI Clearance		✓ NBI		
✓ Appointment Order (KSS) (1 certified true copy) for Government Employees		✓ Human Resource/Personnel Department/Office of the government employee		
✓ Office/Government Issued ID		✓ Human Resource/Personnel Department/Office of the government employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter addressed to Chief, Regional Intelligence Division (RID)	1. Upon receipt of the request from DID/D2, the Station Intelligence Section personnel will conduct record check and validation	None	1 day	Station Intelligence Section (SIS) personnel
2. Submit requirements to Station	2. Conduct verification of	None	None	CI



Intelligence Section Office	requirement submitted			
3. Wait for the result or approval of the application	3. Conduct validation of the authenticity of the documents	None	6 days	CI
	3.1 Conduct assessment, Background Investigation  3.2 Conduct record check (RTC/MTC, Barangay Clearance)			
4. Proceed to Regional Intelligence Division (RID/R2) for the release of Threat Assessment	Forward to DID/D2 the Result of Validation and Threat Assessment through email and hard copy			
4.				
<b>End of Transaction</b>	Duration: 3-6 Days			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the SIS office. 2. Email: <a href="mailto:intelps4@yahoo.com">intelps4@yahoo.com</a>
How feedbacks are processed	Every day, the designated PNCO checks the survey box and email, then records and sorts all feedback submitted.  If the Feedback requires a response, a 3-day period will be provided.  The answer is then relayed to the concerned client.
How to file complaints?	Complaints can be done thru Las Pinas CPS hotline numbers 09985987928 or 09953604254
How complaints are processed?	Complaints are handled by this office
Contact Information of Traffic and Investigation Unit	Email: <a href="mailto:intelps4@yahoo.com">intelps4@yahoo.com</a>



## Warrant and Subpoena Unit

Issuance of Requirements for Bail

### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>	Warrant and Subpoena Unit, IDMS			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C; G2G			
<b>Who may avail:</b>	✓ Relatives of arrested person			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Certificate of Residency		✓ Barangay		
✓ Information		✓ Prosecutor office		
✓ HOUSE SKETCH		✓ Requesting party		
✓ MUGSHOT		✓ SIDMS		
✓ CEDULA		✓ Las Pinas City Hall		
✓ CERTIFICATE OF DETENTION		✓ SIDMS, Las Pinas City Police Station		
✓ Police Clearance		✓ Criminal Record Unit (CRU)		
✓ MTC Clearance		✓ Metropolitan Trial Court, Pamplona Tres, Las Pinas City		
✓ Prosecutor Clearance		✓ Regional Trial Court, Cityhall compound, Barangay Pamplona Tres, Las Pinas City		
✓ RTC OCC (Certification of Non-Pending Case)		✓ Las Pinas City Regional Trial Court, Cityhall compound, Barangay Pamplona Tres, Las Pinas City (Issuing Court)		
✓ Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. To submit all required documents needed	1. The duty warrant and subpoena admin officer will evaluate and validate the documents.  1.2 Issues documents  1.2.a PNP Arrest and Booking Sheet	None	1 hour	Warrant and Subpoena Duty Admin Officer



	1.2.b Mugshot			
	1.2.c Copy of Warrant of Arrest			
	1.2.d Undertaking (For clients with clerical error in their documents)			
<b>End of Transaction</b>	Duration: 1 hour			

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<ol style="list-style-type: none"> <li>1. Answer the Client Feedback Form and drop it at the Warrant and Subpoena Section (WSS) office.</li> <li>2. Email: <a href="mailto:warrantsslpc@yahoo.com">warrantsslpc@yahoo.com</a></li> </ol>
How feedbacks are processed	<p>Every day, the designated PNCO checks the survey box and email, then records and sorts all feedback submitted.</p> <p>If the Feedback requires a response, a 3-day period will be provided.</p> <p>The answer is then relayed to the concerned client.</p>
How to file complaints?	Complaints can be done thru Las Pinas City Police Station Hotline Numbers 09985987928 or 09953604254
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Warrant and Subpoena Unit	Email: <a href="mailto:warrantsslpc@yahoo.com">warrantsslpc@yahoo.com</a>



## Station Custodial Facility Unit

Accommodate clients in Securing Certificate of Detention

For purposes of processing the required bail of the accused as a requirement for his/her release.

### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>	Custodial Facility Unit, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may avail:</b>	Accused, Family or Relatives and/or any authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Authorization Letter Duly signed by the Accused	✓ Accused			
✓ Information	✓ Prosecutor office			
✓ Barangay Clearance	✓ Barangay where the accused reside			
✓ HOUSE SKETCH	✓ PUPC			
✓ MUGSHOT	✓ SIDMS			
✓ PALM PRINT	✓ SIDMS			
✓ CEDULA	✓ Las Pinas City Hall			
✓ CERTIFICATE OF DETENTION	✓ SIDMS			
✓ Affidavit of Undertaking	✓ PAO Office, Las Pinas City Hall			
✓ Resolution	✓ Prosecutor office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the required documents for verification and inspection.	1. Duty personnel shall check and verify the authenticity of the submitted documents and prepare the Certificate of detention prior notation/ signature of OIC, CFU	None	10 mins.	Duty Admin Personnel



	1.2 Certificate of Detention, Mugshot and Affidavit of Undertaking shall be forwarded to the Duty Custodial Officer or Duty Fingerprint Aide for signature and palm print of the accused	None	15 mins.	Duty Custodial Officer and Fingerprint Aide
2. Issuance of Certificate of Detention, Booking Sheet and Affidavit of Undertaking	2. Only authorized persons shall receive the Certificate of Detention and other pertinent documents.	None	10 mins.	Duty Admin Personnel, Duty Custodial Officer
<b>End of Transaction</b>	Duration: 35 mins.			



**Accommodate client securing requirements for the Release of Person under PNP Custody (PUPC)**

For purposes of releasing PUPCs after posting the required bail for his/her case.

**Schedule of Availability:**

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>	Station Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Accused			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Release Order from Prosecutor's Office		✓ Office of the City Prosecutor		
✓ Information		✓ Court who has jurisdiction over the case		
✓ MTC Clearance				
✓ RTC Clearance				
✓ Resolution		✓ Custodial Facility Unit through email from Court		
✓ Final Record Checking/Verification				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. To submit the required documents for verification	1. The Duty Custodial officers will conduct validation or verification of the documents submitted	None	15mins.	Duty Custodial Officer
2. Receiving of Released PUPC	2. The relatives of the PUPC shall receive the living body of the accused or any local government official.	None	15 mins	Duty Custodial Officer
<b>End of Transaction</b>	Duration: 30 mins.			

**Accommodate clients who visits Person under PNP Custody (PUPC)**



Visitation is allowed for PUPC's immediate family, relatives, lawyers, government authorities, and anyone who has requested it from the head of the office. Such privileges are in effect and shall be observed accordingly

**Schedule of Availability:**

- ✓ Tuesday to Friday - 1:00 P.M to 5:00PM
- ✓ Saturday, Sunday and Holidays- 8:00 AM to 12:00 PM and 1:00 PM to 5:00 PM

<b>Office or Division:</b>		Station Custodial Facility Unit, IDMS		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C; G2G		
<b>Who may avail:</b>		The immediate family, relatives, lawyers, government authorities and anyone who have request for visit has been granted by the head of office.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ One (1) of any valid proof of identification:               <ul style="list-style-type: none"> <li>- Company ID</li> <li>- GSIS/SSS ID</li> <li>- Voter's ID</li> <li>- Passport</li> <li>- Driver's License</li> <li>- PRC ID</li> <li>- Senior Citizen's ID</li> <li>- Postal ID</li> <li>- PhilHealth ID</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>✓ Custodial Facility Unit</li> </ul>		
<ul style="list-style-type: none"> <li>✓ Visitor's logbook</li> </ul>		<ul style="list-style-type: none"> <li>✓ Custodial Facility Unit</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. To present any valid identification card	1. The duty custodial officer will conduct verification of identification of the visitor	None	5 mins.	Duty Custodial Officer
2. To log in the visitor's logbook	2. The visitors shall fill up the required data in the log book prior entering the custodial visitation area.	None	7 mins	Duty Custodial Officer
<b>End of Transaction</b>	Duration: 12 mins.			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	Call the Las Pinas City Police Station Hotline Numbers 09985987928 or 09953604254 -
How feedbacks are processed	If the Feedback requires a response they are forwarded to the concerned office
How to file complaints?	-Complaints can be done thru Las Pinas City Police Station Hotline Numbers 09985987928 or 09953604254
How complaints are processed?	Complaints are handled by this office
Contact Information of Station Tactical Operations Center	Email: <a href="mailto:laspinascell@gmail.com">laspinascell@gmail.com</a>



## Station Community Affairs Section (SCAS)

### INFOTEXT

Citizens complaint thru SMS (8888), and ESUMBONG for immediate action

#### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours (8:00 AM to 8:00 AM)

<b>Office or Division:</b>		Station Community Affairs Section (SCAS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C; G2B; G2G		
<b>Who may avail:</b>		All citizens complaint thru text SMS (8888), Esumbong for immediate action		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Citizen's complaint received from Web Portal (NCRPO Reports Web Portal)</li> <li>✓ ESUMBONG</li> </ul>		<ul style="list-style-type: none"> <li>✓ Station Community Affairs Section</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complaint thru text message from Web Portal	1. To conduct monitoring of SMS complaints and make an endorsement or referral to the concerned substation or office for appropriate action and validation.	None	5 mins.	Info text Focal Person
	1.2 The concerned substation or office will validate the complaint and submit a report to the Station Community Affairs Section (SCAS).	None	1 day	Concerned office/ sub-station
	1.3 The Focal Person will review the actions of the substation or office and endorse them for review and approval by the Chief of Police.	None	20 mins	Infotext Focal Person
	1.4 The Chief of Police will sign and approve	None	1 day	COP office/



	<p>the referral, which will then be returned to the Station's Community Affairs Section. The information text focal person will now upload the complaint response to the web portal.</p>			<p>Info text Focal Person</p>
<p><b>End of Transaction</b></p>	<p>Duration: 2 days and 25 mins.</p>			

**To conduct P.R.O.T.E.C.T (Patrolling and Response Operations Training to Empower CVOs and Tanods)**



The Barangay officials, stakeholders and other agency, force multipliers who request to conduct seminar

**Schedule of Availability:**

- ✓ Monday to Friday
- ✓ 8:00 AM to 5:00 PM

<b>Office or Division:</b>		Station Community Affairs Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C; G2G		
<b>Who may avail:</b>		Barangay officials, stakeholders and other agencies who requested to conduct PROTECT Seminar		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ A letter request to the Chief of Police to address the conduct of the PROTECT seminar.		Applicant Barangay, Stakeholders, and other agencies		
✓ Budgetary requirements for COP for the conduct of the seminar		Focal person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit a request letter addressing the conduct of PROTECT Seminar	<ul style="list-style-type: none"> <li>• To Provide lecturers on different subjects and topics for the seminar</li> <li>• Focal person will make a request to COP for budgetary requirement</li> </ul>	None	20 mins	CAS PNCO
<b>End of Transaction</b>	Duration: 20 mins.			

**FEEDBACK AND COMPLAINTS MECHANISM**



How to send feedback?	Call the Las Pinas CPS Hotline numbers - hotline numbers 09985987928 or 09953604254
How feedbacks are processed	If the Feedback requires a response they are forwarded to the concerned office
How to file complaints?	Complaints can be done thru Las Pinas CPS Hotline numbers 09985987928 or 09953604254
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Station Tactical Operations Center	Email: pcrstation4@yahoo.com

## **Station Drug Enforcement Unit (SDEU)**

Accommodate walk in complaint



The Republic Act No. 9165 - An Act Instituting The Comprehensive Dangerous Drugs Act Of 2002, Repealing Republic Act No. 6425, Otherwise Known as The Dangerous Drugs Act Of 1972, As Amended, Providing Funds Therefor, And for Other Purpose.

**Schedule of Availability:**

- ✓ Monday to Sunday
- ✓ 24 hours (8:00 AM to 8:00 AM)

<b>Office or Division:</b>	Station Drug Enforcement Unit (SDEU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may avail:</b>	Concerned citizen who have complaint in related to Anti-Illegal Drug activity			
<b>PRE- REQUISITE TO CONDUCT ANTI-ILLEGAL DRUG OPERATION</b>		<b>WHERE TO SECURE</b>		
✓ PDEA Coordination Form		✓ Chief of Police		
✓ Pre-Operation Clearance				
✓ Pre-Operation Report				
✓ Certificate of Coordination from PDEA		✓ Philippine Drug Enforcement Agency (PDEA) Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Individuals with knowledge of illegal drug activity can take the following actions:	1. The SDEU and SIS will conduct validation of information or complaint	None	2 days	Concerned citizen/ SDEU operatives and SIS
1.2 Proceed at Station Drug Enforcement Unit (SDEU) office	2. A joint illegal drug operation will be conducted if the information is positive and validated	None	1 day	SDEU operatives
<ul style="list-style-type: none"> <li>• To Submit information</li> </ul>	<ul style="list-style-type: none"> <li>• For filing of the case (for arrested):               <ul style="list-style-type: none"> <li>- Drug test</li> <li>- Drug Analysis (Item confiscated)</li> </ul> </li> </ul>	None	1 day	Forensic Laboratory
	<ul style="list-style-type: none"> <li>• Prepare all necessary documents for filing at the office of</li> </ul>	None	2 days	Station Drug Enforcement Unit (SDEU) personnel



	Prosecutor's Office			
<b>End of Transaction</b>	Duration: 6 days			

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<ol style="list-style-type: none"> <li>1. Answer the Client Feedback Form and drop it at the SIS/SDEU office.</li> <li>2. Email: <a href="mailto:saidlaspinas@yahoo.com">saidlaspinas@yahoo.com</a></li> </ol>
How feedbacks are processed	<p>Every day, the designated PNCOs will check the survey box and email, then records and sorts all feedback submitted.</p> <p>If the Feedback requires a response, a 3-day period will be provided.</p> <p>The answer is then relayed to the concerned client.</p>
How to file complaints?	-Complaints can be done thru Las Pinas CPS Hotline numbers 09985987928 or 09953604254
How complaints are processed?	Complaints are handled by this office for proper investigation.
Contact Information of Station Drug Enforcement Unit	Email: <a href="mailto:saidlaspinas@yahoo.com">saidlaspinas@yahoo.com</a>