



**SOUTHERN POLICE DISTRICT  
MAKATI CITY POLICE STATION**

**CITIZEN'S CHARTER  
(2024 Edition)**



**SOUTHERN POLICE DISTRICT  
MAKATI CITY POLICE STATION**

**CITIZEN'S CHARTER  
(2024 Edition)**



**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 force, 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.

**III. Service Pledge:**

Anchored on the provisions set forth by the Philippine Constitution through the enactment of Republic Act No. 6975, we, the personnel of the Philippine National Police oath to embody our philosophy of "Service, Honor and Justice" in every public safety initiative we deemed important to address the diverse concerns of the Filipino people. As a law enforcement agency, we shall indulge ourselves to promote and reflect our core values while upholding the vision and mission of the police organization.

Likewise, we adhere to Republic Act No. 11032 entitled "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" by implementing directives to foster apt, convenient, innovative, and client-friendly process flow of various frontline services offered by the agency within the specified processing time. In doing so, we guarantee paperless transactions and accessible payment methods to augment customer satisfaction and received feedbacks to further enhance our delivery of services.

Thereafter, we shall realize our end goal of empowering police-community partnership that is responsive and resilient towards the point of pursuit and attaining a safer Makati City, Philippines to live, work and do business.

*Reminders/Pointers:*

- This section will reintroduce the government agency to the citizens or clients. It is encouraged to make use of this opportunity to give the citizens or clients the assurance and commitment of providing efficient and honest services.
- Entries should be concise, informative, and complete.
- In drafting this section, refer to the legal mandate and goals of the government agency.
- The existing Vision Statement, Mission Statement, and Service Pledge of the government agency can be used. However, government agencies have the liberty to revise them to reflect the reengineered processes of the government services as well as the new directions set by the head of agency.



# LIST OF SERVICES

1. Investigation And Detective Management Section	
Receive Walk-in Complaint/s	7
2. Women And Children Protection Desk	
Receive Walk-in Complaint/s	
For Inquest	9
For Regular Filing	10
Involves A Minor (CICL) Suspect (17 Years Old Below)	11
3. Traffic Unit	
Requirements in Securing Traffic Incident Report	13
4. Anti- Carnapping Unit	
Receive Walk-in Complaint/s	15
5. Human Rights Affairs Office	
Receive Walk-in Complainant/s	
For Inquest	17
For Regular Filing	19
6. Warrant Section Unit	
Issuance of Requirements for Bail	21
7. Intelligence Section	
Request for Threat Assessment	22
8. Drug Enforcement Unit	
Receive Walk-in Complaint/s	24
9. Station Operation Center	
Request Police Assistance	27
10. Custodial Facility Unit	
Requirements in Securing Certificate of Detention	29
Requirements for the Release of Person under	
PNP Custody (PUPC)	31
Requirements for Visitation of Person under	
PNP Custody (PUPC)	32
Requirements for Lifting of Finger Print of Civilian	
Applying for Overseas Employment	33
11. Application for Local and National Police Clearance	34

12. Community Affairs Section	
Receive Info Text	36
Project P.R.O.T.E.C.T.	
13. Pre-Charge Unit	
Receive Complaint against PNP Personnel	38



## 1. Investigation and Detective Management Section

Conduct thorough investigations into various criminal cases, including but not limited to homicides, robberies, frauds, and other offenses, to gather evidences, identify suspects, and build a case for prosecution, analyze crime scenes, interview witnesses, victims, and suspects to gather information, elicit testimony, and obtain confessions when possible, employing various techniques and strategies to extract valuable information, collaborate with other law enforcement agencies, forensic experts, and legal professionals to share information, resources, and expertise to enhance investigation outcomes, manage case files, maintain accurate records, and track progress throughout the investigation process, ensuring timely follow-up and adherence to procedural guidelines.

### Schedule of Availability:

- ✓ Monday-Sunday
- ✓ 24 hours

### Receiving Walk-in Complaint

<b>Office or Division:</b>		Investigation and Detective Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Complainant		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaints		Investigation and Detective Management Section		
Submission of the required documents				
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. Complainant files a complaint	Desk Officer Receives Complaint and fill-out IRF properly	None	2 mins	Desk Officer
2. Desk Officer together with complainant will go to investigation section	Case is referred to IOC for appropriate investigation	None	2 mins	Investigator
3. Complainant will answer the question of the investigator	Proceed to investigation Proper IRF will be signed by the	None	30 mins	Investigator

	complainant and investigator			
	Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/Crime Registrar
	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Desk Officer enters the crime data to blotter	None	5 mins	Desk Officer
4. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	20 mins	Investigator/ Complainant
	Total	None	1 hour and 6 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters or call IDMS hotline 8843-5877
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Landline: 8843-5877 E-mail: makati.sidmsps2@gmail.com





## 2. Women and Children Protection Desk

Conduct thorough investigations into criminal cases related to women's and children and collaborate with other law enforcement agencies to support the investigation of cases involving violence against women and children, providing information, evidence, and victim support services as needed.

### Schedule of Availability:

- ✓ Monday-Sunday
- ✓ 24 hours

### Receiving Walk-in Complaint

<b>Office or Division:</b>		Women and Children Protection Desk		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Complainant		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complaints			Women and Children Protection Desk	
Submission of the required documents				
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. FOR INQUEST PROCESS:</b>  1. Complainant files a complaint	-Duty Investigator Receives referral from the Sub-stations of MCPS, Arrested suspect and complainant  -Duty Investigator assess the incident and assist the complainant to fill-out IRF properly  -Spot Report will be sent to COP Office and STOC Office	None	15 mins	WCPD Investigator
	2. Complainant will answer the question of the			
	-Proceed to investigation Proper	None	50 mins	WCPD Investigator

investigator and submit evidences	-IRF will be signed by the complainant and investigator  - Duty investigator will prepare the affidavit and other documents for turn over to prosecutor			
	Duty Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/Crime Registrar
	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Duty Investigator enters the crime data to blotter	None	7 mins	Investigator
3. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	25 mins	Investigator/ Complainant
	<b>Total</b>		1 hour and 13 mins	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>II. FOR REGULAR FILING PROCESS</b>  1. Complainant files a complaint	-Duty Investigator Receives Walk-in Complainant  --Duty Investigator assess the incident and assist the complainant to fill-out IRF properly	None	5 mins	WCPD Investigator
2. Complainant will answer the question of the investigator and submit evidences	-Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	15 mins	
	Duty Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	
	Crime Data is stored in CIRAS IRF and can be printed	None	1 min	
	Duty Investigator enters the crime data to blotter	None	5 mins	
3. Complainant proceed to Prosecutor for (Regular Filing)	Investigator and Complainant consolidate necessary documents to be referred to Prosecutor	None	8 mins	
	<b>Total</b>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>III. INVOLVES A MINOR (CICL) SUSPECT (17 YEARS OLD BELOW)</b> 1. Complainant files a complaint	-Duty Investigator Receives Walk-in Complainant  --Duty Investigator assess the incident and assist the complainant to fill-out IRF properly	None	5 mins	WCPD Investigator
	<b>IF FOR INQUEST</b> -Spot Report will be sent to COP Office and STOC Office	None	5 mins	
2. Complainant will answer the question of the investigator and submit evidences	- Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	20 mins	
3. Complainant proceed to Prosecutor for (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	15 mins	
	<b>If minor suspect is a FEMALE</b> -turn over to Social Development Center (SDC) for the determination of Discernment  <b>If the suspect is a (MALE)</b> -Turn over to Makati Youth Homes (MYH) for	None	6 mins	

	the determination of Discernment			
	<b>Total</b>			

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it to the box provided by the WCPD office or call the WCPD hotline
How to file a complaint	if the client is minor, he/she must be accompanied by their guardian or parent, at MSWD. Adult client can come personally for proper filing of their complaints.
How complaints are processed	Complaints are handled by duty WCPD officer for proper investigation
Contact Information of Women and Children Protection Desk	Landline: 88876501 E-mail: womensmakati@gmail.com



### 3. Traffic Unit

Enforce traffic laws and regulations to ensure road safety and prevent accidents, including monitoring speed limits, enforcing seat belt and helmet laws, and addressing reckless driving behaviors, investigate traffic accidents to determine causes, identify contributing factors, and gather evidence for possible legal proceedings or insurance claims, and collect and analyze traffic data to identify trends, hotspots, and areas for improvement in traffic management and road safety initiatives

#### Schedule of Availability:

- ✓ Monday-Sunday
- ✓ 24 hours

#### Requirements in securing Traffic Incident Report

For drivers involving vehicular incident requesting investigation and Traffic Incident Report as requirement in claiming insurance and other purposes.

Office or Division:	Traffic Unit, SIDMS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Driver of vehicles Involved and or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Driver of the vehicles involved		Releasing, Traffic Unit		
Driver's License				
Vehicles involved				
Vehicle's OR/CR/ deed of sale				
Sworn Affidavit by the driver's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of the required documents for verification and inspection.	Conduct investigation and ocular inspection	None	3 hours	Investigator On Case
	TOTAL:	None	3 hours	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the MCPS Headquarters at <u><a href="mailto:trafficbureaumcps@gmail.com">trafficbureaumcps@gmail.com</a></u>
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Traffic Unit	E-mail address: <u><a href="mailto:trafficbureaumcps@gmail.com">trafficbureaumcps@gmail.com</a></u>



#### 4. Anti-Carnapping Unit

Implementing measures to deter car theft, such as using visible deterrents like steering wheel locks or alarm systems, conducting investigations into reported car theft incidents, including gathering evidence, analyzing crime scenes, and collaborating with law enforcement agencies to apprehend suspects, working to recover stolen vehicles by using various techniques such as tracking devices, surveillance, and information gathering to locate and retrieve stolen cars.

##### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 24 hours

##### Receiving Walk-in Complaint

<b>Office or Division:</b>	Anti-Carnapping Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Complainant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaints		Anti-Carnapping Unit		
Submission of the required documents		Land Transportation Office		
Valid ID		Provided by complainant		
<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	Desk Officer Receives Complaint	None	2 mins	Desk Officer
2. Desk Officer together with complainant will go to ANCAR Unit	Case is referred for appropriate investigation	None	2 mins	Investigator
3. Complainant will answer the question of the investigator	Investigation Proper IRF will be signed by the complainant and investigator	None	30 mins	Investigator
	Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/Crime Registrar



	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Desk Officer enters the crime data to blotter	None	5 mins	Desk Officer
4. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	20 mins	Investigator/ Complainant
	Total	None	1 hour and 6 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the MCPS Headquarters or call IDMS hotline 8843-5877
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Landline: 8843-5877 E-mail: makati.sidmsps2@gmail.com



## 5. Human Rights Affairs Office

Monitor human rights violations and abuses, advocate for the protection and promotion of human rights through awareness campaigns, educational programs, and engagement with government agencies, civil society organizations, and the public, and investigate allegations of human rights abuses, gather evidence, and document testimonies from victims and witnesses to support accountability and justice mechanisms.

### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours

### Receiving Walk-in Complaint

<b>Office or Division:</b>	Human Rights Desk			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Complainant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaints		Human Rights Violation		
Submission of the required documents				
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. FOR THE INQUEST PROCESS:</b>  1. Complainant files a complaint	-Duty Human Rights Desk Officer  -Endorse to Duty Investigator/pre-charge section (for PNP Personnel violator/s) to assess the incident and assist the complainant to fill-out IRF properly  -Spot Report will be sent to COP	None	15 mins	Investigator-on-case

	Office and STOC Office			
2. Complainant will answer the question of the investigator and submit pieces of evidences	-Investigation Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	30 mins	WCPD Investigator
	Duty Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/Crime Registrar
	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Duty Investigator enters the crime data to blotter	None	7 mins	Investigator
3. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	15 mins	Investigator/ Complainant
	<b>Total</b>		1 hour and 14 mins	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>II. FOR REGULAR FILING PROCESS</b>  1. Complainant files a complaint	-Human Rights Desk Officer  -Endorse to Duty Investigator/pre-charge Unit  --Duty Investigator assess the incident and assist the complainant to fill-out IRF properly	None	5 mins	Pre-charge Investigator/duty investigator
2. Complainant will answer the question of the investigator and submit evidences	-Investigation Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Pre-charge Investigator/duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	15 mins	Pre-charge Investigator/duty investigator
	Duty Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Crime Registrar
	Crime Data is stored in CIRAS IRF and can be printed	None	1 min	Crime Registrar
	Duty Investigator enters the crime data for blotter	None	5 mins	Pre-charge Investigator/duty investigator
3. Complainant proceed to Prosecutor for (Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	8 mins	Pre-charge Investigator/duty investigator
	<b>Total</b>		39 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it to the box provided by the Human Rights Desk at the OACOPO/Human Rights Desk Office
How to file a complaint	Adult client or immediate family member can come personally for proper filing of their complaints.
How complaints are processed	Complaints are handled by duty investigator/pre-charge investigator for proper investigation
Contact Information of Human Rights Desk	E-mail: oacopo.ps2@gmail.com



## 6. Warrant and Subpoena Unit

### Issuance of Requirements for Bail

For persons arrested by virtue of Warrant of Arrest, this office issues requirements for Posting of cash, surety and property bonds pursuant to Section 2, Rule 114 of the Revised Rules of Criminal Procedure and OCA Circular No. 204-2022.

#### Schedule of Availability:

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

<b>Office or Division:</b>	Warrant and Subpoena Unit, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C,G2G			
<b>Who may avail:</b>	Relatives of arrested person, Authorized Bondsman			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate of Residency		Warrant and Subpoena Unit		
Home Sketch				
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of the required documents for evaluation as to completeness and authenticity of documents	Issues documents - PNP Arrest and Booking Sheet -Mugshot -Copy of WOA -Undertaking	None	1 hour	Duty Admin Officer
	<b>TOTAL:</b>	None	1 hour	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters or call WSU hotline 88439878
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Warrant and Subpoena Unit	Landline: 8839878 E-mail address: <a href="mailto:warrantsection@yahoo.com">warrantsection@yahoo.com</a>



## 7. Station Intelligence Section

### Request for Threat Assessment

Station Intelligence Section is responsible for the conduct of Threat assessment to individuals as a requirement for the issuance of Permit to Carry Firearms Outside Residence.

#### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours

<b>Office or Division:</b>	Station Intelligence Section			
<b>Classification:</b>	Simple			
<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>		
GENERAL REQUIREMENTS				
Letter request addressed to the COP		Requesting party		
National Police Clearance		PNP		
Proof of Threat (Blotter/Affidavit of Undertaking)		PNP/ Requesting party		
Personal History Statement		PNP		
Photocopy of PTCFOR		FEO		
Photocopy of LTOPF		FEO		
NBI Clearance		NBI		
Appointment Order (KSS) (1 certified true copy) for Government Employees		Human Resource/Personnel Department/Office of the government employee		
Office 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>
Submit letter request addressed to the COP	For routing from COP to SIS office	None	None	COP Office
Submit requirements to SIS Office	Conduct completeness of Requirements	None	None	CI
Wait for the result of the application	Verify and check the authenticity and	None	None	CI

	validity of the documents			
Wait for the result of the application	Approval and signature.	None	1 Week	CI
	<b>TOTAL:</b>	None		

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Office of the COP
How feedbacks are processed	Feedbacks are forwarded to the Office of the COP for comment/report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation.
Contact Information of SIS	Landline: 884-7627 E-mail address: <a href="mailto:ps2intel_spd@yahoo.com">ps2intel_spd@yahoo.com</a>





## 8. Station Drug Enforcement Unit

### Receiving of Walk-in Complaint/s

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 therefore, and for Other Purpose

#### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours

<b>Office or Division:</b>	Station Drug Enforcement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	BIN, walk-in complainant, Concerned Citizen, Info text and other relatives in connection to anti-illegal drug activity			
<b>PRE- REQUISITE TO CONDUCT ANTI-ILLEGAL DRUG OPERATION</b>		<b>WHERE TO SECURE</b>		
PDEA Coordination Form		COP, Makati CPS		
Pre-Operation Clearance		COP, Makati CPS		
Pre-Operation Report		COP, Makati CPS		
Certificate of Coordination from PDEA		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.Reported information from walk-in complainant	Validation of reports	None	N/A	SDEU OFFICE
2. Inter-agency Coordination	Joint anti-Illegal drug operation	None	N/A	STOC
3.BADAC report	Validation of reports	None	N/A	SDEU OFFICE
<b>TOTAL:</b>		None	N/A	

## **2. Procedures on Anti-Illegal Drug Operation (Buy Bust Operation)**

### **Prior to Buy-Bust**

- a. Reports on illegal drugs activities (**Summary of Information on the Target/s, Special Reports, Surveillance Report, Contact Meeting Report and Development Report**)
- b. If practicable, a test buy may first be conducted.
- c. Preparation of the buy-bust money.
- d. Application of Certificate of Coordination to PDEA NCR.
- e. Conduct briefing for information disseminations and emphasizing the role of every member task prior to the actual operation.
- f. Informing the three (3) insulating witnesses (**DOJ Representative, Media Representation and Elected Public Official**) prior to the anti-illegal drug operation.

### **Actual conduct of Anti-Illegal Drug Operation**

- a. The team member should strategically position themselves in the area, the arresting and back-up elements should position themselves where they can observe the transaction between the suspect and the poseur-buyer.
- b. On the execution of the prearranged signal, the designated arresting officer shall immediately arrest the suspect/s and introduce themselves as Police Officers. They then inform the suspect/s of the nature of their arrest.
- c. Informing the suspect/s of his constitutional rights.
- d. After the arrest, the arresting offices shall search the body of the suspect for any deadly weapon and recovery of the buy-bust money.
- e. The seizing Officer shall immediately confiscate and take initial custody of the illegal drugs.
- f. Conduct of inventory to the place of arrest, immediately after seizure and confiscation, physical inventory and photograph of drug and non-drug evidence in the presence of the suspect/s or the person/s from whom such items were confiscated and/or seized, a representative from the

media and the Department of Justice (DOJ), and any elected public official who shall be required to sign the copies of the inventory.

- g. Referral of the suspect/s and the seized evidence to the investigator on case (SIDMS) for proper documentation and disposition.
- h. The suspect/s and seized illegal drug evidence will be brought to Southern Police District Crime Laboratory Office for drug test and laboratory examination.
- i. Mandatory medical/physical examination of the arrested suspect/s.
- j. Turn over to Station Custodial Facility Unit for temporary custody.
- k. Within the required reglementary period and completion of the required documents the suspect will be referred to the Office of the City Prosecutor for inquest proceeding.

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the MCPS Headquarters or call SDEU hotline 88450135
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	COP Office/SIDMS and SDEU Office
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Station Drug Enforcement Unit	Landline: 88450135 E-mail address: <a href="mailto:ps2sdeumakati2@gmail.com">ps2sdeumakati2@gmail.com</a>



## 9. Station Operation Center

### Police Assistance

For those clientele who were seeking and asking for police assistance, our office provides assistance they want such as; Police Assistance in coordination with concerned Sub-Stations, Units, and to Makati Command Center and Control (C3) as well.

#### Schedule of Availability:

- ✓ Monday to Sunday
- ✓ 24 hours

<b>Office or Division:</b>	Station Operation Center, SPOS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Anyone who needs police assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Name of the Reportee		Station Operation Center		
Complete and Exact Location of the Police Assistance				
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>
Call the Hotline numbers provided for any Police Assistance	Relayed to the concerned Sub Stations, in order for the client to be satisfied for the police action and assistance they need	None	5mins	Duty TOC Personnel
	<b>TOTAL:</b>	None	5 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Call SOC Hotline number 8887-4626, 8887-1798
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office/s for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Warrant and Subpoena Unit	Landline: 8887-4626 E-mail address: <a href="mailto:stocmakati@gmail.com">stocmakati@gmail.com</a>



## 10. Custodial Facility Unit

### Requirements in securing Certificate of Detention

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

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Accused, Family or Relatives and or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mugshot		Custodial Facility Unit Office		
Affidavit of Undertaking		Custodial Facility Unit Office		
Brgy. Clearance		Brgy. where the accused resides		
Information		Court who has jurisdiction over the case		
MTC Clearance		Court who has jurisdiction over the case		
RTC Clearance		Court who has jurisdiction over the case		
Resolution		Prosecutor's office		
Authorization letter duly signed by the accused		Accused		
<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.	1.1 Personnel In charge shall check and verify the authenticity of the submitted documents and prepare the Certificate of detention prior notation/signature of OIC, CFU	None	3mins.	Duty Admin Personnel
	1.2 Certificate of Detention, Mugshot and Affidavit of Undertaking shall be forwarded to the Duty Custodial Officer or Duty Fingerprinting	None	15 mins	Duty Custodial Officer and Finger print Aide

	Aide personnel for signature and palm print of the accused			
2. Issuance of Certificate of Detention, Booking Sheet and Affidavit of Undertaking	2.1 Authorized person shall receive the Certificate of Detention and other pertinent documents.	None	10 mins	Duty Admin Personnel, Duty Custodial Officer
	<b>TOTAL:</b>		28 mins	



## 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 Sunday
- ✓ 24 hours

<b>Office or Division:</b>	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>		
Released Order from Trial Court		Court who has jurisdiction over the case		
Information		Court who has jurisdiction over the case		
MTC Clearance		Court who has jurisdiction over the case		
RTC Clearance		Court who has jurisdiction over the case		
Resolution		Court who has jurisdiction over the case		
Final Record Checking/verification		Warrant & Subpoena Unit		
<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.	1.1 Duty Custodial officers shall check and verify the authenticity of the submitted documents.	None	15mins.	Duty Custodial Officer
2.Receiving of Release Person.	2.1 Relatives or immediate members of family shall receive the living body of released person and any authorized known person by the accused or either or any local government official.	None	10 mins	Duty Custodial Officer
	<b>TOTAL:</b>		25 mins	





### Requirements for Visitation of Person under PNP Custody (PUPC)

For purposes of visitation PUPC by her/his immediate family members, relatives, lawyers, physician/medical practitioner, spiritual adviser, government authorities and anyone whose request for visit has been granted by the head of office/unit.

#### Schedule of Availability:

- ✓ Tuesday – Sunday
- ✓ 1:00PM - 6:00PM

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Accused and his/her immediate family members, relatives, personal lawyer, medical Doctor practitioner, spiritual adviser, government authorities and anyone whose request for visit has been granted by the head of office/unit and foreign diplomats in case of foreign national.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Custodial Facility Unit		
Visitor's logbook		Custodial Facility Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presentation of Identification Card	1.1 Duty Custodial officers shall check and verify the authenticity of the said ID.	None	5mins.	Duty Custodial Officer
2.Log In to the visitor's logbook	2.1 Visitors shall fill up the required data at the log book prior entering the visitation area.	None	5 mins	Duty Custodial Officer
	<b>TOTAL:</b>		10 mins	



## Requirements for Lifting of Finger print of civilian applying for overseas employment.

### Schedule of Availability:

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

For purposes of employment abroad of Civilian.

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Civilian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Issuing Agency		
Finger Print 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.Presentation of Identification Card and Fingerprint Form Card.	1.1 Finger print Technician/Aide shall check and verify the authenticity of the said ID and Form.	None	10mins.	Finger print Technicain/Aide
	<b>TOTAL:</b>		10 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters at <a href="mailto:cfumakati2020@gmail.com">cfumakati2020@gmail.com</a> and <a href="mailto:custodialmcps@gmail.com">custodialmcps@gmail.com</a>
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Traffic Unit	F-mail address: <a href="mailto:custodialmcps@gmail.com">custodialmcps@gmail.com</a>



## 11. Investigation and Detective Management Section

### Schedule of Availability:

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

### Application for National Police Clearance

Issuance of National Police Clearance to all concerned citizens.

<b>Office or Division:</b>		Investigation and Detective Management Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NPCS Applicant		Investigation and Detective Management Section		
Valid ID				
Proof of Payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit NPCS Website ( <a href="https://pnpclearance.ph">https://pnpclearance.ph</a> ) a. Register b. Sign In c. Fill Up Form d. Set Appointment e. Select Mode of Payment	NPCS Information Desk Assist the applicant	None	2 mins	Information Desk
2. Payment a. Proceed to Selected Payment Channel b. Process Payment c. Issue Payment Confirmation Slip d. Issue Electronic OR		150	1 min	

3. Police Station a. Proceed to the selected police station b. Present proof of payment c. Present two valid IDs	NPCS Processor will check the data of the applicant and Capture Biometrics (Photo & Fingerprint)	None	2 mins	NPCS Processor
	NPCS Verifier Verifies the clearance (Hit-Yes/No)	None	2 mins	NPCS Verifier
	Clearance with NO Hit will be release immediately	None	1 min	NPCS Verifier
4. Applicant with HIT shall present necessary documents for the case. ( <i>Order, Decision, Resolution, Affidavit of Desistance</i> )	Clearance with Hit will be verified in Crime Related Database of the PNP. A. CIRAS B. E-Warrant C. CIDMS D. E-Rouge	None	2 mins	NPCS Verifier
	After Verification Clearance will release (Solved, Cleared, Dismissed)	None	1 min	NPCS Processor
	Total	None	11 mins	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the MCPS Headquarters or call the IDMS hotline 8843-5877
How feedback is processed	Feedback requiring answers is forwarded to the concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by the specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Landline: 8843-5877 E-mail: npcsmakaticity18@yahoo.com



## 12. Station Community Affairs Section

Establishing and maintaining positive relationships between law enforcement agencies and the community through open communication, engagement, and mutual respect, educating the public about crime prevention strategies, safety tips, and community policing initiatives to empower individuals and communities to play an active role in keeping their neighborhoods safe and facilitating dialogue and collaboration between law enforcement officers and community members to address local issues, develop solutions, and foster a sense of ownership and partnership in crime prevention efforts.

### INFOTEXT

Citizens complaint thru SMS (8888) or email that need immediate action

#### Schedule of Availability:

- ✓ Monday to Friday
- ✓ 24 hours

Office or Division:		Station Community Affairs Section		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who may avail:		All citizens complaint thru text SMS (8888) or email that need immediate action		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Citizen's complaint received from Web Portal (NCRPO Reports Web Portal)		Barangay Captains and other Agency who requests to conduct seminar for Bantay Bayan, Stakeholders and other force multipliers		
<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	Monitor the complaint and endorse to the respective office	NONE	1 Minute	Infotext Focal Person

## Project P.R.O.T.E.C.T (Patrolling and Response Operations Training to Empower CVO's and Tanods)

Barangay Captains and other Agency who requests for the conduct of seminar to their Bantay Bayan, Stakeholders and other force multipliers

### Schedule of Availability:

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

Office or Division:		Station Community Affairs Section		
Classification:		Simple		
Type of Transaction:		G2C, G2B		
Who may avail:		Barangay Captains and other Agency who requests to conduct seminar for Bantay Bayan, Stakeholders and other force multipliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A Request Letter to COP to conduct seminar				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request Letter address to COP regarding the conduct of seminar	To schedule, facilitate and provide lecturer to the seminar	NONE		PIS PNCO

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it to the box provided by the Community Relation Officer at the Makati City Police Station lobby.
How to file a complaint	Adult client or immediate family member can come personally for proper filing of their complaints.
How complaints are processed	Complaints are handled by duty investigator/pre-charge investigator for proper investigation and disposition.
Contact Information of Station Community Affairs Section	E-mail: pcrs.makati@gmail.com



## 13. Pre-Charge Evaluation and Investigation Unit

### RECEIVE COMPLAINTS

Citizen's complaint initiated by a juridical person or his/its duly authorized representative or guardian on account of an injury, damage or disturbance sustained as a result of an irregular or illegal act or omission of a PNP member.

#### Schedule of Availability:

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

<b>Office or Division:</b>	Pre-Charge Evaluation and Investigation Unit, IDMS			
<b>Classification:</b>	Simple			
<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>
Complainant files a complaint	Prepare and issue Order to Explain to the concerned PNP personnel (respondent)	None	1 day	Evaluator/ Investigator
Submit Affidavit of Complaint, Certificate of Non-Forum Shopping and Submit proof/evidence (if any) to suffice its claim	Validate the authenticity of the evidence	None	5 days	Evaluator/ Investigator
	<b>TOTAL:</b>	None		

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Feedback and satisfaction are directly submitted to the office of PCEIU or through contact information of PCEIU.
How feedbacks are processed	Feedbacks are consolidated by the office of PCEIU for review.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation.
Contact Information of PCEIU	Mobile: 0947-800-8856/ 0939-955-1223