



PATEROS MUNICIPAL POLICE STATION MANUAL

CITIZEN'S CHARTER

2024 (1st Edition)



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2024 (1st 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 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:

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 whilst 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 pursuit of attaining a safer Pateros, Philippines to live, work and do business.



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Investigation and Detective Management Section

Walk-In Complaint Management Process

Schedule of Availability:

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

Office or Division:	Investigation and Detective Management Section			
Classification:	Complex; Highly Technical			
Type of Transaction:	G2C; G2B; G2G			
Who may avail:	✓ The offended party			
	✓ Any peace officer			
	✓ Public officer charged with the enforcement of the law violated			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Affidavit of Complaint		Investigation and Detective Management Section		
✓ Incident Record Form (IRF)				
✓ Valid ID				
✓ Other required documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant files a complaint	Duty Officer receives complaint and fill-out Incident Record Form (IRF) properly	None	3 mins.	Desk Officer
2. Desk Officer will refer the complainant to the Investigation Section	Case is referred to IOC for appropriate investigation	None	3 mins.	Investigator
3. Complainant will answer the question of the investigator	Investigator will proceed to investigation proper and IRF will be signed by the complainant and investigator	None	30 mins.	Investigator
	Prepare for Spot report	None	15 mins	Investigator
	Investigator/ Crime Registrar inputs crime	None	3 mins.	Investigator/ Crime

	data to CIRAS			Registrar
	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins.	Crime Registrar
	Desk Officer enters the crime data to police blotter	None	5 mins.	Desk Officer
	Prepare Affidavit of Complainant and witness	None	30 mins.	Investigator
4. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor	None	20 mins.	Investigator/ Complainant
End of Transaction	Duration: 1 hour and 51 mins			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the IDMS Office. 2. Email: detectivepato@gmail.com
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 PS7 hotline numbers 09985987934 (Smart)
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Email: detectivepato@gmail.com



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

Office or Division:	Investigation and Detective Management Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Civilian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Identification Card		Issuing Agency		
✓ Fingerprint Card for travel abroad		Issuing Country		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your Identification Card (ID) and Fingerprint Form Card.	<ul style="list-style-type: none"> Fingerprint Technician/ Aide shall check and verify the authenticity of the said ID and Form. 	None	3 mins.	Fingerprint Technician
	<ul style="list-style-type: none"> After verification, the fingerprint technician will proceed to obtain the client's fingerprint. 	None	5 mins.	Fingerprint Technician
	<ul style="list-style-type: none"> Then, authorized PNP will sign and the fingerprint card will be issued. 	None	2 mins.	Fingerprint Technician/A authorized PNP Personnel
End of Transaction	Duration: 10 mins.			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none"> 1. Answer the Client Feedback Form and drop it at the IDMS Office. 2. Email: detectivepato@gmail.com
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 PS7 hotline numbers 09985987934 (Smart)
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Email: detectivepato@gmail.com



Application for Local and National Police Clearance

Issuance of National Police Clearance to all concerned citizens.

Schedule of Availability:

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

Office or Division:	Investigation and Detective Management Section			
Classification:	Simple			
Type of Transaction:	G2C; G2G; G2B			
Who may avail:	Any Individual may apply for Police Clearance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Valid ID				
✓ Proof of Payment				
✓ Reference Number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online Visit https://pnpclearance.ph a. Register (new applicant) b. Log in (existing applicant) c. Fill out information d. Set Appointment	<ul style="list-style-type: none"> Provide assistance and support to Requesting Party (RP) 	None	3 mins	Applicant
2. Payment a. Proceed to Selected Payment Channel b. Process Payment c. Secure a copy of Payment Confirmation Slip and Electronic OR		180	3 mins	Applicant

3. Proceed to your selected Police Station a. Present your Reference Number, Proof of payment and 2 valid IDs	NPCS Processor will check the data of the applicant and Capture Biometrics (Photo fingerprint and signature)	None	3 mins	NPCS Processor
	NPCS verifies the clearance (Hit-Yes/No)	None	3-5 mins	NPCS Verifier
	Clearance with NO Hit will be released immediately	None	1 min	NPCS Verifier
4. Applicant with HIT shall present necessary documents for the case. (Order, Decision, Resolution, Affidavit of Desistance)	Clearance with Hit will be verified in Crime Related Database of the PNP. A. CIRAS B. E-Warrant C. CIDMS D. E-Rouge	None	3-5 mins	NPCS Verifier
	After Verification Clearance will be released (Solved, Cleared, Dismissed)	None	1 min	NPCS Processor
End of Transaction	Duration: 21mins.			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the IDMS Office. 2. e-mail: detectivepato@gmail.com
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 PS7 hotline number 0998-598-7934 (Smart)
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Email: detectivepato@gmail.com



Women and Children Protection Desk

Walk-In Complaint Management Process

Schedule of Availability:

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

Office or Division:	Women and Children Protection Desk			
Classification:	Complex; Highly Technical			
Type of Transaction:	G2C; G2G			
Who may avail:	✓ The offended party			
	✓ Any peace officer			
	✓ Public officer charged with the enforcement of the law violated			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Complaint Affidavit		Women and Children Protection Desk		
✓ Other required documents				
✓ Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. INQUEST PROCESS: 1. Complainant files a complaint	<ul style="list-style-type: none"> Duty Investigator receives referral from Sub-stations, (arrested suspect and complainant) 		10 mins	WCPD Investigator
	<ul style="list-style-type: none"> Duty Investigator assess the incident and assist the complainant to fill-out IRF properly 	None	15 mins	WCPD Investigator
	<ul style="list-style-type: none"> Spot Report will be sent to COP Office and STOC Office 		15 mins	WCPD Investigator
End of Transaction	Duration: 40 mins			

2. Complainant will answer the question of the investigator and submit pieces of evidence	<ul style="list-style-type: none"> Investigator will proceed to investigation proper 	None	55 mins	WCPD Investigator
	<ul style="list-style-type: none"> IRF will be signed by the complainant and investigator 	None	10 mins	WCPD Investigator
	<ul style="list-style-type: none"> Duty investigator prepares the affidavit and other documents for turn over to prosecutor 	None	50 mins	WCPD Investigator
	<ul style="list-style-type: none"> Duty Investigator/ Crime Registrar inputs crime data to CIRAS 	None	15 mins	Investigator/ Crime Registrar
	<ul style="list-style-type: none"> Crime Data is stored in CIRAS IRF and can be printed 	None	2 mins	Crime Registrar
	<ul style="list-style-type: none"> Duty Investigator enters the crime data to blotter 	None	5 mins	Investigator
3. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/ Regular Filing)	<ul style="list-style-type: none"> The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor 	None	15 mins	Investigator/ Complainant
End of Transaction	Duration: 2 hours and 32 mins.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II.REGULAR FILING PROCESS: 1. Complainant files a complaint	<ul style="list-style-type: none"> Duty Investigator receives Walk-In Complainant Duty Investigator assess the incident and assist the complainant to fill-out IRF properly 	None	10 mins.	WCPD Investigator
2. Complainant will answer the question of the investigator and submit evidence	<ul style="list-style-type: none"> Investigator proceed to investigation Proper IRF will be signed by the complainant and investigator 	None	50 mins.	WCPD Investigator
3.	<ul style="list-style-type: none"> Duty investigator prepare the affidavit and other documents for turn over to prosecutor 	None	40 mins	WCPD Investigator
	<ul style="list-style-type: none"> Duty Investigator/ Crime Registrar inputs crime data to CIRAS 	None	10 mins.	Investigator/ Crime Registrar
	<ul style="list-style-type: none"> Crime Data is stored in CIRAS IRF and can be printed 	None	2 mins.	Crime Registrar
	<ul style="list-style-type: none"> Duty Investigator enters the crime data to blotter 	None	5 mins.	Investigator

4. Complainant proceed to Prosecutor for (Regular Filing)	<ul style="list-style-type: none"> The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor 	None	15 mins	Investigator/ Complainant
End of Transaction	Duration: 1hour and 57 mins.			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
III. INVOLVES A MINOR (CICL) SUSPECT (Below 18 years old): 1. Complainant files a complaint	<ul style="list-style-type: none"> Duty Investigator receives Walk-In Complainant Duty Investigator assess the incident and assist the complainant to fill-out IRF properly 	None	10 mins.	WCPD Investigator
	IF FOR INQUEST: <ul style="list-style-type: none"> Spot Report will be sent to COP and STOC 	None	15 mins.	WCPD Investigator
2. Complainant will answer the question of the investigator and submit pieces of evidence	<ul style="list-style-type: none"> Investigator proceed to investigation Proper 	None	40 mins	WCPD Investigator
	<ul style="list-style-type: none"> IRF will be signed by the complainant and investigator 	None	20 mins.	WCPD Investigator

	<ul style="list-style-type: none"> Duty investigator prepare the affidavit and other documents for turn over to prosecutor 	None	30 mins	WCPD Investigator
3. Complainant proceed to Prosecutor for (Inquest/Regular Filing)	<ul style="list-style-type: none"> The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor 	None	15 mins.	WCPD Investigator

	Minor suspect is a (Female & Male) <ul style="list-style-type: none"> Turn over the minor to DSWD for the determination of Discernment. 	None	15 mins	WCPD Investigator
End of Transaction	Duration: 1 hour and 45 mins			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the WCPD Office. 2. Email: wcpdpateros@gmail.com
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
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Women and Children Protection Desk	Email: wcpdpateros@gmail.com



Traffic and Investigation Unit

Requirements in securing Traffic Incident Report

Drivers involve in a vehicular incident requesting Investigation and Traffic Incident Report as requirement in claiming insurance and for other purposes.

Schedule of Availability:

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

Office or Division:	Traffic Unit, IDMS			
Classification:	Complex			
Type of Transaction:	G2C; G2B; G2G			
Who may avail:	Driver of vehicles Involved and/or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Driver's License		LTO		
✓ Sworn Affidavit by the driver's		Traffic Unit, IDMS		
✓ Driver of the vehicles involved				
✓ Vehicles involved				
✓ Vehicle's OR/CR/Deed of Sale				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the required documents for verification and inspection	<ul style="list-style-type: none"> Investigator will conduct an ocular inspection then will proceed to proper investigation 	None	3 hours	Investigator-on-Case
2. Parties will fill up the IRF	<ul style="list-style-type: none"> IOC will provide the IRF for recording purposes 	None	30 minutes	Investigator-on-Case
3. In cases, of Traffic Accidents involving Physical Injuries, Damage of Properties or death, the IOC will conduct ocular inspection or Traffic Investigation.	<ul style="list-style-type: none"> IOC will conduct investigation determine who will be culpable to the incident happened. 	None	2 hours	Investigator On Case

4. Preparation of Police Report or Case folder.	<ul style="list-style-type: none"> The IOC will prepare the Police Report or case folder based on the results of investigation conducted. 	None	1 hour	Investigator On Case
5. Filing of cases to the Prosecutors Office.	<ul style="list-style-type: none"> The IOC together with the concerned parties filed the appropriate charges to the Prosecutors Office. 	None	3 hours	Investigator On Case
End of Transaction	Duration: 8 hours and 30 minutes			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none"> Answer the Client Feedback Form and drop it at the Traffic Unit Office. Email: ptrafficbureaualternate@gmail.com
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 PS7 hotline numbers 0998-5987934 (Smart); and Landline number 88738596 (PLDT)
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Traffic and Investigation Unit	Email: detectivepato@gmail.com



Human Rights Affairs Office

Walk-In Complaint Management Process

Schedule of Availability:

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

Office or Division:	Human Rights Affairs Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Complainant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Complaints		Human Rights Affairs Office		
✓ Submission of the required documents				
✓ Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. FOR THE INQUEST PROCESS: 1. Complainant files a complaint	<ul style="list-style-type: none"> Duty Human Rights Desk Officer assess the complaint After initial assessment, the Human Rights Desk Officer will endorse the complaint to the Duty Investigator/Pre-Charge Section (for PNP Personnel violator) to verify the incident and assist the complainant to fill-out IRF properly 	None	20 mins	HRAO Personnel
End of Transaction	Duration: 20 mins			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
II. REGULAR FILING PROCESS: 1. Complainant files a complaint	<ul style="list-style-type: none"> Human Rights Desk Officer assess the complaint After initial assessment, complaint will be endorsed to Duty Investigator/Pre-Charge Unit Duty Investigator verify the incident and assist the complainant to fill-out IRF properly 	None	20 mins	Pre-Charge Investigator/ Duty Investigator
End of Transaction	Duration: 20 mins			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the Human Office. 2. Email: pateros.hrao@gmail.com
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 PS7 hotline numbers 0945-3475-604 (Smart); 0908-598-7934 (Globe)
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Human Rights Affairs Office	Email: pateros.hrao@gmail.com



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
- ✓ 8:00 AM to 5:00 PM

Office or Division:	Warrant and Subpoena Unit, IDMS			
Classification:	Complex			
Type of Transaction:	G2C; G2G			
Who may avail:	<ul style="list-style-type: none"> ✓ Relatives of arrested person ✓ Authorized Bondsman 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Certificate of Residency		✓ Barangay		
✓ Sketch of Residence going to Barangay		✓ Requesting Party		
✓ Information (Court/Prosecutor office)		✓ Origin of Warrant of Arrest (Hall of Justice)		
✓ MTC Clearance		✓ MeTC Branch 73 Pateros		
✓ Prosecutor Clearance		✓ Pasig City Hall of Justice		
✓ RTC OCC (Certification of Non-Pending Case)		✓ Pasig City Hall of Justice (Issuing Court)		
✓ Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	<ul style="list-style-type: none"> • Duty Admin Officer will evaluate the completeness and authenticity of documents submitted • Issues documents - PNP Arrest and Booking Sheet 	None	1 hour	Duty Admin Officer

	<ul style="list-style-type: none"> - Mugshot - Copy of Warrant of Arrest - Undertaking 			
End of Transaction	Duration: 1 hour			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none"> 1. Answer the Client Feedback Form and drop it at the WSS office. 2. e-mail: detectivepato@gmail.com
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 PS7 hotline numbers 0998-598-7934 (Smart)
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Warrant and Subpoena Unit	e-mail: detectivepato@gmail.com



Station Intelligence Section

Request for Threat Assessment

SIS 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 Friday
- ✓ 8:00 AM to 5:00 PM

Office or Division:	Station Intelligence Section			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Any licensed citizen whose life is under actual threat or in imminent danger			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Letter request addressed to RID		✓ Requesting party		
✓ Proof of Threat (Blotter/Affidavit of Undertaking)		✓ PNP/Requesting party		
✓ Personal History Statement/Resume		✓ PNP/Requesting party		
✓ 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for issuance of threat assessment addressed to RID	<ul style="list-style-type: none"> Requesting party will send the letter request to RID 	None	1 day	Requesting Party
2. Wait for Memorandum from RID/ DID to conduct threat assessment	<ul style="list-style-type: none"> Prepare necessary documents for threat assessment 	None	3 days	SIS personnel

3. Wait for the result of threat assessment	<ul style="list-style-type: none"> • Verify and check the authenticity and validity of the documents; • SIS personnel will validate the veracity of the threat to the requesting party; • After all the assessment, COP will issue recommendation to DID regarding the threat assessment 	None	3 days upon receipt of Memorandum from RID/ DID	SIS Personnel
4. Proceed to SIS office and get the documents				
End of Transaction	Duration: 1 Week			

FEEDBACK MECHANISM	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the help desk. 2. Send email to pateros_intel07@yahoo.com
How feedbacks are processed	Every day, the designated PNCO checks email for validation. If the Feedback requires a response, a 1-day period will be provided. The answer is then relayed to the concerned client.



Station Drug Enforcement Unit

Walk-In Complaint Management Process

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)

Office or Division:	Station Drug Enforcement Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C; G2G			
Who may avail:	Walk-In complainant and Concerned Citizen			
PRE- REQUISITE TO CONDUCT ANTI-ILLEGAL DRUG OPERATION		WHERE TO SECURE		
✓ PDEA Coordination Form		✓ COP		
✓ Pre-Operation Report				
✓ Certificate of Coordination from PDEA		✓ PDEA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individuals with knowledge of illegal drug activity can take the following actions: • Proceed at SDEU office • Submit information thru text or email	• Will validate the report thru inter-agency coordination	None	2 days	Concerned citizen/ SDEU operatives
	• If validation yielded positive, a joint illegal drug operation will be conducted	None	1 day	SDEU operatives
	• For filing of case, the following steps will be undertaken: - Drug Test (arrested person) - Forensic Drug	None	1 day	SPDFU

	Analysis (Item confiscated)			
	<ul style="list-style-type: none"> Prepare all necessary documents for filing at Prosecutor's Office 	None	2 days	IOC and SDEU Operatives
End of Transaction	Duration: 6 days			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	1. Answer the Client Feedback Form and drop it at the SDEU office. 2. Email: paterossdeu@yahoo.com
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 PS7 hotline numbers - 0998-598-7934 (Smart)
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Station Drug Enforcement Unit	Email: paterossdeu@yahoo.com

Station Tactical Operations Center

Receives Call for Police Assistance

For those clientele who were seeking and asking for police assistance, our office provides assistance through coordination with concerned Sub-Stations/Units.

Schedule of Availability:

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

Office or Division:	Station Tactical Operations Center			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may avail:	Anyone who needs police assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Name of the Reportee		✓ Station Operation Center		
✓ Complete and Exact Location of the Police Assistance				
✓ Nature of Police Assistance Requested				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the Hotline provided for any Police Assistance	<ul style="list-style-type: none">Once the Duty personnel receive a call, they'll forward the details to the concerned office or sub-station so that appropriate police action can be taken	None	5 mins	Duty STOC Personnel
	<ul style="list-style-type: none">After contacting the concerned office, Duty STOC will provide			

	feedback or follow-up to the caller, ensuring that they are informed about the actions taken or any further steps needed			
End of Transaction	Duration: 5 mins			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Call the PS7 Hotline numbers - 0998-598-7934 - 8875-8596
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 PS7 hotline numbers - 0998-598-7934 (Smart) - 8875-8596
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Station Tactical Operations Center	Email: police.pateros@gmail.com



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.

Schedule of Availability:

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

Office or Division:	Custodial Facility Unit, IDMS			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may avail:	Accused, Family or Relatives and/or any authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Mugshot		✓ Custodial Facility Unit Office		
✓ Affidavit of Undertaking		✓ PAO Office, Pateros Municipal Hall		
✓ Barangay Clearance		✓ Brgy. where the accused resides		
✓ Information		✓ Court who has jurisdiction over the case		
✓ MTC Clearance				
✓ RTC Clearance				
✓ Resolution		✓ Prosecutor's office		
✓ Authorization Letter Duly signed by the Accused		✓ Accused		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the required documents for verification and inspection.	<ul style="list-style-type: none">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	5 mins.	Duty Admin Personnel

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Authorized person only shall receive the Certificate of Detention and other pertaining documents. 	None	10 mins.	Duty Admin Personnel, Duty Custodial Officer
End of Transaction	Duration: 35 mins.			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Call the PS7 Pateros Hotline numbers - 0998-5987934 (Smart) - 8-8738596 (Landline)
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 PS7 hotline numbers - 0998-5987934 (Smart) - 8-8738596 (Landline)
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Station Tactical Operations Center	Email: custodialofficerp856@yahoo.com



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

Office or Division:	Custodial Facility Unit, IDMS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Accused			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Released Order from Prosecutor's Office		✓ Office of the City Prosecutor		
✓ Information		✓ Court who has jurisdiction over the case		
✓ MTC Clearance				
✓ RTC Clearance				
✓ Resolution				
✓ Final Record Checking/verification		✓ Custodial Facility Unit thru email from Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the required documents for verification.	<ul style="list-style-type: none">Duty Custodial officers shall check and verified the authenticity of the submitted documents.	None	5 mins.	Duty Custodial Officer

2. Receiving of Release Person	<ul style="list-style-type: none"> Relatives or immediate members of shall only receive the living body of released person and any authorized known person by the accused or either any local government official. 	None	5 mins	Duty Custodial Officer
End of Transaction	Duration: 10 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 and Thursday - 1:00 PM to 5:00 PM
- ✓ Saturday – 8:00 AM- 12:00 NN and 1:00 PM- 5:00 PM

Office or Division:	Custodial Facility Unit, IDMS			
Classification:	Simple			
Type of Transaction:	G2C; G2G			
Who may avail:	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.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Identification Card		✓ Custodial Facility Unit		
✓ Visitor's logbook		✓ Custodial Facility Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Identification Card	<ul style="list-style-type: none"> Duty Custodial officers shall check and verified the authenticity of the said ID. 	None	5 mins.	Duty Custodial Officer

2. Fill up in the visitor's logbook	<ul style="list-style-type: none"> Visitors shall fill up the required data at the log book prior entering the visitation area. 	None	5 mins	Duty Custodial Officer
End of Transaction	Duration: 10 mins.			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Call the PS7 Pateros Hotline numbers - 0998-5987934 (Smart) - 8-8738596 (Landline)
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 PS7 hotline numbers - 0998-5987934 (Smart) - 8-8738596 (Landline)
How complaints are processed?	Complaints are handled by this office for proper investigation
Contact Information of Station Community Affairs Section	Email: scadbpaterosmps@gmail.com



Station Community Affairs Section

INFOTEXT

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

Schedule of Availability:

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

Office or Division:		Station Community Affairs Section		
Classification:		Simple		
Type of Transaction:		G2C; G2B; G2G		
Who may avail:		All citizens complaint thru text SMS (8888) or email that need immediate action		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Citizen's complaint received from Web Portal (NCRPO Reports Web Portal)		✓ Station Community Affairs Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complaint thru text message from Web Portal	<ul style="list-style-type: none"> Monitor the complaint and endorse it to the respective office for immediate action/validation. 	None	5 mins.	Infotext Focal Person
	<ul style="list-style-type: none"> Concerned office immediately validates the complaint and makes a report to be submitted back to the CAS office 	None	1 day	Concerned office/sub-station

	<ul style="list-style-type: none"> Infotext focal person will then review the action taken and endorse it to COP office for review and signature 	None	10 mins	Infotext Focal Person
	<ul style="list-style-type: none"> After being signed by COP, the report will be returned to the CAS Office to be uploaded to the Web portal. 	None	1 day	COP office/ Infotext Focal Person
End of Transaction	Duration: 2 days and 15 mins.			



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

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

Schedule of Availability:

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

Office or Division:		Station Community Affairs Section		
Classification:		Simple		
Type of Transaction:		G2C; G2G		
Who may avail:		Barangay Captains and other Agency who requests to conduct seminar for Bantay Bayan, Stakeholders and other force multipliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ A Request Letter to COP to conduct seminar				
✓ Budgetary requirements for COP for the conduct of seminar				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Request Letter address to COP regarding the conduct of seminar 	<ul style="list-style-type: none"> To schedule, facilitate and provide lecturer for the seminar CAS PNCO will make a request to COP for budgetary requirement 	None	10 mins	CAS PNCO
End of Transaction	Duration: 10 mins.			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Call the PS7 Hotline numbers - 0998-598-7934 - 875-8596
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 PS7 hotline numbers - 0998-598-7934 - 875-8596
How complaints are processed?	Complaints are handled by this office for proper disposition
Contact Information of Station Tactical Operations Center	Email: scadbpaterosmps@gmail.com



Pre-Charge Evaluation and Investigation unit

Receive Complaint against PNP Personnel

Citizen's complaint initiated by a juridical person or his/her 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
- ✓ 8:00 AM to 5:00 PM

Office or Division:	Pre-Charge Evaluation and Investigation Unit, IDMS			
Classification:	Complex			
Type of Transaction:	G2C; G2B			
Who may avail:	Complaining Witness/Government agency or office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint		Complaining witness		
Other Attachments as strong proof/evidence of complaint		Complaining witness		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant files a complaint	<ul style="list-style-type: none"> Draft and issue a directive requesting an explanation from the concerned PNP personnel (respondent) 	None	1 day	Pre-Charge Evaluator/ Investigator
2. Pre Charge Investigator/complainant submits Affidavit of Complaint, Certificate of Non-Forum Shopping and Submit proof/evidence (if any) to suffice its claim	<ul style="list-style-type: none"> The Pre charge Evaluator will evaluate the documents submitted by the respondent. 	None	3 days	Pre-Charge Evaluator/ Investigator

3. The respondent submits his/her counter affidavits/documents	<ul style="list-style-type: none"> The Pre-Charge Evaluator will determine the existence of probable cause. 	None	1 day	Pre-Charge Evaluator/ Investigator
4. If there is an existence of probable cause the Pre-Charge Evaluator will prepare the Investigation report endorsing for the Summary Hearing Procedure.	<ul style="list-style-type: none"> The Investigation Report once approved, the Head of Office will designate Summary Hearing Officer. 	None	1 Day	Head of Office
5. If non existence of probable cause, the Pre-Charge evaluator will prepare the IR dismissing the case.	<ul style="list-style-type: none"> The PCE submits the IR for the approval of dismissing the case. 		1 day	Head of Office
End of Transaction	Duration: 7 days			

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	3. Answer the Client Feedback Form and drop it at the IDMS Office. 4. Email: detectivepato@gmail.com
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 PS7 hotline numbers 09985987934 (Smart)
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Email: detectivepato@gmail.com

