



**SOUTHERN POLICE DISTRICT
HEADQUARTERS**

**CITIZEN'S CHARTER
2024 (1st Edition)**



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I. Mandate:

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

II. Vision:

Imploring the aid of the almighty by 2030, the Southern Police District shall be a highly recognized police institution providing a more capable, effective and credible police service thru collaborative enforcement with the community highlighting best practices and technical advancement to have a sustainable policing for a safer place to live, work and do business.

III. Mission:

To proactively provide real-time and on time police service to our stakeholders through enforcement of laws, preventing and controlling of crimes and ensuring crime solution.

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 Southern Police District 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 Southern Metropolis, Philippines to live, work and do business.



or the exercise of its power. All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.

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.



SOUTHERN POLICE DISTRICT HEADQUARTERS CITIZEN'S CHARTER 2024

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District Investigation and Detective Management Division (DIDMD)

a. Pre-Charge Walk-in 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
- ✓ 8:00 AM to 5:00 PM

Office or Division:	District Investigation and Detective Management Division (DIDM)
Classification:	Simple
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Complaining Witness/ Business Establishment/ Government agency or office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complaint, Certificate of Non-Forum Shopping	Complaining witness
Other Attachments as proof/evidence of complaint	Complaining witness

How to Avail the Service:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Complainant reports an alleged misconduct, irregularity, and/or neglect of duty committed by a PNP personnel	<ul style="list-style-type: none"> Assist the complainant in filing an affidavit of complaint; and Require the complainant to submit a certificate of Non-Forum Shopping. 	None	5 minutes (depends on the narration of the complainant)	C, PCEIS or Pre-Charge Evaluator
	<ul style="list-style-type: none"> Evaluate the complaint whether the District Director has jurisdiction over the case, if non, refer 	None	3 Days	Pre-Charge Evaluator



	<p>to the appropriate Disciplinary Authority. Likewise, inform the complainant of said referral;</p> <ul style="list-style-type: none"> • Pre-Charge Evaluator will review/evaluate the complaint within 3 days 			
	<ul style="list-style-type: none"> • The respondent (PNP personnel being complaint of) may submit his counter-affidavit within 5 days 		5 days	Respondent
	<ul style="list-style-type: none"> • Upon receipt of the counter-affidavit or the lapse of 5 days, the Pre-Charge Evaluator is given 10 days to resolve the case. Evaluation shall be concurred by the C, PCEIS and C, DIDMD to be approved by the Disciplinary Authority (DD, SPD); • The complainant shall be informed of the result of evaluation. 		10 days	Pre-Charge Evaluator
<p>STEP 2:</p> <p>The complainant may file a motion for re-investigation to the Disciplinary Authority upon receipt of the Investigation Report within 3 days.</p>	<p>Validate the authenticity of the evidence</p>	None	15 days	Pre-Charge Evaluator
End of Transaction	Duration: It varies on the situation			



b. Pre-Charge Letter Complaints

Letter 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
- ✓ 8:00 AM to 5:00 PM

Office or Division:	District Investigation and Detective Management Division (DIDM)
Classification:	Simple, Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Complaining Witness/ Business Establishment/ Government agency or office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Complaint, Certificate of Non-Forum Shopping (if possible)	Complaining witness
Other Attachments as proof/evidence of complaint (if any)	Complaining witness

How to Avail the Service:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Complainant sends letter complaints on alleged misconduct, irregularity, and/or neglect of duty committed by a PNP personnel	<ul style="list-style-type: none"> Send letter to the address of complainant requiring him/her to submit an affidavit of complaint and certificate of Non-Forum Shopping; 	None	5 minutes	C, PCEIS or Pre-Charge Evaluator
	<ul style="list-style-type: none"> If an affidavit of complaint was sent, it is subjected for investigation and validation wherein evidence of alleged offense committed by the respondent is 			Pre-Charge Evaluator



	gathered; (if the complaint was not validate/ no evidence against the respondent was found, the complaint shall be dismissed			
	<ul style="list-style-type: none"> If the result of validation is positive, the Pre-Charge Evaluator will review/evaluate the complaint within 3 days 		3 days	Pre-Charge Evaluator
	<ul style="list-style-type: none"> The respondent (PNP personnel being complaint of) may submit his counter-affidavit within 5 days 		5 days	Respondent
	<ul style="list-style-type: none"> Upon receipt of the counter-affidavit or the lapse of 5 days, the Pre-Charge Evaluator is given 10 days to resolve the case. Evaluation shall be concurred by the C, PCEIS and C, DIDMD to be approved by the Disciplinary Authority (DD, SPD); The complainant shall be informed of the result of evaluation. 		10 days	Pre-Charge Evaluator
STEP 2: The complainant may file a motion for re-investigation to the Disciplinary Authority upon receipt of the Investigation Report within 3 days.	Validate the authenticity of the evidence	None	15 days	Pre-Charge Evaluator
End of Transaction	Duration: It varies on the situation			



c. Pre-Charge Anonymous Complaints

Anonymous 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
- ✓ 8:00 AM to 5:00 PM

Office or Division:	District Investigation and Detective Management Division (DIDM)
Classification:	Simple, Complex
Type of Transaction:	G2C, G2B, G2G
Who may avail:	Complaining Witness/ Business Establishment/ Government agency or office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Text messages, Anonymous Letters, etc	Complaining witness
Other Attachments as proof/evidence of complaint (if any)	Complaining witness

How to Avail the Service:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Complainant sends anonymous complaints through text messages, letters, etc against PNP personnel on alleged misconduct, irregularity, and/or neglect of duty they committed	<ul style="list-style-type: none"> Sends anonymous complaints against PNP personnel 	None		Complainant through e-sumbong, facebook post, etc
	<ul style="list-style-type: none"> Anonymous complaints are validated -If complaint was not validated, it shall be dismissed 	None		CIMS/Pre-Charge Evaluator



	<ul style="list-style-type: none"> If the result of validation is positive, the C, DIDMD shall file an affidavit of complaint and certificate of non-forum shopping 	None		C, DIDMD
	<ul style="list-style-type: none"> Pre-Charge Evaluator will review/evaluate the complaint within 3 days. 		3 days	Pre-Charge Evaluator
	<ul style="list-style-type: none"> The respondent (PNP personnel being complaint of) may submit his counter-affidavit within 5 days 		5 days	Respondent
	<ul style="list-style-type: none"> Upon receipt of the counter-affidavit or the lapse of 5 days, the Pre-Charge Evaluator is given 10 days to resolve the case. Evaluation shall be concurred by the C, PCEIS and C, DIDMD to be approved by the Disciplinary Authority (DD, SPD); 		10 days	Pre-Charge Evaluator
End of Transaction	Duration: It varies on the situation			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Email: spdpceis@gmail.com
How feedback is processed	Every day, the designated PNCO will checks the email, then records and sorts all feedback submitted. If the Feedback requires a response, a 3-day period will be provided.
How to file complaints?	Complaints are filed either through walk-in complaints, letter complaints, or anonymous complaints
How are complaints processed?	Complaints are evaluated to determine the offense committed by the respondent, to determine jurisdiction, and to determine probable cause
Contact Information of Pre-Charge Evaluation and Investigation Section, District Investigation and Detective Management Division	Email: spdpceis@gmail.com

OFFICE	ADDRESS	CONTACT INFORMATION
District Investigation and Detective Management (DIDMD)	Lawton Avenue, Fort Bonifacio, Taguig City	Contact Personnel: PCOL GEOFFREY N FERNANDEZ Chief, DIDMD CP #: 09499616708 Email Add: spd.didmd@gmail.com PCPT JEROME M MINGO C, PCEIS, DIDMD CP #: Email Add:



District Traffic Unit (DTU)

Walk in Client on Vehicle Traffic Investigation

Drivers involve in a Road Crash incident requesting Investigation Report (IR) as requirement in claiming insurance and for other purposes.

Schedule of Availability:

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

Office or Division:	District Traffic Unit	
Classification:	Complex; Highly Technical	
Type of Transaction:	G2C; G2B; G2G	
Who may avail:	Driver of vehicles involved and/or any authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
✓ Driver's License		
✓ Sworn Statement of involved Driver's		District Traffic Unit
✓ Involved Drivers		
✓ Involved Vehicles		
✓ Vehicle's OR/CR		
✓ If pedestrian, any valid ID's		
✓ Witness/es, if any		

How to Avail the Service:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Submit all pertinent documents for verification and inspection.	The Duty Officer will review and verify the documents	None	5 mins.	Investigator Officer
STEP 2: The Complainant will answer the question of the investigator	The Investigator will proceed to the investigation proper and make a Traffic Investigation Report to be signed by both parties, investigator, and the Chief of Office.	None	1 hour	Investigator
End of Transaction	Duration: 1 hour and 5 mins			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Email: dtuspd123@gmail.com
How feedbacks are processed	<p>Every day, the designated PNCO will checks the 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 dtuspd123@gmail.com
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of District Traffic Unit	Email: dtuspd123@gmail.com

OFFICE	ADDRESS	CONTACT INFORMATION
District Traffic Unit, Southern Police District	Lawton Avenue, Fort Bonifacio, Taguig City	<p>Contact Person: PLTCOL ROBERTO P SANTOS, Chief, DTU</p> <p>CP #: 09567023632 Email Add: rpsantoso.17533@gmail.com</p>



Southern District Anti-Cybercrime Team (SDACT)

Cybercrime Walk-in Complaints

Any person/s who are victims of cyber related offenses may file their complaints.

Schedule of Availability:

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

Office or Division:	Southern District Anti-Cybercrime Team (SDACT)	
Classification:	Complex; Highly Technical	
Type of Transaction:	G2C; G2B; G2G	
Who may avail:	Any person who are victim of cybercrime offenses	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Evidence <ul style="list-style-type: none"> ✓ Printed Screenshot of posted libelous remarks ✓ Printed Screenshot of transaction receipts ✓ Statement of Account and Dispute ✓ Printed Conversation thru social media 		From the complainant and concerned merchant or banks
<ul style="list-style-type: none"> ✓ One (1) of any valid proof of identification: <ul style="list-style-type: none"> -Company ID -GSIS/SSS ID -Voter's ID -Passport -Driver's License -PRC ID -Senior Citizen's ID -Postal ID -PhilHealth ID -Valid Student ID with authorization letter from school/Company Head) 		Authorized issuing body Any Government/Company issued ID
<ul style="list-style-type: none"> ✓ Incident Record Form (IRF) 		

How to Avail the Service:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Report to PNP ACG desk officer about the incident (Walk-in complaints)	Provide assistance	None		
STEP 2: The duty desk officer will determine if it is cybercrime offense	Conduct assessment on the complaint	None	30 minutes	Duty Desk Officer



STEP 3: The complainant will endorse to the concerned investigator (general or women's)	None	3 minutes	Duty Desk Officer	None
STEP 4: The complainant will fill-up Incident Record Form.		None	50 minutes	Investigator
STEP 5: The alleged post/article will be extracted by the investigator if it is available online. If not, he/she will advise to take screen shots of the online evidence.	Extraction of online evidence if available online	None	10 minutes	Investigator
STEP 6: Collect transaction receipts and other related evidence, if any.	Preservation of data to the concerned service provider	None	30 minutes	Investigator
End of Transaction	Duration: 2 hours and 33 minutes			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Email: southerndact2020@gmail.com Contact number: 09563440075
How feedbacks are processed	Every day, the designated PNCO will checks the 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 southerndact2020@gmail.com
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of SDACT	Email: southerndact2020@gmail.com Contact number: 09563440075

OFFICE	ADDRESS	CONTACT INFORMATION
Southern District Anti-Cybercrime Team (SDACT)	Lawton Avenue, Fort Bonifacio, Taguig City	Contact Person: PMAJ SYLVESTER C LEAL Chief, SDACT CP #: 09563440075 Email Add: southerndact2020@gmail.com



District Internal Affairs Service (DIAS)

Pre-Charge Walk-in 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
- ✓ 8:00 AM to 5:00 PM

Office or Division:	District Internal Affairs Service (DIAS)
Classification:	Simple
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

How to Avail the Service:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1: Complainant files a complaint	<ul style="list-style-type: none"> Assist the complainant and conduct interview to determine the jurisdiction of the Service regarding the case received; The investigator will get the Affidavit of Complaint of the complainant and assist the complainant to fill up complaint sheet and Certificate of Non-Forum Shopping; and Conduct fact finding and initial evaluation regarding the case received. 	None	1 day	Evaluator/ Investigator



STEP 2: Conduct Initial Investigation	<ul style="list-style-type: none"> • Gather evidence for the case received; • Call the attention of the involve PNP personnel; and • Make an Initial Investigation Report and forward the case to Pre-Charge Investigator. 	None	2 days	Evalu tor/ Investigator
STEP 3: Conduct Pre-Charge Investigation	<ul style="list-style-type: none"> • Pre-Charge Investigator will receive/gather the Initial investigation Report and substantial evidence(s) from Evaluator/ Investigator; and • Issue a Notice to file Counter-Affidavit to the respondent. 	None	5 days	Pre-Charge Investigator
STEP 3: Filing a Formal Charge	<ul style="list-style-type: none"> • Pre-Charge investigator will receive the Counter-Affidavit from the respondent; • If PCI finds probable cause, PCI will prepare a Pre-Charge Investigation Report and Formal Charge; and • Elevate the case to Legal Affairs Division for docket to formally charge the respondent. 	None	2 days	Pre-Charge Investigator
End of Transaction	Duration: 10 days			



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Email: iasspd.alternate@gmail.com Contact number: 0961-748-9567 FB Messenger: www.facebook.com/iasspd
How feedbacks are processed	Every day, the designated PNCO will check the 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 email at iasspd.alternate@gmail.com , thru FB messenger at www.facebook.com/iasspd , and thru call/text at 0961-748-9567
How complaints are processed?	Complaints are handled by specific office for proper investigation
Contact Information of District Internal Affairs Service (DIAS)	Email: iasspd.alternate@gmail.com Contact number: 0961-748-9567 FB Messenger: www.facebook.com/iasspd

OFFICE	ADDRESS	CONTACT INFORMATION
District Internal Affairs Service (DIAS)	Lawton Avenue, Fort Bonifacio, Taguig City	Contact Person: PEMS Ronald E Dioso, Chief Clerk, DIAS-SPD Email: iasspd.alternate@gmail.com Contact number: 0961-748-9567