



**MANILA POLICE DISTRICT  
DISTRICT COMMUNITY AFFAIRS AND  
DEVELOPMENT DIVISION HANDBOOK  
(MPD-DCADD)**

**CITIZEN'S CHARTER  
2024 (1<sup>ST</sup> EDITION)**



**MANILA POLICE DISTRICT  
DISTRICT COMMUNITY AFFAIRS AND  
DEVELOPMENT DIVISION  
(MPD-DCADD)**

**CITIZEN'S CHARTER  
2024 (1<sup>ST</sup> EDITION)**



## **I. Mandate**

Undertake Police Community Relations programs and activities in partnership with concerned government agencies, volunteer organizations and the community in order to prevent crime and attain a safe and peaceful

## **II. Vision**

The District Community Affairs and Development Division envisions the evolution of Police Units and Police Officers into a “community and service” oriented organization working in partnership with a cooperative community towards a peaceful, orderly and harmonious community interactions.

## **III. Mission**

The District Community Affairs and Development Division shall develop, guide and steer a “community and service oriented” police organization in forging relationship with, informing, persuading, shaping perception of, and mobilizing the communities towards the need for respect for laws, maintenance of peace and orderliness, and safety of environment.

## **IV. Service Pledge**

We commit to support the DCADD in providing quality service to community and with competence, professionalism, and utmost respect at all times in the administration of their inquiries/complaints:

1. Walk-In Complaint Management Process Service Information
2. Ireport mo kay Tsip (SMS) 0917-8475757 Complaint Management Process



## **LIST OF SERVICES**

### **DCADD NCR**

#### **External Services**

1. Walk-In Complaint Management Process  
Service Information Page 5
2. Ireport mo kay Tsip (SMS) 0917-8475757  
Complaint Management Process Page 6

**Feedback and Complaint Mechanism** Page 7

**Address and Contact Details** Page 7



## CITIZEN'S CHARTER INFORMATION BILLBOARD

### District Community Affairs and Development Division

#### a. Walk-In Complaint Management Process Service Information

The District Community Affairs and Development Division (DCADD) established a frontline service known as "Walk-In Complaint Management Process" under Complaints and Referral Monitoring Center (CRMC), for the community where they can lodge their complaint. Their complaint will be referred to unit concerned or other government agency for disposition of the case.

<b>Office/Section:</b>	Complaints and Referral Monitoring Center (CRMC)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2G (Government to Government), G2B (Government to Business)	
<b>Who may avail:</b>	All, Government Agency/Employee, Business Entity	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One Complaint/Request Form		Complaint Monitoring/Complaint Referral Section
2. One Referral Letter		Complaint Monitoring/Complaint Referral Section
3. One Customer/Client Satisfaction Survey Form		Complaint Monitoring/Complaint Referral Section



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Proceed to Investigator's Table, present identification Card and let know his/her complaint/ concern. Present pertinent documents if there is any.	1.1 Interview the client and assess the complaint/ concern (Counsel the client if need be and applicable)	None	12 Minutes	Duty Investigator CM/CRS, CRMC
	1.2 Provide Complaint / Request Form to the client			Duty Investigator CM/CRS, CRMC
Step 2 Fills out the Complaint/ Request Form.	2.1 Assist the client in filling out the Complaint / Request Form	None	5 Minutes	Duty Investigator CM/CRS, CRMC
	2.2 Evaluate the complaint/ concern for completeness of details.	None	3 Minutes	Duty Investigator CM/CRS, CRMC
	2.3 Prepare Referral Letter.	None	2 Minutes	Duty Investigator CM/CRS, CRMC
	2.4 Review and approve the Referral Letter	None	15 Minutes	Division Chief CRMC - PCADG
	2.5 Provide Survey Form to the Client	None	1 Minutes	Duty Investigator CM/CRS, CRMC
Step 3 Receive a copy of the Referral Letter and accomplish Survey Form.	3.1 Encode the complaint/ concern into the Complaint s and Referral Monitoring Information System (CRMIS) for referral to action unit	None	2 Minutes	Duty Investigator CM/CRS, CRMC
	3.2 Record and file the Survey Form	None	1 Minute	Duty Investigator CM/CRS, CRMC
<b>TOTAL:</b>		<b>None</b>	<b>41 MINUTES</b>	



b. Ireport mo kay Tsip (SMS) 0917-8475757 Complaint Management Process

Service Information

The District Community Affairs and Development Division (DCADD) established a Short Messaging System (SMS) hotline service known as “Ireport Mo Kay Tsip” under Complaints and Referral Monitoring Center (CRMC), for the community where they can report incident regarding peace and order concerns or complain. Their complain will be referred to unit concerned or other government agency for disposition of the case.

<b>Office/Section:</b>	Complaints and Referral Monitoring Center (CRMC)						
<b>Classification:</b>	Simple						
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2G (Government to Government), G2B (Government to Business)						
<b>Who may avail:</b>	All, Government Agency/Employee, Business Entity						
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>1. One Text Message containing information of complainant and the complaint (5Ws and 1H)</td><td>SMS and Hotline Section <b>8888</b> <b>09171601752</b> <b>09178475757</b></td></tr> <tr> <td>2. Mobile number of complainant</td><td>SMS and Hotline Section <b>8888</b> <b>09171601752</b> <b>09178475757</b></td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. One Text Message containing information of complainant and the complaint (5Ws and 1H)	SMS and Hotline Section <b>8888</b> <b>09171601752</b> <b>09178475757</b>	2. Mobile number of complainant	SMS and Hotline Section <b>8888</b> <b>09171601752</b> <b>09178475757</b>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1. One Text Message containing information of complainant and the complaint (5Ws and 1H)	SMS and Hotline Section <b>8888</b> <b>09171601752</b> <b>09178475757</b>						
2. Mobile number of complainant	SMS and Hotline Section <b>8888</b> <b>09171601752</b> <b>09178475757</b>						

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Send complaint/ concern to CRMC through SMS Portal Hotline: <b>8888</b> , <b>09171601752</b> <b>09178475757</b> .	1.1 Evaluate the completeness of the complaint/ concern.	None	4 Minutes	Duty System Operator SMS and Hotline Section
	1.2 Encode the client's complaint/ concern into the CRMIS for referral to action unit.	None	5 Minutes	Duty System Operator SMS and Hotline Section
	1.3 Send feedback to the client that his/her complaint/ concern has already been referred to concerned unit	None	1 Minute	Duty System Operator SMS and Hotline Section
<b>TOTAL:</b>		<b>None</b>	<b>10 MINUTES</b>	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback. Feedback is send through Email or Short Messaging System (SMS).	Feedback is send through Email or Short Messaging System (SMS).
How feedback are processed.	Duty PNCO performs the following: 1. Get the resolution of referral from the action unit through CRMIS; and 2. Provide feedback to complainant through Email or SMS.
How to file a complaint.	Duty PNCO provide complaint form to complainant to accomplish the form by providing information.
How complaint are processed.	Duty PNCO prepares the referral to be approved by the Chief, CRMC.

### List of Offices

Office	Address	Contact Information
DCADD Complaints Referral/Complaints Monitoring Section	MPD Hqs, UN Avenue, Ermita Manila	8-242-3106/0998-598-7889
DCADD -CRMCSMS and Hotline Center	MPD Hqs, UN Avenue, Ermita Manila	8-242-3106/0998-598-7889





**Published by:**

**MANILA POLICE DISTRICT  
DISTRICT COMMUNITY AFFAIRS AND DEVELOPMENT  
DIVISION (MPD-DCADD)  
Philippine National Police  
2024**