



MANILA POLICE DISTRICT

**DISTRICT INVESTIGATION & DETECTIVE
MANAGEMENT DIVISION CRIME
RESEARCH ANALYSIS SECTION (CRAS)**

**CITIZEN'S CHARTER
2024 (1ST EDITION)**



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DIVISION
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I. Mandate

To provide a reliable and official document certifying an individual's criminal record status or lack of thereof contributing to public safety and trust in law enforcement.

II. Vision

To be the trusted standard for verifying individuals' criminal backgrounds, promoting safety, security, and transparency in communities nationwide.

III. Mission

To facilitate background checks for individuals, ensuring the integrity of public and private institutions by providing accurate and timely information on criminal records.

IV. Service Pledge

To deliver efficient and accurate criminal background checks, maintaining confidentiality and integrity while upholding the highest standards of professionalism and customer service:

1. Issuance of National Police Clearance



LIST OF SERVICES

CRAS

External Services

Issuance of National Police Clearance

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Feedback and Complaint Mechanism

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Address and Contact Details

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CITIZEN'S CHARTER INFORMATION BILLBOARD

PNP National Police Clearance

Issuance of PNP National Police Clearance to all concerned citizens

Office/Section:	National Police Clearance Section	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) valid government - issued ID.		Issuing government agency
2. One (1) complete online registration and appointment.		Thru visiting https://pnpclearance.ph Click Register (for new applicants) or Login (for applicants with existing account)
3. Payment Confirmation Slip or Electronic Official Receipt (OR) as Proof of Payment.		Thru selected payment partner



CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Proceed to NPCS processor. Present the following requirements: ✓ One (1) valid Government issued ID; ✓ Proof of payment/ Payment Confirmation; ✓ Reference No. of NPC Appointment.	1.1 Interview the client and check the completeness of required documents.	Php 180	2 Minutes	Duty PNCO/NPCS processor
Step 2. Have Biometrics, Picture and Signature taken.	2.1 Process the client's biometrics, picture and signature.	None	3-5 Minutes	Duty PNCO/NPCS processor
Step 3. Releasing of National Police Clearance.	3.1 Wait for the name to be called for the verification process or releasing of National Police Clearance.	None	2-3 Minutes	Duty PNCO/NPCS processor
	3.2 Record and file the Survey Form	None	1 Minute	Duty PNCO/NPCS processor
TOTAL:		None	11 MINUTES	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback. Feedback is sent through e-mail or Short Messaging System (SMS).	Fill - out appropriate feedback form.
How feedbacks are processed.	Feedbacks are recorded, analyzed and appropriate measures to improve the service is considered and implemented.
How to file a complaint.	Talk to the head of the office. Send complaint to email address mpd.rabnpcs@gmail.com
How complaints are processed.	Your written/verbal complaints shall immediately be attended by the head of this office.

List of Office

Office	Address	Contact Information
NPCS MPD One-stop-Shop	Crime Research Analysis Section (CRAS) MPD Hqs, UN Avenue, Ermita Manila	028-7121393



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Philippine National Police
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