



**ERMITA POLICE STATION 5
STATION COMMUNITY AFFAIRS AND
DEVELOPMENT SECTION
(PS5-SCADS)**

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



ERMITA POLICE STATION 5 STATION COMMUNITY AFFAIRS AND DEVELOPMENT SECTION (PS5-SCADS)

CITIZEN'S CHARTER 2024 (1ST 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 Station Community Affairs and Development Section 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 Station Community Affairs Development Section 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 SCADS by providing quality service to community with competence, professionalism, and utmost respect at all times in catering 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

SCADS PS-6

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

Station Community Affairs and Development Section

a. Walk-In Complaint Management Process Service Information

The Station Community Affairs and Development Station (SCADS) 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 the unit concerned or other government agency for disposition of the case.

Office/Section:	Complaints and Referral Monitoring Center (CRMC)	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen), G2G (Government to Government), G2B (Government to Business)	
Who may avail:	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 him/her know the complaint/concern. Present pertinent documents if there is any.	1.1 Interview the client and assess the complaint/concern (Counsel the client if needed and if it is 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 Fill 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 Minute	Duty Investigator CM/CRS, CRMC
Step 3 Receive a copy of the Referral Letter and accomplished Survey Form.	3.1 Encode the complaint/ concern into the Complaints 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
TOTAL:		None	41 MINUTES	



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

Service Information

The Station Community Affairs and Development Section (SCADS) established a Short Messaging System (SMS) hotline service known as “I-Report Mo Kay Tsip” under Complaints and Referral Monitoring Center (CRMC) for the community where they can report incidents regarding peace and order concerns or complaints. Their complaint will be referred to the unit concerned or other government agency for disposition of the case.

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

CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 Send complaint/ concern to CRMC through SMS Portal Hotline: 8888, 09171601752, 09178475757.	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
TOTAL:		None	10 MINUTES	

FEEDBACK AND COMPLAINTS MECHANISM



How to send feedback. Feedback is sent through e-mail or Short Messaging System (SMS).	Feedback is sent through e-mail or Short Messaging System (SMS).
How feedbacks 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 e-mail or SMS.
How to file a complaint.	Duty PNCO provides complaint form to complainant to provide information.
How complaints are processed.	Duty PNCO prepares the referral to be approved by the Chief, CRMC.

List of Offices

Office	Address	Contact Information
SCADS Complaints Referral/Complaints Monitoring Section	Ermita Police Station PS5 Katigbak Drive Rizal Park, Ermita, Manila	0998-598-7902
SCADS -CRMCSMS and Hotline Center	Ermita Police Station PS5 Katigbak Drive Rizal Park, Ermita, Manila	0998-598-7902



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