



# MANILA POLICE DISTRICT MALATE POLICE STATION

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



## **MANILA POLICE DISTRICT MALATE POLICE STATION**

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**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 Malate Manila, Philippines to live, work and do business.



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## CITIZEN'S CHARTER INFORMATION BILLBOARD

### 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                  |
|   | Investigator/ Crime Registrar inputs crime data to CIRAS   | None   | 3 mins.         | Investigator/ Crime 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              |
| 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 |
| <b>End of Transaction</b>  | Duration: 1 hour and 6 mins   |      |          |                           |

| <b>FEEDBACK AND COMPLAINTS MECHANISM</b>                              |  |
|---|--|
| How to send feedback?   | 1. Answer the Client Feedback Form and drop it at the Suggestion Box (Hallway).<br>2. Email: <a href="mailto:sidmbmalate.angelene@gmail.com">sidmbmalate.angelene@gmail.com</a>  |
| How feedbacks are processed   | Every day, the designated PNCO checks the survey box and email, then records and sorts all feedback submitted.<br><br>If the Feedback requires a response, a 3-day period will be provided.<br><br>The answer is then relayed to the concerned client. |
| How to file complaints?   | Complaints can be done thru PS9 hotline numbers 0998-598-7909 (Smart); 0927-642-6099 (Globe)   |
| How complaints are processed?   | Complaints are handled by specific office for proper investigation   |
| Contact Information of Investigation and Detective Management Section | Email: <a href="mailto:sidmbmalate.angelene@gmail.com">sidmbmalate.angelene@gmail.com</a>  |



## 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

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





|  |   |      |        |                |
|--|---|------|--------|----------------|
| 3. Proceed to your selected Police Station   | NPCS Processor will check the data of the applicant and Capture Biometrics (Photo fingerprint and signature)                    | None | 3 mins | NPCS Processor |
| a. Present your Reference Number, Proof of payment and 2 valid IDs   |   |      |        |                |
|  | NPCS verifies the clearance (Hit-Yes/No)  | None | 2 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.<br>A. CIRAS<br>B. E-Warrant<br>C. CIDMS<br>D. E-Rouge | None | 2 mins | NPCS Verifier  |
|  | After Verification Clearance will be released (Solved, Cleared, Dismissed)  | None | 1 min  | NPCS Processor |
| <b>End of Transaction</b>  | Duration: 15mins.   |      |        |                |



| <b>FEEDBACK AND COMPLAINTS MECHANISM</b>                              |   |
|---|---|
| How to send feedback?   | <ol style="list-style-type: none"> <li>1. Answer the Client Feedback Form and drop it at the Suggestion box (Hallway).</li> <li>2. Email: <a href="mailto:sidmbmalate.angelene@gmail.com">sidmbmalate.angelene@gmail.com</a></li> </ol>                       |
| 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 PS9 hotline numbers 0998-598-7909 (Smart); 0927-642-6099 (Globe)  |
| How complaints are processed?   | Complaints are handled by specific office for proper investigation  |
| Contact Information of Investigation and Detective Management Section | Email: <a href="mailto:sidmbmalate.angelene@gmail.com">sidmbmalate.angelene@gmail.com</a>   |



## Women and Children Protection Desk

Walk-In Complaint Management Process

### Schedule of Availability:

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

|  |  |                                    |                        |                           |
|--|--|------------------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>   | Women and Children Protection Desk   |                                    |                        |                           |
| <b>Classification:</b>   | Complex; Highly Technical  |                                    |                        |                           |
| <b>Type of Transaction:</b>  | G2C; G2G   |                                    |                        |                           |
| <b>Who may avail:</b>  | ✓ The offended party   |                                    |                        |                           |
|  | ✓ Any peace officer  |                                    |                        |                           |
|  | ✓ Public officer charged with the enforcement of the law violated  |                                    |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                                   |  | <b>WHERE TO SECURE</b>             |                        |                           |
| ✓ Complaint Affidavit  |  | Women and Children Protection Desk |                        |                           |
| ✓ Other required documents   |  |                                    |                        |                           |
| ✓ Valid ID   |  |                                    |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>             | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| <b>I. INQUEST PROCESS:</b><br><br>1. Complainant files a complaint | <ul style="list-style-type: none"> <li>Duty Investigator receives referral from Sub-stations, (arrested suspect and complainant)</li> <li>Duty Investigator assess the incident and assist the complainant to fill-out IRF properly</li> <li>Spot Report will be sent to COP Office and STOC Office</li> </ul> | 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"> <li>Investigator will proceed to investigation proper</li> <li>IRF will be signed by the complainant and investigator</li> <li>Duty investigator prepares the affidavit and other documents for turn over to prosecutor</li> </ul> | None | 50 mins | WCPD Investigator             |
|   | <ul style="list-style-type: none"> <li>Duty Investigator/ Crime Registrar inputs crime data to CIRAS</li> </ul>   | None | 5 mins  | Investigator/ Crime Registrar |
|   | <ul style="list-style-type: none"> <li>Crime Data is stored in CIRAS IRF and can be printed</li> </ul>  | None | 2 mins  | Crime Registrar               |
|   | <ul style="list-style-type: none"> <li>Duty Investigator enters the crime data to blotter</li> </ul>  | None | 5 mins  | Investigator                  |
| 3. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/ Regular Filing) | <ul style="list-style-type: none"> <li>The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor</li> </ul>   | None | 25 mins | Investigator/ Complainant     |
| <b>End of Transaction</b>   | Duration: 1 hour and 42 mins.   |      |         |                               |



| CLIENT STEPS  | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE            |
|---|---|-----------------|-----------------|-------------------------------|
| <b>II.REGULAR FILING PROCESS:</b>   |   |                 |                 |                               |
| 1. Complainant files a complaint  | <ul style="list-style-type: none"> <li>Duty Investigator receives Walk-In Complainant</li> <li>Duty Investigator assess the incident and assist the complainant to fill-out IRF properly</li> </ul>   | None            | 5 mins.         | WCPD Investigator             |
| 2. Complainant will answer the question of the investigator and submit evidence | <ul style="list-style-type: none"> <li>Investigator proceed to investigation Proper</li> <li>IRF will be signed by the complainant and investigator</li> <li>Duty investigator prepare the affidavit and other documents for turn over to prosecutor</li> </ul> | None            | 15 mins.        | WCPD Investigator             |
|   | <ul style="list-style-type: none"> <li>Duty Investigator/ Crime Registrar inputs crime data to CIRAS</li> </ul>   | None            | 5 mins.         | Investigator/ Crime Registrar |
|   | <ul style="list-style-type: none"> <li>Crime Data is stored in CIRAS IRF and can be printed</li> </ul>  | None            | 2 mins.         | Crime Registrar               |
|   | <ul style="list-style-type: none"> <li>Duty Investigator enters the crime data to blotter</li> </ul>  | None            | 5 mins.         | Investigator                  |



|   |   |      |         |                           |
|---|---|------|---------|---------------------------|
| 3. Complainant proceed to Prosecutor for (Regular Filing) | <ul style="list-style-type: none"> <li>The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor</li> </ul> | None | 15 mins | Investigator/ Complainant |
| <b>End of Transaction</b>                                 | Duration: 47 mins.  |      |         |                           |



| CLIENT STEPS  | AGENCY ACTIONS  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-----------------|-----------------|--------------------|
| <b>III. INVOLVES A MINOR (CICL) SUSPECT (Below 18 years old):</b><br><br>1. Complainant files a complaint | <ul style="list-style-type: none"> <li>Duty Investigator receives Walk-In Complainant</li> <li>Duty Investigator assess the incident and assist the complainant to fill-out IRF properly</li> </ul>   | None            | 5 mins.         | WCPD Investigator  |
|   | <b>IF FOR INQUEST:</b> <ul style="list-style-type: none"> <li>Spot Report will be sent to COP and STOC</li> </ul>   | None            | 5 mins.         | WCPD Investigator  |
| 2. Complainant will answer the question of the investigator and submit pieces of evidence                 | <ul style="list-style-type: none"> <li>Investigator proceed to investigation Proper</li> <li>IRF will be signed by the complainant and investigator</li> <li>Duty investigator prepare the affidavit and other documents for turn over to prosecutor</li> </ul> | None            | 20 mins.        | WCPD Investigator  |
| 3. Complainant proceed to Prosecutor for (Inquest/Regular Filing)   | <ul style="list-style-type: none"> <li>The Investigator and Complainant consolidate all necessary documents and refer them to the Prosecutor</li> </ul>   | None            | 15 mins.        | WCPD Investigator  |



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

| FEEDBACK AND COMPLAINTS MECHANISM                         |  |
|---|--|
| How to send feedback?                                     | 1. Answer the Client Feedback Form and drop it at the WCPD Office.<br>2. Email: womens.p@yahoo.com   |
| How feedbacks are processed                               | Every day, the designated PNCO checks the survey box and email, then records and sorts all feedback submitted.<br><br>If the Feedback requires a response, a 3-day period will be provided.<br><br>The answer is then relayed to the concerned client. |
| How to file complaints?                                   | Complaints can be done thru PS9 hotline numbers 0998-589-7926 (Smart); 0956-346-7827 (Globe)   |
| How complaints are processed?                             | Complaints are handled by this office for proper investigation   |
| Contact Information of Women and Children Protection Desk | Email: womens.p@yahoo.com  |





## Human Rights Affairs Office

### Walk-In Complaint Management Process

#### Schedule of Availability:

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

|  |   |                             |                        |                           |
|--|---|-----------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>   | Human Rights Affairs Office   |                             |                        |                           |
| <b>Classification:</b>   | Complex   |                             |                        |                           |
| <b>Type of Transaction:</b>  | G2C   |                             |                        |                           |
| <b>Who may avail:</b>  | Complainant   |                             |                        |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b>      |                        |                           |
| ✓ Complaints   |   | Human Rights Affairs Office |                        |                           |
| ✓ Submission of the required documents                                     |   |                             |                        |                           |
| ✓ Valid ID   |   |                             |                        |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>      | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| <b>I. FOR THE INQUEST PROCESS:</b><br><br>1. Complainant files a complaint | <ul style="list-style-type: none"> <li>Duty Human Rights Desk Officer assess the complaint</li> <li>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</li> </ul> | None                        | 15 mins                | Investigator-on-case      |



|  |  |      |         |                               |
|--|--|------|---------|-------------------------------|
|  | IRF properly<br><br><ul style="list-style-type: none"> <li>Then, a Spot Report will be sent to COP and STOC Office</li> </ul>  |      |         |                               |
| 1. Complainant will answer the question of the investigator and submit pieces of evidences | <ul style="list-style-type: none"> <li>Investigator will proceed to investigation Proper</li> <li>IRF will be signed by the complainant and investigator</li> <li>Duty investigator prepare the affidavit and all other necessary documents for turn over to prosecutor</li> </ul> | None | 30 mins | WCPD Investigator             |
|  | <ul style="list-style-type: none"> <li>Duty Investigator/ Crime Registrar inputs crime data to CIRAS</li> <li>Crime Data is stored in CIRAS IRF and can be printed</li> </ul>  | None | 5 mins  | Investigator/ Crime Registrar |
|  | <ul style="list-style-type: none"> <li>Duty Investigator enters the</li> </ul>   | None | 5 mins  | Investigator                  |



|  |   |      |         |                           |
|--|---|------|---------|---------------------------|
|  | crime data to blotter   |      |         |                           |
| 2. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing) | <ul style="list-style-type: none"> <li>Investigator and Complainant consolidate necessary documents and refer them to the Prosecutor</li> </ul> | None | 15 mins | Investigator/ Complainant |
| <b>End of Transaction</b>  | Duration: 1 hour and 10 mins  |      |         |                           |



| CLIENT STEPS   | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                        |
|--|--|-----------------|-----------------|---|
| <b>II. REGULAR FILING PROCESS:</b><br><br>1. Complainant files a complaint       | <ul style="list-style-type: none"> <li>Human Rights Desk Officer assess the complaint</li> <li>After initial assessment, complaint will be endorsed to Duty Investigator/Pre-Charge Unit</li> <li>Duty Investigator verify the incident and assist the complainant to fill-out IRF properly</li> </ul> | None            | 15 mins         | Pre-Charge Investigator/Duty Investigator |
| 2. Complainant will answer the question of the investigator and submit evidences | <ul style="list-style-type: none"> <li>Investigator proceed to Investigation Proper</li> <li>IRF will be signed by the complainant and investigator</li> <li>Pre-Charge Investigator/Duty Investigator prepare the affidavit and other documents for turn over to prosecutor</li> </ul>                | None            | 20 mins         | Pre-Charge Investigator/Duty Investigator |



|   |   |      |         |   |
|---|---|------|---------|---|
|   | <ul style="list-style-type: none"> <li>Duty Investigator/ Crime Registrar inputs crime data to CIRAS</li> <li>Crime Data is stored in CIRAS IRF and can be printed</li> </ul> | None | 5 mins  | Crime Registrar                           |
|   | <ul style="list-style-type: none"> <li>Duty Investigator enters the crime data to blotter</li> </ul>  | None | 5 mins  | Pre-charge Investigator/Duty Investigator |
| 3. Complainant proceed to Prosecutor for (Regular Filing) | <ul style="list-style-type: none"> <li>Investigator and Complainant consolidate all necessary documents and refer them to Prosecutor</li> </ul>                               | None | 15 mins | Pre-charge Investigator/Duty Investigator |
| <b>End of Transaction</b>                                 | Duration: 1 hour  |      |         |   |



| <b>FEEDBACK AND COMPLAINTS MECHANISM</b>           |   |
|--|---|
| How to send feedback?                              | <ol style="list-style-type: none"><li>1. Answer the Client Feedback Form and drop it at the Suggestion Box (Hallway).</li><li>2. Email: malatecustodial@gmail.com</li></ol>   |
| 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?                            | <p>Complaints can be done thru PS9 hotline numbers</p> <ul style="list-style-type: none"><li>- 0998-598-7909 (Smart)</li><li>- 0927-642-6099 (Globe)</li></ul>  |
| How complaints are processed?                      | Complaints are handled by this office for proper investigation  |
| Contact Information of Human Rights Affairs Office | Email: malatecustodial@gmail.com  |



## Warrant Section 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

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



|                           |  |  |  |  |
|---------------------------|--|--|--|--|
|                           | Booking Sheet<br><br>- Mugshot<br><br>- Copy of Warrant of Arrest<br><br>- Undertaking |  |  |  |
| <b>End of Transaction</b> | Duration: 1 hour   |  |  |  |

| FEEDBACK AND COMPLAINTS MECHANISM                |  |
|--|--|
| How to send feedback?                            | 1. Answer the Client Feedback Form and drop it at the Suggestion Box (Hallway).<br>2. Email: ps9malatewarrant@gmail.com  |
| How feedbacks are processed                      | Every day, the designated PNCO checks the survey box and email, then records and sorts all feedback submitted.<br><br>If the Feedback requires a response, a 3-day period will be provided.<br><br>The answer is then relayed to the concerned client. |
| How to file complaints?                          | Complaints can be done thru PS9 hotline numbers 0998-598-7909 (Smart); 0927-642-6099 (Globe)   |
| How complaints are processed?                    | Complaints are handled by this office for proper investigation   |
| Contact Information of Warrant and Subpoena Unit | Email: ps9malatewarrant@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 the COP                                      |  | ✓ Requesting party  |                 |                    |
| ✓ Proof of Threat (Blotter/Affidavit of Undertaking)                       |  | ✓ PNP/Requesting party  |                 |                    |
| ✓ Personal History Statement/Resume  |  | ✓ PNP   |                 |                    |
| ✓ 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 addressed to COP                                  | • SIS personnel will send the letter request to the OCOP                     | None  | 1 day           | SIS personnel      |
| 2. Submit requirements to SIS Office                                       | • Check if the submitted requirements are complete                           | None  | None            | CI                 |
| 3. Wait for the result of the application                                  | • Verify and check the authenticity and validity of                          | None  | 6 days          | CI                 |



|  |   |  |  |  |
|--|---|--|--|--|
|  | <p>the documents</p> <ul style="list-style-type: none"> <li>• After all the assessment, CI will approve and sign the document</li> <li>• SIS personnel will contact the Requesting party for the release of document</li> </ul> |  |  |  |
| 4. Proceed to SIS office and get the documents |   |  |  |  |
| <b>End of Transaction</b>                      | Duration: 1 week  |  |  |  |

### FEEDBACK AND COMPLAINTS MECHANISM

|   |   |
|---|---|
| How to send feedback?                                 | <p>1. Answer the Client Feedback Form and drop it at the Suggestion Box (Hallway).<br/>2. Email: ps9_mpd.intelmalate@yahoo.com</p>  |
| 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 PS9 hotline numbers 0998-598-7909 (Smart); 0927-642-6099 (Globe)  |
| How complaints are processed?                         | Complaints are handled by this office for proper investigation  |
| Contact Information of Traffic and Investigation Unit | Email: ps9_mpd.intelmalate@yahoo.com  |



## 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; G2B; G2G  |                 |                 |                                    |
| Who may avail:  | BIN, Walk-In complainant, Concerned Citizen, Info text and other relatives in connection to Anti-Illegal Drug activity |                 |                 |                                    |
| PRE- REQUISITE TO CONDUCT ANTI-ILLEGAL DRUG OPERATION   |  | WHERE TO SECURE |                 |                                    |
| ✓ PDEA Coordination Form  |  | ✓ COP           |                 |                                    |
| ✓ Pre-Operation Clearance   |  |                 |                 |                                    |
| ✓ 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:<br><br>• Proceed at SDEU office<br>• Submit information thru text or email | • Will validate the report thru inter-agency coordination  | None            | 2 days          | Concerned citizen/ SDEU operatives |
|   | • If the 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:<br><ul style="list-style-type: none"><li>- Drug test (arrested person)</li><li>- Drug Analysis (Item confiscate)</li></ul>                                | None | 1 day  | Forensic Laboratory |
|                           | <ul style="list-style-type: none"><li>• Prepare all necessary documents for filing at<ul style="list-style-type: none"><li>- PAO</li><li>- Fiscal</li></ul></li></ul> | None | 2 days | SDEU personnel      |
| <b>End of Transaction</b> | Duration: 6 days  |      |        |                     |

#### FEEDBACK AND COMPLAINTS MECHANISM

|  |   |
|--|---|
| How to send feedback?                                | <ol style="list-style-type: none"> <li>1. Answer the Client Feedback Form and drop it at the Suggestion Box (Hallway).</li> <li>2. Email: <a href="mailto:saidstups9@gmail.com">saidstups9@gmail.com</a></li> </ol>   |
| 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?                              | <p>Complaints can be done thru PS9 hotline numbers</p> <ul style="list-style-type: none"> <li>- 0998-598-7909 (Smart)</li> <li>- 0927-764-6099 (Globe)</li> </ul>   |
| How complaints are processed?                        | Complaints are handled by this office for proper investigation  |
| Contact Information of Station Drug Enforcement Unit | Email: <a href="mailto:saidstups9@gmail.com">saidstups9@gmail.com</a>   |



## Station Tactical Operations Center

Receives Call for Police Assistance

For those clientele who were seeking and ask for police assistance, our office provides Assistance they want to such as; Police Assistance, to settle family matters, thru medical runs; by coordination with concerned Sub-Stations, Units, and to Makati Command Center and Control (C3) as well.

### 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"><li>Once the Duty personnel receive a call, they'll pass along the details to the concerned office or sub-station so that appropriate police action can be taken</li></ul>                           | None                       | 5 mins          | Duty STOC Personnel |
|  | <ul style="list-style-type: none"><li>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</li></ul> |                            |                 |                     |
| End of Transaction                                     | Duration: 5 mins   |                            |                 |                     |



| FEEDBACK AND COMPLAINTS MECHANISM                         |   |
|---|---|
| How to send feedback?                                     | Call the PS9 Hotline numbers<br>- 0998-598-7909 (Smart)<br>- 0927-642-6099 (Globe)                    |
| 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 PS9 hotline numbers<br>- 0998-598-7909 (Smart)<br>- 0927-642-6099 (Globe) |
| How complaints are processed?                             | Complaints are handled by this office for proper investigation  |
| Contact Information of Station Tactical Operations Center | Email: malateps9opn@yahoo.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

|                            |                               |
|----------------------------|-------------------------------|
| <b>Office or Division:</b> | Custodial Facility Unit, IDMS |
|----------------------------|-------------------------------|



|                             |   |
|-----------------------------|---|
| <b>Classification:</b>      | Simple  |
| <b>Type of Transaction:</b> | G2C; G2B; G2G   |
| <b>Who may avail:</b>       | 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, Manila City Hall             |
| ✓ Barangay Clearance                              | ✓ Barangay 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"> <li>Duty personnel shall check and verify the authenticity of the submitted documents and prepare the Certificate of detention prior notation/signature of OIC, CFU</li> </ul> | None            | 10 mins.        | Duty Admin Personnel |

|  |   |      |          |   |
|--|---|------|----------|---|
|  | <ul style="list-style-type: none"> <li>Certificate of Detention, Mugshot and Affidavit of Undertaking shall be forwarded to the Duty Custodial Officer or Duty Fingerprint</li> </ul> | None | 15 mins. | Duty Custodial Officer and Fingerprint Aide |
|--|---|------|----------|---|



|   |   |      |          |   |
|---|---|------|----------|---|
|   | Aide for signature and palm print of the accused  |      |          |   |
| 2. Issuance of Certificate of Detention, Booking Sheet and Affidavit of Undertaking | <ul style="list-style-type: none"> <li>Authorized person only shall receive the Certificate of Detention and other pertaining documents.</li> </ul> | None | 10 mins. | Duty Admin Personnel,<br>Duty Custodial Officer |
| <b>End of Transaction</b>   | Duration: 35 mins.  |      |          |   |





## 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"><li>Duty Custodial officers shall check and verified the authenticity of the submitted documents.</li></ul> | None  | 15mins.         | Duty Custodial Officer |



|                                |   |      |         |                        |
|--------------------------------|---|------|---------|------------------------|
| 2. Receiving of Release Person | <ul style="list-style-type: none"> <li>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.</li> </ul> | None | 10 mins | Duty Custodial Officer |
| End of Transaction             | Duration: 25 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 4:00 PM
- ✓ Saturday – 10:00 AM to 3:00 PM

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



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

| FEEDBACK AND COMPLAINTS MECHANISM                         |   |
|---|---|
| How to send feedback?                                     | Call the PS9 Hotline numbers<br>- 0998-598-7909 (Smart)<br>- 0927-764-6099 (Globe)                    |
| 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 PS9 hotline numbers<br>- 0998-598-7909 (Smart)<br>- 0927-764-6099 (Globe) |
| How complaints are processed?                             | Complaints are handled by this office for proper investigation  |
| Contact Information of Station Tactical Operations Center | Email: malatecustodial@gmail.com  |



## Station Community Affairs Development 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)

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



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

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



| FEEDBACK AND COMPLAINTS MECHANISM                         |   |
|---|---|
| How to send feedback?                                     | Call the PS9 Hotline numbers<br>- 0998-598-7909 (Smart)<br>- 0927-642-6099 (Globe)                    |
| 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 PS9 hotline numbers<br>- 0998-598-7909 (Smart)<br>- 0927-642-6099 (Globe) |
| How complaints are processed?                             | Complaints are handled by this office for proper investigation  |
| Contact Information of Station Tactical Operations Center | Email: malatescads9@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

|  |   |                        |                        |                                    |
|--|---|------------------------|------------------------|------------------------------------|
| <b>Office or Division:</b>   | Pre-Charge Evaluation and Investigation Unit, IDMS  |                        |                        |                                    |
| <b>Classification:</b>   | Complex   |                        |                        |                                    |
| <b>Type of Transaction:</b>  | G2C; G2B  |                        |                        |                                    |
| <b>Who may avail:</b>  | Complaining Witness/Government agency or office   |                        |                        |                                    |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |                        |                                    |
| Complaint  |   | Complaining witness    |                        |                                    |
| Other Attachments as strong proof/evidence of complaint  |   | Complaining witness    |                        |                                    |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>          |
| 1. Complainant files a complaint   | <ul style="list-style-type: none"> <li>Draft and issue a directive requesting an explanation from the concerned PNP personnel (respondent)</li> </ul> | None                   | 1 day                  | Pre-Charge Evaluator/ Investigator |
| 2. Submit Affidavit of Complaint, Certificate of Non-Forum Shopping and Submit proof/ evidence (if any) to suffice its claim | <ul style="list-style-type: none"> <li>Validate the authenticity of the evidence submitted</li> </ul>   | None                   | 3 days                 | Pre-Charge Evaluator/ Investigator |
| <b>End of Transaction</b>  | Duration: 4 days  |                        |                        |                                    |



| FEEDBACK AND COMPLAINTS MECHANISM                         |   |
|---|---|
| How to send feedback?                                     | Call the PS9 Hotline numbers<br>- 0998-589-7926 (Smart)<br>0956-346-7827 (Globe)                      |
| 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 PS9 hotline numbers<br>- 0998-589-7926 (Smart)<br>- 0956-346-7827 (Globe) |
| How complaints are processed?                             | Complaints are handled by this office for proper investigation  |
| Contact Information of Station Tactical Operations Center | Email: pcisps9mpd@gmail.com   |



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