MESSAGE

Good governance is a very crucial element in achieving a nation’s progress. Our government is committed to provide transparent and accountable administration for the benefit and welfare of every Filipino.

President Rodrigo Roa Duterte signed on July 23, 2016, Executive Order No. 02 entitled, “Operationalizing in the Executive Branch the People’s Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor.”

We, at the National Police Commission (NAPOLCOM), a constitutionally mandated agency to oversee the Philippine National Police (PNP), are determined to provide transparent and open exchange of information to allay fears and doubts among police officers and public officials and the general public, without compromising the right to privacy.

The simplified procedures in this NAPOLCOM Freedom of Information (FOI) Manual shall pave the way for providing accessible data and quality service to the citizenry. Opening the public records to people will help the government in having another watchdog in the eradication of graft and corrupt practices.

In our unending fight against criminality, we heigthen our efforts in the continuous research and development not only to promote peace and order in the country but also to provide responsible and honest public service.

Let us all work towards the achievement of a graft-free society and the promotion of good practices at all levels in the government.

ATTY. ROGELIO T. CASURAO
Commissioner
Vice-Chairman and Executive Officer
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INTRODUCTION

A. LEGAL BASIS. Executive Order No. 02 dated July 23, 2016, entitled “OPERATIONALIZING IN THE EXECUTIVE BRANCH THE PEOPLE’S CONSTITUTIONAL RIGHT TO INFORMATION AND THE STATE POLICIES TO FULL PUBLIC DISCLOSURE AND TRANSPARENCY IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES THEREFOR” (ANNEX A)

B. PURPOSE OF THE MANUAL. This Manual is aimed at providing a procedural guide to the NAPOLCOM personnel and stakeholders in dealing with requests for information received by the Commission under Executive Order No. 02, s. 2016.

C. COVERAGE OF THE MANUAL. This Manual shall cover all requests for information, official and public records including electronic ones, e.g., e-mails, directed to the Commission through the different Services/Offices of the Central Office and all Regional Offices nationwide.

D. PROMOTION OF OPENNESS IN GOVERNMENT

1. Duty to Publish Information. In conjunction with Republic Act No. 9485 (Anti-Red Tape Act of 2007), it shall be the duty of the Commission to regularly publish, print and disseminate, at no cost to the public in an accessible form and through its website, timely, true, accurate and updated key information including, but not limited to:

   a. Description of its mandate, structure, powers, functions, duties and decision-making processes;
   b. Description of the frontline services it delivers and the procedure and length of time by which they may be availed of;
c. Names of NAPOLCOM key officials, powers, functions and responsibilities;
d. Work programs, development and investment plans, projects, performance targets and accomplishments, and budgets, revenue allotments and expenditures;
e. Important policies, rules and regulations;
f. Current and important database and statistics that the Commission generates;
g. Bidding processes and requirements; and
h. Mechanisms or procedures by which the public may participate in or otherwise influence the formulation of policy or the exercise of NAPOLCOM powers.

2. Accessibility of Language and Form. The Commission shall endeavor to translate key pieces of information into major Filipino languages/dialects and present them in popular form and means.

3. Keeping of Records. The Commission shall create and maintain in appropriate formats, accurate and reasonably complete documentation of records, policies, transactions, decisions, resolutions, enactments, actions, procedures, operations, activities, communications and documents received or filed with them and the data generated or collected.

E. PROTECTION OF PRIVACY. While providing for access to information, the Commission shall afford full protection to a person’s right to privacy, as follows:

1. The Commission shall ensure that sensitive personal information in its custody or under its control is disclosed only as permitted by existing laws;

2. The Commission shall protect personal information in its custody or under its control by making reasonable security
arrangements against unauthorized access, leaks or premature disclosure;

3. The FOI Receiving Officers, FOI Decision Makers or any employee or official who has access, whether authorized or unauthorized, to personal information in the custody of the Commission shall not disclose that information except as authorized by existing laws.

F. DEFINITION OF TERMS

1. **Administrative FOI Appeal.** An independent review of the initial determination made in response to an FOI request. Requesting parties who are dissatisfied with the response made on their initial request have a right to appeal that initial determination to an office within the agency, which will then conduct an independent review.  

2. **Annual FOI Report.** A report to be filed each year with the Presidential Communications Operations Office (PCOO) by all government agencies detailing the administration of the FOI. Annual FOI Reports contain detailed statistics on the number of FOI requests and appeals received, processed, and pending at each government office.

3. **Consultation.** When a government office locates a record that contains information of interest to another office, it will ask for the views of that other agency on the disclosability of the records before any final determination is made. This process is called a “consultation.”

4. **data.gov.ph.** The Open Data website that serves as the comprehensive portal for all public government data that are searchable, understandable and accessible.

* PCOO’S Model Manual
** E.O. No. 02
5. **eFOI.gov.ph.** The website that serves as the government’s comprehensive FOI website for all information on the FOI. Among many other features, eFOI.gov.ph provides a central resource for the public to understand the FOI, to locate records that are already available online, and to learn how to make a request for information that is not yet publicly available. eFOI.gov.ph also promotes agency accountability for the administration of the FOI by graphically displaying the detailed statistics contained in Annual FOI Reports so that they can be compared by agency over the course time.*

6. **Exceptions.** Pieces of information that should not be released and disclosed in response to a request because they are protected by the Constitution, laws or jurisprudence.*

7. **Freedom of Information (FOI).** It is the right of the people to information on matters of public concern as stated in Executive Order No. 02, s. 2016. This right is indispensable to the exercise of the right of the people and their organizations for effective and reasonable participation at all levels of social, political and economic decision-making.*

8. **FOI Contact.** The name, address and phone number at each government office where the public can make a FOI request.*

9. **FOI Request.** A written request submitted to a government office personally or by email asking for records on any topic. An FOI request can generally be made by any Filipino from any government office.*

* PCOO’S Model Manual
10. **FOI Receiving Office.** The primary contact at each agency where the requesting party can call and ask questions about the FOI request.*

11. **Frequently Requested Information.** Information released in response to an FOI request that the agency determines have become or are likely to become the subject of subsequent requests for substantially the same records.*

12. **Full Denial.** When the agency cannot release any records in response to an FOI request because the requested information is exempt from disclosure or no records could be located.*

13. **Full Grant.** When a government office is able to disclose all records in full in response to an FOI request.*

14. **Information.** Records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.**

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* PCOO’S Model Manual
** E.O. No. 02
15. **Information for Disclosure.** Information that promotes awareness and understanding of policies, programs, activities, rules or revisions affecting the public, government agencies and the community and economy. It also includes information encouraging familiarity with the general operations, thrusts, and programs of the government. In line with the concept of proactive disclosure and open data, these types of information can already be posted in government websites, such as data.gov.ph., without the need for written requests from the public.*

16. **Multi-Track Processing.** A system that divides incoming FOI requests according to their complexity so that simple requests requiring relatively minimal review are placed in one processing track and more complex requests are placed in one or more other tracks. Requests granted expedited processing are placed in yet another track. Requests in each track are processed on a first in/first out basis.*

17. **Open Data.** Publicly available data structured in a way that enables the data to be fully discoverable and usable by end users.*

18. **Official Record/Records.** Information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.**

19. **Pending Grant/Partial Denial.** When a government office is able to disclose portions of the records in response to an FOI request, but must deny other portions of the request.**

* PCOO’S Model Manual  
** E.O. No. 02
20. **Pending Request or Pending Appeal.** An FOI request or administrative appeal for which a government office has not yet taken final action in all respects. It captures anything that is open at a given time including requests that are well within the statutory response time.*

21. **Perfected Request.** An FOI request which reasonably describes the records sought and is made in accordance with the government office’s regulations.*

22. **Proactive Disclosure.** Information available to the public without a specific FOI request.

23. **Processed Request or Processed Appeal.** The number of requests or appeals the agency has acted upon and sent a final response to requester.

24. **Public Record/Records.** Include information required by laws, executive orders, rules or regulations to be entered, kept and made publicly available by a government office.**

25. **Public Service Contractor.** Information, whether recorded in a material form or not, by which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual.*

* PCOO’S Model Manual
** E.O. No. 02
26. **Received Request or Received Appeal.** An FOI request or administrative appeal that any agency has received within a fiscal year.*

27. **Referral.** When a government office locates a record that originated from, or is of otherwise primary interest to another agency, it will forward that record to the other agency to process the record and to provide the final determination directly to the requester. This process is called a “referral.”**

28. **Simple Request.** An FOI request that an agency anticipates will involve a small volume of material which could be processed relatively quickly.

29. **Sensitive Personal Information.** As defined in the Data Privacy Act of 2012, shall refer to personal information:* 

   a. About an individual race, ethnic origin, marital status, color, and religious philosophical or political affiliations;

   b. About an individual health, education, genetic or sexual life of a person, or to any proceedings for any offense committed or alleged to have been committed by such person, the disposal of such proceedings or the sentence of any court in such proceedings;

   c. Issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns; and

* PCOO’S Model Manual
** E.O. No. 02
d. Specifically established by an Executive Order or an Act of Congress to be kept classified.

G. **FOI AUTHORITIES.** In pursuance of item 15.2 of FOI Memorandum Circular No. 1 dated November 11, 2016 which states that “All heads of Agencies shall designate its FOI Champion, Decision Maker/s and Receiving Officers who will handle its FOI implementation,” the following officials and key personnel of the Commission are designated as the NAPOLCOM FOI Authorities:

1. The Vice-Chairman and Executive Officer (VCEO), as the head of the Commission, is the **NAPOLCOM FOI Champion.** He shall be responsible for all actions carried out under this Manual. However, he may delegate this responsibility to a Commission Member.

2. The Staff Service Chiefs/Regional Directors/Deputy Executive Officer (DEO) shall be the **NAPOLCOM FOI Decision Makers (NFDMs)** at the Central and Regional Office levels, respectively. The NFDMs shall have the overall responsibility for the initial action to be taken, i.e., to decide whether to partially release, release all or deny access to the requested record or information.

3. **FOI Receiving Officer (NFRO).** For purposes of this Manual, the Commission’s Primary FOI Receiving Officer for the Central Office shall come from the Records Section, General Services Division of the Personnel and Administrative Service (GSD-PAS). The NFRO shall hold office at the NAPOLCOM One-Stop Shop at the 7th Floor of the NAPOLCOM Building, EDSA corner Quezon Avenue, West Triangle, Quezon City.
4. Each Service/Office in the Central Office shall designate an FOI Receiving Officer who shall be responsible for the monitoring of the status of the FOI request in his particular area of responsibility.

5. All Regional Offices shall likewise designate their respective FOI Receiving Officers whose names shall be included in the posted staffing charts of the regional offices for the information of the clientele/visitors.

H. FOI RECEIVING OFFICERS’ RESPONSIBILITIES. The NAPOLCOM FOI Receiving Officers shall have the following responsibilities:

1. Receive all requests for information;
2. Conduct initial evaluation of the request;
3. Forward request to the appropriate office who has custody of the records;
4. Monitor the status and completion of the request;
5. Provide assistance to the clientele, Decision Makers and concerned staff; and
6. Render monthly accomplishment report about FOI transactions for submission to the Research and Evaluation Division of the Planning and Research Service (RED-PRS) using the prescribed template.
II. POLICY GUIDELINES

A. ACCESSIBLE INFORMATION. All documents or records within the ambit of a request must be released unless exempted from disclosure as specified in Executive Order No. 02, s. 2016, and the NAPOLCOM FOI Manual.

B. INFORMATION EXEMPTIONS. Under the NAPOLCOM FOI Manual, a request for the release of document or information may be refused on the following grounds:

1. If the request falls under the List of Exemptions prescribed by Executive Order No. 02, s. 2016;
2. If the Commission is satisfied that all reasonable steps have been taken to locate the document and it is ascertained that the document or information no longer exists due to force majeure or had reached its record disposition schedule pursuant to the Records Management and Archives Office Manual;
3. The information is reasonably accessible by other means, e.g., government portals and NAPOLCOM website (www.napolcom.gov.ph);
4. The information is intended for future publication;
5. The information or record will pose a threat to national security, security matters and/or international relations;
6. The information is about law enforcement, investigations, case records and proceedings;
7. Information about an individual’s health, personal background; and
8. Information provided in confidence which may jeopardize the individual’s privacy or safety if divulged to other parties.
C. RULES IN CASE OF DENIED REQUEST (as provided for under Sections 12 and 13 of Executive Order No. 02, s. 2016)

1. Notice of Denial. If the government office decides to deny the request, in whole or in part, it shall as soon as practicable in any case within fifteen (15) working days from the receipt of the request, notify the requesting party the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based. Failure to notify the requesting party of the action taken on the request within the period herein stipulated shall be deemed a denial of the request for access to information.

2. Remedies in Cases of Denial of Request for Access to Information.

   a. Denial of any request for access to information may be appealed to the person or office next higher in authority following the procedure mentioned in Section 7 of Executive Order No. 02; Provided that the written appeal must be filed by the same person making the request within fifteen (15) working days from the notice of denial or from the lapse of the relevant period to respond to the request.

   b. The appeal may be decided by the person or office next higher in authority within thirty (30) working days from the filing of said written appeal. Failure of such person or office to decide within the afore-stated period shall be deemed a denial of the appeal.

   c. Upon exhaustion of administrative appeal remedies, the requesting party may file the appropriate case in the proper courts in accordance with the Rules of Court.
D. FEES AND CHARGES. NAPOLCOM Resolution No. 2008-085, s. 2008, provides the rate of fees and charges to be collected in accordance with the universal concept of charging users:

1. Police Examination Fees
   Police Entrance Examination 400.00

   Police Promotional Examinations
   Police Officer 400.00
   Senior Police Officer 450.00
   Police Inspector 500.00
   Police Superintendent 600.00
   Police Executive Service Eligibility 700.00
   Testimonial Eligibilities 300.00

2. Certification for passing examinees 150.00
3. Certification of with or without administrative case 150.00
4. Other certifications 150.00
5. Authentication of one-page doc 50.00
6. Correction of Clerical/Typographical Error 200.00
7. Reproduction of Issuances
   -One Particular Resolution or Memorandum Circular 5.00/page
   -Annual Compilation 300.00/year
   -CD Must-Read Resolutions and Memorandum Circulars 150.00/year
8. Filing of Appeal with National Appellate Board/Regional Appellate Boards 300.00
9. Pensioner’s ID 100.00
10. Application for Height Waiver 100.00
III. STANDARD PROCEDURES

A. DEALING WITH REQUESTS

1. The clientele/visitor/stakeholder shall register at the information desk at the Ground Floor lobby and shall be advised to proceed to the NAPOLCOM One-Stop Shop at the 7th Floor.

2. All incoming and outgoing communications and FOI requests shall be properly recorded in the logbook and encoded in the Document Tracking System (DTS) by the NFRO;

3. The NFRO shall conduct initial evaluation of the request and shall endorse the request/s or document/s, including all attachments, to concerned office/s which has jurisdiction of the information/document.

4. The Decision Maker who has the overall responsibility for the initial action shall decide within fifteen (15) working days from receipt of the request whether to partially release, release all or deny access to the requested record or information pursuant to Executive Order No 02, s. 2016.

5. The requesting party shall be informed of the status of the request. He has the right to appeal for request/s that are denied.

B. FORMS. The FOI Request Form as specified under FOI Memorandum Circular No. 01, s. 2016 (copy of which is herein attached) shall be available at the NAPOLCOM One-Stop Shop located at the 7th Floor of the NAPOLCOM Building in Quezon City, and in all NAPOLCOM Regional Offices nationwide. (ANNEX C)
C. **TIMELINES**

1. Action on the request – within fifteen (15) working days from receipt of request
2. Filing of appeal – within fifteen (15) days from receipt of denial
3. Rendition of decision on appeal – within thirty (30) working days from the date the appeal was filed

**IV. ADMINISTRATIVE LIABILITY**

Failure to comply with the provisions of Executive Order No. 02 dated July 23, 2016 may be a ground for administrative and disciplinary sanctions against any erring public officer or employee as provided under existing laws or regulations, as follows:

a. 1st Offense – Reprimand
b. 2nd Offense – Suspension of one (1) to thirty (30) days
c. 3rd Offense – Dismissal from the service
OPERATIONALIZING IN THE EXECUTIVE BRANCH THE PEOPLE’S CONSTITUTIONAL RIGHT TO INFORMATION AND THE STATE POLICIES TO FULL PUBLIC DISCLOSURE AND TRANSPARENCY IN THE PUBLIC SERVICE AND PROVIDING GUIDELINES THEREFOR

WHEREAS, pursuant to Article 28, Article II of the 1987 Constitution, the State adopts and implements a policy of full public disclosure of all its transactions involving public interest, subject to reasonable conditions prescribed by law;

WHEREAS, Section 7, Article III of the Constitution guarantees the right of the people to information on matters of public concern;

WHEREAS, the incorporation of this right in the Constitution is a recognition of the fundamental role of free and open exchange of information in a democracy, meant to enhance transparency and accountability in government official acts, transactions, or decisions;

WHEREAS, the Executive Branch recognizes the urgent need to operationalize these Constitutional provisions;

WHEREAS, the President, under Section 17, Article VII of the Constitution, has control over all executive departments, bureaus and offices, and the duty to ensure that the laws be faithfully executed;
WHEREAS, the Data Privacy Act of 2012 (R.A. 10173), including its implementing Rules and Regulations, strengthens the fundamental human right of privacy, and of communication while ensuring the free flow of information to promote innovation and growth;

NOW, THEREFORE, I, RODRIGO ROA DUTERTE, President of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby order:

SECTION 1. Definition. For the purpose of this Executive Order, the following terms shall mean:

(a) “Information” shall mean any records, documents, papers, reports, letters, contracts, minutes and transcripts of official meetings, maps, books, photographs, data, research materials, films, sound and video recording, magnetic or other tapes, electronic data, computer stored data, any other like or similar data or materials recorded, stored or archived in whatever format, whether offline or online, which are made, received, or kept in or under the control and custody of any government office pursuant to law, executive order, and rules and regulations or in connection with the performance or transaction of official business by any government office.

(b) “Official record/records” shall refer to information produced or received by a public officer or employee, or by a government office in an official capacity or pursuant to a public function or duty.

(c) “Public record/records” shall include information required by laws, executive orders, rules, or regulations to be entered, kept and made publicly available by a government office.

SECTION 2. Coverage. This order shall cover all government offices under the Executive Branch, including but not limited to the national government and all its offices, departments, bureaus, offices, and instrumentalities, including government-owned or -
controlled corporations, and state universities and colleges. Local government units (LGUs) are encouraged to observe and be guided by this Order.

**SECTION 3. Access to information.** Every Filipino shall have access to information, official records, public records and to documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development.

**SECTION 4. Exception.** Access to information shall be denied when the information falls under any of the exceptions enshrined in the Constitution, existing law or jurisprudence.

The Department of Justice and the Office of the Solicitor General are hereby directed to prepare an inventory of such exceptions and submit the same to the Office of the President within thirty (30) calendar days from the date of effectivity of this Order.

The Office of the President shall thereafter, immediately circularize the inventory of exceptions for the guidance of all government offices and instrumentalities covered by this Order and the general public.

Said inventory of exceptions shall periodically be updated to properly reflect any change in existing law and jurisprudence and the Department of Justice and the Office of the Solicitor General are directed to update the inventory of exceptions as the need to do so arises, for circularization as hereinabove stated.

**SECTION 5. Availability of SALN.** Subject to the provisions contained in Sections 3 and 4 of this Order, all public officials are reminded of their obligation to file and make available for scrutiny their Statements of Assets, Liabilities and Net Worth (SALN) in
accordance with existing laws, rules and regulations, and the spirit and letter of this Order.

SECTION 6. Application and Interpretation. There shall be a legal presumption in favor of access to information, public records and official records. No request for information shall be denied unless it clearly falls under any of the exceptions listed in the inventory or updated inventory of exceptions circularized by the Office of the President provided in the preceding section.

The determination of the applicability of any of the exceptions to the request shall be the responsibility of the Head of the Office which is in custody or control of the information, public record or official record, or the responsible central or field officer duly designated by him in writing.

In making such determination, the Head of the Office or his designated officer shall exercise reasonable diligence to ensure that no exception shall be used or availed of to deny any request for information or access to public records, or official records if the denial is intended primarily and purposely to cover up a crime, wrongdoing, graft or corruption.

SECTION 7. Protection of Privacy. While providing access to information, public records, and official records, responsible officials shall afford full protection to the right to privacy of the individual as follows:

(a) Each government office per Section 2 hereof shall ensure that personal information in its custody or under its control is disclosed or released only if it is material or relevant to the subject-matter of the request and its disclosure is permissible under this order or existing law, rules or regulations;

(b) Each government office must protect personal information in its custody or control by making reasonable security arrangements
against leaks or premature disclosure of personal information which unduly exposes the individual whose personal information is requested, to vilification, harassment or any other wrongful acts.

(c) Any employee, official or director of a government office per Section 2 hereof who has access, authorized or unauthorized, to personal information in the custody of the office, must not disclose that information except when authorized under this order or pursuant to existing laws, rules or regulation.

SECTION 8. People’s Freedom to Information (FOI) Manual. For the effective implementation of this Order, every government office is directed to prepare within one hundred twenty (120) calendar days from the effectivity of this Order, its own People’s FOI Manual, which shall include among others the following provisions:

(a) The location and contact information of the head, regional, provincial, and field offices, and other established places where the public can obtain information or submit requests;
(b) The person or office responsible for receiving requests for information;
(c) The procedure for the filing and processing of the request as specified in the succeeding section 8 of this Order.
(d) The standard forms for the submission of requests and for the proper acknowledgment of requests;
(e) The process for the disposition of requests;
(f) The procedure for the administrative appeal of any denial for access to information; and
(g) The schedule of applicable fees.

SECTION 9. Procedure. The following procedure shall govern the filing and processing of request for access to information:

(a) Any person who requests access to information shall submit a written request to the government office concerned. The request
shall state the name and contact information of the requesting party, provide valid proof of his identification or authorization, reasonably describe the information requested, and the reason for, or purpose of, the request for information: Provided, that no request shall be denied or refused acceptance unless the reason for the request is contrary to law, existing rules and regulations or it is one of the exceptions contained in the inventory or updated inventory of exception as hereinabove provided.

(b) The public official receiving the request shall provide reasonable assistance, free of charge, to enable, to enable all requesting parties and particularly those with special needs, to comply with the request requirements under this Section.

(c) The request shall be stamped by the government office, indicating the date and time of receipt and the name, rank, title and position of the receiving public officer or employee with the corresponding signature, and a copy thereof furnished to the requesting party. Each government office shall establish a system to trace the status of all requests for information received by it.

(d) The government office shall respond to a request fully compliant with requirements of sub-section (a) hereof as soon as practicable but not exceeding fifteen (15) working days from the receipt thereof. The response mentioned above refers to the decision of the agency or office concerned to grant or deny access to the information requested.

(e) The period to respond may be extended whenever the information requested requires extensive search of the government office’s records facilities, examination of voluminous records, the occurrence of fortuitous cases or other analogous cases. The government office shall notify the person making the request of the extension, setting forth the reasons for such extension. In no case shall the extension go beyond twenty (20) working days unless exceptional circumstances warrant a longer period.
(f) Once a decision is made to grant the request, the person making the request shall be notified of such decision and directed to pay any applicable fees.

**SECTION 10. Fees.** Government offices shall not charge any fee for accepting requests for access to information. They may, however, charge a reasonable fee to reimburse necessary costs, including actual costs of reproduction and copying of the information required, subject to existing rules and regulations. In no case shall the applicable fees be so onerous as to defeat the purpose of this Order.

**SECTION 11. Identical or Substantially Similar Requests.** The government office shall not be required to act upon an unreasonable subsequent identical or substantially similar request from the same requesting party whose request from the same requesting party whose request has already been previously granted or denied by the same government office.

**SECTION 12. Notice of Denial.** If the government office decides to deny the request, in whole or in part, it shall as soon as practicable, in any case within fifteen (15) working days from the receipt of the request, notify the requesting party the denial in writing. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based. Failure to notify the requesting party of the action taken on the request within the period herein stipulated shall be deemed a denial of the request for access to information.

**SECTION 13. Remedies in Cases of Denial of Request for Access to Information.**
(a) Denial of any request for access to information may be appealed to the person or office next higher in the authority, following the procedure mentioned in Section 7 (f) of this Order:
Provided, that the written appeal must be filed by the same person making the request within fifteen (15) working days from the notice of denial or from the lapse of the relevant period to respond to the request.

(b) The appeal be decided by the person or office next higher in authority within thirty (30) working days from the filing of said written appeal. Failure of such person or office to decide within the afore-stated period shall be deemed a denial of the appeal.

(c) Upon exhaustion of administrative appeal remedies, the requesting part may file the appropriate case in the proper courts in accordance with the Rules of Court.

SECTION 14. Keeping of Records. Subject to existing laws, rules, and regulations, government offices shall create and/or maintain accurate and reasonably complete records of important information in appropriate formats, and implement a records management system that facilitates easy identification, retrieval and communication of information to the public.

SECTION 15. Administrative Liability. Failure to comply with the provisions of this Order may be a ground for administrative and disciplinary sanctions against any erring public officer or employee as provided under existing laws or regulations.

SECTION 16. Implementing Details. All government offices in the Executive Branch are directed to formulate their respective implementing details taking into consideration their mandates and the nature of information in their custody or control, within one hundred twenty (120) days from the effectivity of this Order.

SECTION 17. Separability Clause. If any section or part of this Order is held unconstitutional or invalid, the other sections or provisions not otherwise affected shall remain in full force or effect.
SECTION 18. Repealing Clause. All orders, rules and regulations, issuances or any part thereof inconsistent with the provisions of this Executive Order are hereby repealed, amended or modified accordingly: Provided, that the provisions of Memorandum Circular No. 78 (s. 1964), as amended, shall not be deemed repealed pending further review.

SECTION 19. Effectivity. This Order shall take effect immediately upon publication in a newspaper of general circulation.

DONE, in the City of Manila, this 23rd day of July in the year of our Lord two thousand and sixteen.

(Sgd.) RODRIGO ROA DUTERTE
President of the Philippines

By the President:

(Sgd.) SALVADOR C. MEDIALDEA
Executive Secretary
Republic of the Philippines
PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE
Malacañang, Manila

FOI –MC No. 01 s. 2016

FREEDOM OF INFORMATION MEMORANDUM CIRCULAR

FOR: All Agencies, Departments, Bureaus, Offices and Instrumentalities, Chartered Institutions Government-Owned or-Controlled Corporations (GOCCs), including Government Financial Institutions (GFIs), Government Corporate Entities (GCE), and non-chartered GOCCs, and State Universities and Colleges.

SUBJECT: FREEDOM OF INFORMATION (FOI) PROGRAM

DATE: 11 November 2016

BACKGROUND

1.0 On 23 July 2016, President Rodrigo Roa Duterte signed Executive Order (EO) No. 2 entitled Operationalizing in the
Executive Branch of the People’s Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor. The Office of the President, through the Presidential Communications Operations Office (PCOO), was tasked to take the lead in the implementation of the FOI program including the preparation of a model manual and guidelines for the Executive Branch, including GOCCs and State Universities and Colleges.

2.0 Section 8 and 16 under EO 2 require all government offices in the Executive branch to prepare their respective People’s FOI Manuals and implementing details (Agency FOI Manual) within one hundred twenty (120) days from the effectivity of the order.

3.0 On 12 November 2016, the 120th day from effectivity of the EO, the FOI program will be launched through an official government announcement which will also showcase the FOI manuals. To assist agencies with the compliance to the EO, this memorandum provides the essential guidelines and standard forms for FOI implementation.

MODEL AGENCY FOI MANUAL

4.0 As a guide for the agencies in the development of their agency FOI Manuals, the PCOO drafted a Model Agency FOI Manual (Annex A). This, however, only serves as a guide and does not limit agencies in crafting their own agency manuals.

5.0 The Agency FOI Manual details the internal FOI guidelines and define the specific roles and responsibilities of the following agency personnel designated to handle agency FOI request: the FOI Champion; the Decision Maker/s; and the Receiving Officer/s. It also includes provisions on the promotion of
openness in government, protection of privacy, remedies in case of denial, charging of fees, and administrative liabilities. The manual should likewise contain the detailed FOI process flow; comprehensive list of exceptions; and templates for FOI responses.

6.0 On the other hand, the People’s FOI Manual is a separate document designed for the general public to guide them in making FOI requests. It should include, among others the following:

6.1 the location and contact information of the head, regional, provincial and field offices, and other established places where the public can obtain information or submit requests;
6.2 the person of office responsible for receiving requests for information;
6.3 the procedure for the filing and processing of the request as specified in the succeeding section 9 of this Order;
6.4 the standard forms for the submission of requests and for the proper acknowledgment of requests;
6.5 the process for the administrative appeal of any denial for access to information; and
6.6 the schedule of applicable fees.

AGENCY INFORMATION INVENTORY

7.0 The Agency Information Inventory is a master list of all government information held by an agency, containing the title, description, and file type of each information (Annex B). This list will provide the scope and limitations of the types of information which can be requested from an agency. Any information requested not included in the agency inventory is considered a basis for denial of such request.
STANDARD FOI REQUEST FORM

8.0 An FOI request will only be considered valid if applied through the fully-accomplished Standard FOI Request Form (Annex C). If in case the Requesting Party cannot fill this out, the Receiving Officer is tasked to translate such request into the form.

9.0 This form is the standard form for all FOI requests submitted to agencies covered under Section 2 of the EO. Requesting parties are required to supply all information in the form and present at least one (1) valid government-issued ID. Once a request has been approved as valid, the Receiving Officer shall provide a stamped photocopy of the form to the Requesting Party.

STANDARD FOI REGISTRY

10.0 To facilitate a uniform tracking, monitoring and evaluation system for FOI program implementation, attached herein is the Standard FOI Registry sheet (Annex D-accessible at http://bit.ly/foipco) to be managed by FOI Receiving Officers. All FOI requests should be logged in to this form and should be updated accordingly. Annex E provides a comprehensive instructional note for accomplishing the FOI Registry.

11.0 The FOI Registry will be the basis for measuring agency performance and compliance alongside important FOI analytics to assess the initial financial costs of FOI implementation.

12.0 This is an interim solution to the standardized reporting procedure across the Executive Branch; moving forward, and online electronic FOI registry system will be developed.
FOI EXCEPTIONS

13.0 Section 4 of EO No. 2 states that “access to information shall be denied when the information falls under any of the exceptions enshrined in the Constitution, existing law, or jurisprudence”. The list of exceptions from the Office of the President will be forwarded and disseminated as soon as it becomes available. Agencies may refer to this master list in their respective FOI manuals.

14.0 This inventory of exceptions will be periodically updated to properly reflect any changes in the existing law and jurisprudence.

REQUIRED ACTIONS

15.0 In compliance to this memorandum, all agencies covered under EO No. 2 shall observe the following requirements before November 25, 2016:

15.1 Agencies are required to submit their Agency FOI Manual and people’s FOI Manual (.pdf/doc). PCOO’s Model Agency FOI Manual can be converted into a People’s FOI Manual by removing its Section 3 (Promotion of Openness in Government), Annex E-2 (Detailed FOI Request Process), Annex E-3 (FOI Request Process in Days), and Annex G-1 to G-6 (FOI Response Templates).

15.2 All Heads of Agencies shall designate its FOI Champion, Decision Maker/s, and Receiving Officer/s who will handle its FOI implementation, information about these FOI Officers should be submitted before November 18, 2016 (.pdf/.doc), enumerating the following:
15.2.1 Agency Name & Address;
15.2.2 Full Names;
15.2.3 Positions;
15.2.4 Email addresses; and
15.2.5 Landline & Fax numbers.

16.0 All agencies are required to submit to the PCOO the Agency Information Inventory and the accomplished FOI Registry every quarter starting March 2017. Non-submission of these requirement will be labeled as non-compliance.

17.0 As part of the compliance to the EO, all requirements shall be submitted both in soft copies and hard copies.

17.1 Soft copies of the Agency FOI Model Manual, templates and forms, provided as annexes to this memo, can be accessed and retrieved from this link:


17.2 Send all soft copies of submissions to for@pco.gov.ph and foi.pco@gmail.com

17.3 Hard copies should be submitted to the following address:

Sec. JOSE RUPERTO MARTIN M. ANDANAR
Presidential Communications Operations Office (PCOO)
Office of the President
3F New Executive Building, J.P. Laurel Street
Malacañang Compound, Manila
COMPLIANCE

18.0 Section 15 of EO No. 2 states, “failure to comply with the provisions of this Order may be a ground for administrative and disciplinary sanctions against any erring public officer or employees as provided under existing laws or regulations”.

19.0 Pursuant to this, PCOO will monitor and report on FOI program compliance to the Office of the Executive Secretary. The status of submissions will be published online via for.gov.ph, which will be unveiled on November 25, 2016.

20.0 For compliance.

(ORIGINAL SIGNED)
JOSE RUPERTO MARTIN M. ANDANAR
Secretary
ANNEX “C”

SAMPLE FORM CENTRAL OFFICE

Republic of the Philippines
Department of the Interior and Local Government
NATIONAL POLICE COMMISSION
DILG-NAPOLCOM Center
NAPOLCOM Bldg., EDSA cor Quezon Ave.
West Triangle, Quezon City 1104
www.napolcom.gov.ph

FREEDOM OF INFORMATION REQUEST FORM

A. Requesting Party
You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer

1. Title (e.g. Mr, Mrs, Ms, Miss) __________________________________________________________________________
2. Given Name/s (Including M.I.) __________________________________________________________________________
3. Surname ______________________________________________________________________________________________

4. Complete Address (Apt/House Number, Street, City/Municipality, Province) ____________________________________________

5. Landline/Fax _____________________________________________________________________________________________
6. Mobile _________________________________________________________________________________________________
7. Email _________________________________________________________________________________________________

8. Preferred Mode of Communication
   - Landline
   - Mobile Number
   - Email
   - Postal Address

   (If your request is successful, we will be sending the documents to you in this manner)

9. Preferred Mode of Reply
   - Email
   - Fax
   - Postal Address
   - Pick-Up at Agency

10. Type of ID Given (Please ensure your IDs contain your photo and signature)
    - Passport
    - Driver’s License
    - SSS ID
    - Postal ID
    - Voter’s ID
    - School ID
    - Company ID
    - Others ________________________________________________

B. Requested Information

11. Agency – Connecting Agency (if applicable) ____________________________________________________________________

12. Title of Document/Record Requested (Please be detailed as possible) ________________________________________________

13. Data or Period (DD/MM/YY) ________________________________________________________________________________

14. Purpose _________________________________________________________________________________________________

15. Document Type ___________________________________________________________________________________________

16. Reference Numbers (If known) ______________________________________________________________________________

---

NATIONAL POLICE COMMISSION
DILG-NAPOLCOM Center
NAPOLCOM Bldg., EDSA cor Quezon Ave.
West Triangle, Quezon City 1104
www.napolcom.gov.ph

NAPOLCOM FREEDOM OF INFORMATION MANUAL 32

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FOI REQUEST FORM
I understand that it is an offense to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Signature

Date Accomplished (DD/MM/YYYY)

D. FOI Receiving Officer (INTERNAL USE ONLY)

Name (Print name)

Agency - (Connecting Agency (If applicable, otherwise N/A)

Date entered on eFOI (If applicable, otherwise N/A)

Proof of ID Presented (Photocopies of original should be attached)

The request is recommended to be:

If denied, please tick the Reason for the Denial

Second Receiving Officer Assigned (print name)

Decision Maker Assigned to Application (print name)

Decision on Application

If denied, please tick the Reason for the Denial

Date Request Finished (DD/MM/YYYY)

Date Documents (If any) Sent (DD/MM/YYYY)

FOI Registry Accomplished

RO Signature

Date (DD/MM/YYYY)
SAMPLE FORM REGIONAL OFFICE

FREEDOM OF INFORMATION REQUEST FORM

A. Requesting Party
You are required to supply your name and address for correspondence. Additional contact details will help us deal with your application and correspond with you in the manner you prefer

1. Title (e.g. Mr, Mrs, Ms, Miss) __________________________
2. Given Name/s (Including M.I.) __________________________
3. Surname ____________________________________________
4. Complete Address (Apt/House Number, Street, City/Municipality, Province) __________________________________________

5. Landline/Fax _________________________________________
6. Mobile ______________________________________________
7. Email ________________________________________________

8. Preferred Mode of Communication
   ☐ Landline ☐ Mobile Number ☐ Email ☐ Postal Address
   (If your request is successful, we will be sending the documents to you in this manner)
   ☐ Fax ☐ Postal Address ☐ Pick-Up at Agency

9. Preferred Mode of Reply
   ☐ Email ☐ Fax ☐ Postal Address ☐ Pick-Up at Agency

10. Type of ID Given (Please ensure your IDs contain your photo and signature)
    ☐ Passport ☐ Driver’s License ☐ SSS ID ☐ Postal ID ☐ Voter’s ID
    ☐ School ID ☐ Company ID ☐ Others ________________________

B. Requested Information

11. Agency – Connecting Agency (if applicable) __________________________

12. Title of Document/Record Requested (Please be detailed as possible) __________________________________________

13. Data or Period (DD/MM/YY) __________________________

14. Purpose ______________________________________________

15. Document Type _________________________________________

16. Reference Numbers (If known) __________________________

Republic of the Philippines
Department of the Interior and Local Government
NATIONAL POLICE COMMISSION
371 Sen. Gil J. Puyat Avenue,
Barangay Bel Air, Makati City
www.napolcon_ncr@yahoo.com

Tracking Number: __________________________

NAPOLCOM FREEDOM OF INFORMATION MANUAL 34
I understand that it is an offense to give misleading information about my identity, and that doing so may result in a decision to refuse to process my application.

Signature

Date Accomplished
(DD/MM/YYYY)

E. FOI Receiving Officer (INTERNAL USE ONLY)

Name (Print name)

Agency - (Connecting Agency (If applicable, otherwise N/A)

Date entered on eFOI
(If applicable, otherwise N/A)

Proof of ID Presented (Photocopies of original should be attached)

- Passport
- Driver’s License
- SSS ID
- Postal ID
- Voter’s ID
- School ID
- Company ID
- Others _______________________

The request is recommended to be:

- Approved
- Denied
- Invalid request
- Incomplete
- Data already available online

Second Receiving Officer Assigned (print name)

Decision Maker Assigned to Application (print name)

Decision on Application

- Successful
- Partially Successful
- Denied
- Cost
- Invalid request
- Incomplete
- Data already available online
- Exception

Which Exception? ______________________________

Date Request Finished
(DD/MM/YYYY)

Date Documents (If any) Sent
(DD/MM/YYYY)

FOI Registry Accomplished
- Yes
- No

RO Signature

Date (DD/MM/YYYY)
## ANNEX “D”

Republic of the Philippines  
Department of the Interior and Local Government  
**NATIONAL POLICE COMMISSION**  
DILG-NAPOLCOM Center  
NAPOLCOM Bldg., EDSA cor Quezon Ave.  
West Triangle, Quezon City 1104

<table>
<thead>
<tr>
<th>Full Names</th>
<th>Positions</th>
<th>E-mail Addresses</th>
<th>Landline/Fax Numbers</th>
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<tbody>
<tr>
<td><strong>COMMISSION PROPER</strong></td>
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<td></td>
</tr>
<tr>
<td>ROGELIO T. CASURAO</td>
<td>Commissioner</td>
<td><a href="mailto:rtcasurao@napolcom.gov.ph">rtcasurao@napolcom.gov.ph</a></td>
<td>899-0610/895-3234</td>
</tr>
<tr>
<td>(Principal)</td>
<td>Vice-Chairman and Executive Officer</td>
<td></td>
<td>895-2886</td>
</tr>
<tr>
<td>FELIZARDO M. SERAPIO, JR.</td>
<td>Commissioner</td>
<td><a href="mailto:fmserapio@napolcom.gov.ph">fmserapio@napolcom.gov.ph</a></td>
<td>899-9644/899-9075</td>
</tr>
<tr>
<td>(Alternate)</td>
<td></td>
<td></td>
<td>895-8274 (Fax)</td>
</tr>
<tr>
<td>ZENONIDA F. BROSAS</td>
<td>Commissioner</td>
<td><a href="mailto:zfbrosas@napolcom.gov.ph">zfbrosas@napolcom.gov.ph</a></td>
<td>890-3050/899-5497</td>
</tr>
<tr>
<td>(Alternate)</td>
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<td>899-5077 (Fax)</td>
</tr>
<tr>
<td>JOB M. MANGENTE</td>
<td>Commissioner</td>
<td><a href="mailto:jmmangete@napolcom.gov.ph">jmmangete@napolcom.gov.ph</a></td>
<td>899-1612/899-9585</td>
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<td>(Alternate)</td>
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<td>895-2878 (Fax)</td>
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<td><strong>DECISION MAKERS:</strong></td>
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<tr>
<td>MYRNA DP MEDINA</td>
<td>Acting Deputy</td>
<td><a href="mailto:mdmedina@napolcom.gov.ph">mdmedina@napolcom.gov.ph</a></td>
<td>899-9073/899-5093</td>
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<tr>
<td>(Alternate)</td>
<td>Executive Officer and Concurrent Head, Office</td>
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<td>895-2889 (OSM)</td>
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<td>Service Chiefs</td>
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<tr>
<td>RAMON M. RAÑESES</td>
<td>Director III/Staff Service Chief (Personnel and Administrative Service)</td>
<td><a href="mailto:rmraneses@napolcom.gov.ph">rmraneses@napolcom.gov.ph</a></td>
<td>899-0096 895-3244 (Fax)</td>
</tr>
<tr>
<td>BENJAMIN DA FLORENTINO</td>
<td>Director III/Staff Service Chief (Planning and Research Service)</td>
<td><a href="mailto:baflorentino2001@yahoo.com">baflorentino2001@yahoo.com</a></td>
<td>897-0788 899-3235 (Telefax)</td>
</tr>
<tr>
<td>DONNA LYNN A. CAPARAS</td>
<td>Acting Staff Service Chief (Crime Prevention and Coordination Service)</td>
<td>dlacaparas@<a href="mailto:napolcom@yaho.com">napolcom@yaho.com</a></td>
<td>895-3266 897-8902 (Telefax)</td>
</tr>
<tr>
<td>AILEEN T. ARCIN</td>
<td>Director III/Staff Service Chief (Financial Service)</td>
<td><a href="mailto:atarcin@napolcom.gov.ph">atarcin@napolcom.gov.ph</a></td>
<td>890-1337 899-5065 (Telefax)</td>
</tr>
<tr>
<td>CONRADO L. SUMANGA, JR.</td>
<td>Director III/Staff Service Chief (Installations and Logistics Service)</td>
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<td>890-2530 890-9709 (Telefax)</td>
</tr>
<tr>
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<td>Acting Staff Service Chief (Legal Affairs Service)</td>
<td><a href="mailto:fbmasnar@napolcom.gov.ph">fbmasnar@napolcom.gov.ph</a></td>
<td>899-3524</td>
</tr>
<tr>
<td>JOHNSON G. REYES</td>
<td>Acting Staff Service Chief (Inspection, Monitoring and Investigation Service)</td>
<td><a href="mailto:jgreyes@napolcom.gov.ph">jgreyes@napolcom.gov.ph</a></td>
<td>890-2535 899-5067 (Telefax)</td>
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<tr>
<td>ALL REGIONAL DIRECTORS (18)</td>
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<tr>
<td>EVANGELINE R. ALMIRANTE</td>
<td>Acting Regional Director R1</td>
<td><a href="mailto:napolcomr1@yahoo.com">napolcomr1@yahoo.com</a></td>
<td>(072) 700-5658</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>(072) 242-5064 (Telefax)</td>
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<tr>
<td>DANilo N. PACUNANA</td>
<td>Regional Director R2</td>
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<td>(078) 373-1164</td>
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<td>(078) 396-0445</td>
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<td>RODolFO G. SANTOS, JR</td>
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<td>(049) 834-0601</td>
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<td>OWEN G. DE LUNA</td>
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<td>(052) 821-1303</td>
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<td>MARTE S. PALOMAR</td>
<td>Regional Director R6</td>
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<td>HOMER MARIANO C. CABARAL</td>
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<td>(032) 418-511- (023) 261-0226</td>
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<td>(032) 262-5971</td>
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<tr>
<td>RESTITUTO DANilo N. ROSILLO</td>
<td>Acting Regional Director R8</td>
<td><a href="mailto:napolcom_r8@yahoo.com">napolcom_r8@yahoo.com</a></td>
<td>(053) 832-0684</td>
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<tr>
<td>PABLITO M. ABAD, JR.</td>
<td>Acting Regional Director R9</td>
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<td>(062) 925-1100</td>
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<td>(062) 925-1112</td>
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<tr>
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<td>--------------------------------------</td>
</tr>
<tr>
<td>REMENEO D. VALENZUELA</td>
<td>Regional Director R10</td>
<td><a href="mailto:napolcom_r10@yahoo.com">napolcom_r10@yahoo.com</a></td>
<td>(088) 857-5402 (088) 227-26342</td>
</tr>
<tr>
<td>RANDY F. BABAO</td>
<td>Acting Regional Director R11</td>
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<td>(082) 226-2418 (082) 227-9637 (Telefax)</td>
</tr>
<tr>
<td>VERONICA C. HATAGUE</td>
<td>Acting Regional Director R12</td>
<td><a href="mailto:napolcom_r12@yahoo.com">napolcom_r12@yahoo.com</a></td>
<td>(083) 228-2317 (083) 381-0689 (083) 520-0417 (Telefax)</td>
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<tr>
<td>ESMAEL A. PANDA</td>
<td>Acting Regional Director, ARMM</td>
<td><a href="mailto:npcarmm5@yahoo.com">npcarmm5@yahoo.com</a></td>
<td>(064) 421-4401 (Telefax)</td>
</tr>
<tr>
<td>MAXIMO T. LASACCA</td>
<td>Regional Director CARAGA</td>
<td><a href="mailto:napolcom_caraga@yahoo.com">napolcom_caraga@yahoo.com</a></td>
<td>(85) 225-9282 (085) 342-8785 (Telefax)</td>
</tr>
<tr>
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<td>Regional Director CAR</td>
<td><a href="mailto:napolcom_car@yahoo.com">napolcom_car@yahoo.com</a></td>
<td>(074) 442-7193 (074) 443-4744 (Telefax)</td>
</tr>
<tr>
<td>MANUEL L. PONTANAL</td>
<td>Regional Director NCR</td>
<td><a href="mailto:napolcom_ncr@yahoo.com">napolcom_ncr@yahoo.com</a></td>
<td>(02) 882-1180 (02) 882-1190 (02) 882-1184 (082) 882-1187 (Telefax)</td>
</tr>
<tr>
<td>JOSEPH S. CELIS</td>
<td>Regional Director NIR</td>
<td><a href="mailto:jcelisnapolcomnir@gmail.com">jcelisnapolcomnir@gmail.com</a></td>
<td>0917-7997687 0927-9683450</td>
</tr>
</tbody>
</table>
ANNEX “E”

Republic of the Philippines
Department of the Interior and Local Government
NATIONAL POLICE COMMISSION
Makati City

RESOLUTION NO. 2008-085

AMENDING RESOLUTION NO. 2005-041 DATED
FEBRUARY 8, 2005 TO FURTHER INCREASE THE RATE OF
NAPOLCOM FEES AND CHARGES TO BE COLLECTED

WHEREAS, pursuant to Section 6, Article XVI of the Philippine
Constitution, the National Police Commission (NAPOLCOM) is
mandated to administer and control the Philippine National Police
(PNP);

WHEREAS, NAPOLCOM Resolution Nos. 2000-107 and 2005-
041 dated February 8, 2005 were issued upgrading NAPOLCOM
fees and charges being collected in accordance with the universal
concept of charging users;

WHEREAS, Executive Order No. 197 dated March 15, 2000
directs all national government agencies and instrumentalities to
review and upgrade the rates of fees and charges being collected by
not less than twenty (20%) percent;

WHEREAS, the Commission has been charging and collecting
minimal fees for various certifications, clearances and official
documents issued to its clientele, the PNP and the public;

WHEREAS, in view of the continuing increase in the cost of
supplies and materials and electricity rates, among others, the
prevailing fees and charges being imposed can no longer meet the
expenses incurred in the delivery of these services that utilize advance technologies;

**NOW THEREFORE, PREMISES CONSIDERED, THE COMMISSION HAS RESOLVED, AS IT HEREBY RESOLVES,** to increase the rates of the following fees and charges, to wit:

### A. Police Examination Fees

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Police Entrance Examinations</td>
<td>₱ 400.00</td>
</tr>
<tr>
<td>2. Police Promotional Examinations</td>
<td></td>
</tr>
<tr>
<td>a. Police Officer</td>
<td>400.00</td>
</tr>
<tr>
<td>b. Senior Police Officer</td>
<td>450.00</td>
</tr>
<tr>
<td>c. Police Inspector</td>
<td>500.00</td>
</tr>
<tr>
<td>d. Police Superintendent</td>
<td>600.00</td>
</tr>
<tr>
<td>e. Police Executive Service Eligibility</td>
<td>700.00</td>
</tr>
<tr>
<td>An examinee who, for whatever reason, fails to</td>
<td></td>
</tr>
<tr>
<td>report and take the scheduled examination, shall</td>
<td></td>
</tr>
<tr>
<td>forfeit the fee paid for each examination</td>
<td></td>
</tr>
<tr>
<td>3. Issuance of testimonial eligibilities to PNP</td>
<td>300.00</td>
</tr>
<tr>
<td>graduates and recipients of Board of Officers</td>
<td></td>
</tr>
<tr>
<td>Resolution No. 4</td>
<td></td>
</tr>
</tbody>
</table>

### B. Certification and Authentication of Documents

<table>
<thead>
<tr>
<th>Description</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Certification attesting to the fact that a</td>
<td>150.00</td>
</tr>
<tr>
<td>person passed a police examination</td>
<td></td>
</tr>
<tr>
<td>2. Certification of pendency or non-pending case</td>
<td>150.00</td>
</tr>
<tr>
<td>3. Other certifications as maybe requested</td>
<td>150.00</td>
</tr>
<tr>
<td>by a person or police member</td>
<td></td>
</tr>
<tr>
<td>4. Authentication of Documents</td>
<td></td>
</tr>
<tr>
<td>a. One page document</td>
<td>50.00</td>
</tr>
<tr>
<td>b. Document with more than one-page</td>
<td></td>
</tr>
</tbody>
</table>
but not exceeding twenty (20) pages, rate of one-page document plus ₱15.00 per additional page

c. Document with more than one-page but not exceeding fifty (50) pages, rate of one-page document plus ₱10.00 per additional page

C. Correction of Clerical or Typographical Error in the Name, Date of Birth and Other Particulars of a Successful Examinee Appearing in the Report of Rating 200.00

D. Reproduced copies of NAPOLCOM Issuances
   a. One (1) particular Resolution or Memorandum Circular 5.00/page
   b. Annual compilation of NAPOLCOM issuances 300.00/yr
   c. CD Must Read Resolution/Memorandum Circulars 150.00/yr

E. Filing of Appeal with the National Appellate Board (NAB) or Regional Appellate Boards (RABs) 300.00

F. Per Issue or Subscription to the Criminal Justice Journal
   a. Two (2) years, 8 issues 1,600.00
   b. One (1) year, 4 issuances 850.00
   c. Per issue 250.00

G. Pensioner’s ID 100.00

H. Application for Height Waiver 100.00
Adopted this 31st day of JANUARY in the Year Two Thousand and Eight in Makati City.

Original Signed
RONALDO V. PUNO
Secretary, DILG & Chairman, NAPOLCOM

Original Signed
CELIA V. SANIDAD-LEONES
Commissioner

Original Signed
MIGUEL G. CORONEL
Commissioner

Original Signed
AVELINO P. RAZON
Commissioner

Original Signed
Attested by: ADELMALYN A. MUNIEZA
Chief, Secretariat

NAPOLCOM FREEDOM OF INFORMATION MANUAL
43
ANNEX “F”

Definition of Terms Used in the NAPOLCOM FOI Manual to Include Abbreviations

Administrative Manual – contains principles of operation that affect all departments of the organization. Standard methods are identified that explain how various aspects of the organization’s work are to be carried out.

Brief Form (Brief) – used as a means of communication between services/offices of the same or similar level or from a superior to a subordinate which may require for an action to be taken.

Disposition Form (DF) – acts as cover letter to document/s that emanated from a service or office submitted for the approval/signature of the VCEO and Commissioners. It also provides brief summary about the attached document.

Executive Order – an issuance vested by the President alone. An administrative act or command of the President of the Philippines.

General Order/Circular – an issuance containing administrative instructions or directives which are more or less general in application and permanent in duration. It may establish new policies, organize or re-organize units, or prescribe certain rules and requirements which may affect the functions and duties of a large segment of the Commission.

Letter – a written or printed communication addressed to an individual or organization which is usually used to respond to queries from clients or to provide information. It may also contain detailed discussion on a particular subject but not to clarify or interpret a policy as Opinion does.
Memorandum – an issuance or communication addressed exclusively to a particular division or unit. It is intended for internal administrative use and usually treat of temporary tasks or instructions.

Memorandum Circular – an issuance addressed exclusively for the PNP that contains rules, regulations or instructions for implementation

Office Order – an issuance which usually provides guidelines and standard operating procedures and is regulatory in nature, mandatory in character and requires definite compliance by personnel within an office or by the Commission staff. It usually covers such subjects as standard operating procedures, personnel conduct or discipline and the like.

Operating Procedures Manual – deals with the internal policies, organizational processes of the offices or functions of the Commission.

Organizational Manual – provides a detailed description of the relationships of the various services/offices and their respective divisions usually illustrated by organizational charts.

Resolution – a document issued by the Commission as a collegial body which prescribes, authorizes and directs a course of action or policy to be taken by the Philippine National Police (PNP) relative to its administration and operations or in resolving major police issues. It may also be issued to prescribe policies relative to NAPOLCOM concerns which require action by only the four (4) regular Commissioners.
Special Order (SO) – an issuance addressed to a specific person or group of persons giving authority to perform a certain task or assignment for a specific period. It may treat of new assignment, details, designations, creations of committees of temporary nature and other allied matters.

Summary Disposition Form (SDF) – serves as cover letter to another document that originated from a service or office. It presents a brief summary of the attached document submitted for the approval /signature of the Chairman through the VCEO.

Transmittal/Cover Letter – a written or printed communication that accompanies another letter or document to be sent or referred to other individuals or offices outside NAPOLCOM. It contains brief information about the document being transmitted or submitted.

Travel/Letter Order – used exclusively for travel assignments of NAPOLCOM personnel. It contains information relative to the place or destination of travel, the period or duration and the nature of assignment to be undertaken.

Routing Slip – used primarily to transmit papers/documents within the agency, preferably between offices of the same or similar level or from a superior to a subordinate office or individual, not requiring a written detailed information, approval or disapproval, concurrences or non-concurrences.
ANNEX “G”

AGENCY INFORMATION INVENTORY

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Name of Department/ Agency/ Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title or Full Data Name</td>
<td>Title of the data item</td>
</tr>
<tr>
<td>Description of Data</td>
<td>Description of the data item</td>
</tr>
<tr>
<td>Online Publication</td>
<td>Yes/No</td>
</tr>
<tr>
<td>File Format</td>
<td>CSV, XLS, SHP, KML, TXT, PDF, DOC, etc.</td>
</tr>
<tr>
<td>Location or Download URL</td>
<td>Location of published data or URL for direct download</td>
</tr>
<tr>
<td>Disclosive</td>
<td>For unpublished items, whether it contains information that cannot be disclosed or it cannot be disclosed because of fees and other restrictions</td>
</tr>
<tr>
<td>Original Data Owner</td>
<td>Agency or office that originally owns the data. All processed data are owned by the agency that processed the data</td>
</tr>
<tr>
<td>Data Maintainer</td>
<td>Unit responsible for the data</td>
</tr>
<tr>
<td>Data Released</td>
<td>The date when the data item was initially released (YYYY-MM-DD)</td>
</tr>
<tr>
<td>Frequency of Update</td>
<td>Annually, Biannually, Quarterly, Monthly</td>
</tr>
</tbody>
</table>
A. ISSUANCE OF CERTIFICATE OF NAPOLCOM ELIGIBILITY

1. The client registers at the Information Desk Counter at the lobby and secures Visitor’s slip/tag.

2. The client secures and fills out Request Form (RF) and submits it together with the requirements.

3. The client pays at the Cashier’s Office.

4. The Collection Officer of the Cashier’s Office issues Official Receipt (OR) to the client.

5. The client submits the RF and copy of OR to the Certification Section, Exam. Div., PAS.


7. The client signs in the logbook and receives the Certificate of Eligibility.

8. The client proceeds to the Information Desk Counter, returns the Visitor’s slip/tag and logs out in the registry book.

END
B. VERIFICATION OF EXAMINATION RESULT

START

The client registers at the Information Desk Counter at the lobby and secures Visitor’s slip/tag.

The client secures and fills out Verification Slip and submits it together with the requirements.

Concerned personnel from Certification Section (CS), Examination Division, PAS verifies the name of examinee from the Master List of Passed or Failed Examinees.

The client retrieves the presented / submitted requirements.

The building In-House Security secures client’s I.D. and issues Visitor’s slip/tag. Advises client to proceed to the NAPOLCOM One Stop Shop - Examination Division window at the 7th floor.

Concerned personnel from Certification Section (CS), Examination Division, PAS releases the verified examination result and returns the requisite documents to the client.

The client receives the examination result and requisite documents then proceeds to the Information Desk Counter, returns the Visitor’s slip/tag and logs out in the registry book.

END
C. AUTHENTICATION OF POLICE ELIGIBILITY

START

The client registers at the Information Desk Counter at the lobby and secures Visitor's slip/tag.

The building In-House Security secures client's I.D. and issues Visitor's slip/tag. Advises client to proceed to the NAPOLCOM One Stop Shop - Examination Division window at the 7th floor.

Concerned personnel from Certification Section (CS), Examination Division, PAS verifies and validates the Report of Rating or Certificate of Eligibility from the Master List of Successful Examinees then advises client to pay the fee at the Cashier's Office.

The client presents original or photocopy of Report of Rating (ROR) at the Certification Section (CS), Examination Division, PAS.

The client receives OR and proceeds to the Certification Section (CS), Examination Division and presents required documents and OR.

The Collection Officer of the Cashier's Section accepts the payment and issues Official Receipt (OR).

The client receives the authenticated copy/copies of Certificates of Eligibility then proceeds to the Information Desk Counter, returns the Visitor's slip and logs out in the registry book.

Concerned personnel from Certification Section (CS), Examination Division, PAS stamps, signs and releases the photocopies of Report of Rating or Certificate of eligibility to the client.

END
D. PROCESSING OF APPLICATION FOR POLICE EXECUTIVE SERVICE ELIGIBILITY (PESE) WRITTEN EXAMINATION

START

The applicant registers at the Information Desk Counter at the lobby and secures Visitor's slip/tag.

The building In-House Security secures applicant's I.D. and issues Visitor's slip/tag. Advises applicant to proceed to the Examination Division Window at the 14th floor.

Duty Officer, Qualification Evaluation Section (QES), Exam. Div., PAS evaluates documents presented and, if qualified, directs applicant to proceed to the Cashier at the 7th floor.

The applicant proceeds to the Examination Division window and presents needed documents for evaluation.

The Collection Officer, Cashier's Office issues Official Receipt (OR) to applicant.

The applicant proceeds to Casher's Office for payment of fees.

The applicant receives and presents OR to the QES, Exam. Div. PAS, 14th floor.

The applicant proceeds to the Information Desk Counter, returns the Visitor's slip and logs out in the registry book.

Concerned personnel from the QES, Exam Div. PAS process the application and acknowledges receipt of the same thru the issuance of the Notice of Admission, then, informs applicant that he/she will be advised of his/her room assignment and seat number.

END

NAPOLCOM FREEDOM OF INFORMATION MANUAL
E. PROCESSING OF APPLICATION FOR TESTIMONIAL ELIGIBILITY Under Board of Officer’s Resolution No. 04 for Ex-PC/INP/Army/Navy/Air Force

START

The applicant registers at the Information Desk Counter at the lobby and secures Visitor’s slip/tag.

The building In-House Security secures client’s I.D. and issues Visitor’s slip/tag. Advises client to proceed to the Examination Division window at the 14th floor.

The applicant proceeds to the Examination Division window and presents needed documents for evaluation.

The Collection Officer, Cashier’s Office issues Official Receipt (OR) to applicant.

The applicant proceeds to Cashier’s Office for payment of fees.

The applicant signs in the logbook and receive Report of Testimonial Eligibility then proceed to the Information Desk Counter, return the Visitor’s slip and log out in the registry book.

The VCEO signs the Report of Rating Testimonial Eligibility and transmits document to the QES, Exam. Div. PAS, 14th floor.

Concerned personnel from the QES, Exam Div. PAS process Testimonial Eligibility and transmits document to the O/VCEO at the 18th floor for signature.

The QES, Exam. Div. PAS releases the Report of Testimonial Eligibility to the applicant.

END
F. PROCESSING OF APPLICATION FOR TESTIMONIAL ELIGIBILITY Under NAPOLCOM MC No. 96-008 for PNPA Graduates

START

The applicant registers at the Information Desk Counter at the lobby and secures Visitor’s slip/tag.

The building In-House Security secures client’s I.D. and issues Visitor’s slip/tag. Advises applicant to proceed to the Examination Division window at the 7th floor.

Concerned personnel from the QES, Exam Div. PAS evaluates documents presented and, if qualified, directs applicant to proceed to the Cashier at the 7th floor.

The applicant proceeds to the Examination Division window and presents required documents for evaluation then proceeds to the QES, Exam. Div., PAS (14th floor).

The Collection Officer, Cashier’s Office issues Official Receipt (OR) to the applicant.

Chief, Exam Div., PAS; Service Chief, PAS (14th floor) and Vice Chairman and Executive Officer (18th floor) signs Report of Rating Testimonial Eligibility then transmit document to the QES, Exam. Div. PAS.

The applicant proceeds to the Cashier’s Office for payment of fees.

Concerned personnel from the QES, Exam Div. PAS process the Testimonial Eligibility and prepares Report of Rating Testimonial Eligibility.

The applicant receives and presents OR to the QES, Exam. Div. PAS, 14th floor.

The QES, Exam. Div. PAS releases Report of Testimonial Eligibility to the applicant.

The applicant signs in the logbook and receives Report of Testimonial Eligibility then proceeds to the Information Desk Counter, returns the Visitor’s slip and logs out in the registry book.

END

NAPOLCOM FREEDOM OF INFORMATION MANUAL 53
G. FILING OF ADMINISTRATIVE COMPLAINT

The client registers at the Information Desk Counter at the lobby and secure Visitor’s slip/tag.

The client proceeds to the IMIS for investigation.

The building In-House Security secures client’s I.D. and issues Visitor’s slip/tag. Advises client to proceed to the Inspection, Monitoring and Investigation Service (IMIS) at the 12th floor.

If within the jurisdiction of the Commission, designates an Investigator and advises client to proceed to Step 3.

If complaint is not within the jurisdiction of the Commission, it may also provide due information to client, if necessary, and advice client to take Step 4.

The client is advised to proceed to a Designated Investigator at the Investigation Division, IMIS who will assist in the preparation/filing of Affidavit-Complaint and other documents, if necessary and who will undertake pre-charge evaluation.

If there is a finding of probable cause, recommend filing of administrative case; if the finding has no probable cause, prepare a Resolution recommending for dismissal of complaint and for approval of the Commission en banc.

If found that the complaint has probable cause, file a case for Summary Dismissal and inform client of action taken.

The client proceeds to the Information Desk Counter, return the Visitor’s slip and log out in the registry book.

END
H. ISSUANCE / AUTHENTICATION OF NAPOLCOM CLEARANCE

a. Issuance of NAPOLCOM Clearance

START

The Collection Officer, Cashier’s Office receives payment and issues Official Receipt (OR) to client and advises client to proceed to National Appellate Board (NAB) at the 7th floor.

The client receives and presents OR to the NAB Office.

The NAB personnel verifies appealed case and advises client to proceed to the Legal Affairs Service (LAS) at the 12th floor.

On Claim Date

The client claims Clearance on the indicated claim date on the stub.

Concerned personnel from the CMD, LAS then issues Claim Stub and inform client to return to the office on the indicated claim date then process the clearance.

The concerned personnel from the CMD, LAS releases clearance.

The client receives the Clearance then proceeds to the Information Desk Counter, returns the Visitor’s slip and logs out in the registry book.

The building In-House Security secures client’s I.D. and issues Visitor’s slip/tag. Advises client to proceed to the NAPOLCOM One Stop Shop Cashier’s Office (7th floor) and pay the authentication fee.

The client proceeds to Cashier’s Office for payment of fee.

The client proceeds to the LAS, then secures and accomplishes Request Form and submits accomplished form to Case Management Division (CMD), LAS.

Concerned personnel from the CMD, LAS verifies in the Case Docket if the client has pending case.

END
b. For authentication of NAPOLCOM clearance follow until client receives clearance

START

The client presents photo copy of clearance.

The CMD, LAS issues authenticated clearance.

The client receives the authenticated Clearance then proceeds to the Information Desk Counter, returns the Visitor’s slip and logs out in the registry book.

END
I. REVIEW AND EVALUATION OF CLAIMS PRIOR TO PAYMENT OF PENSION (TOTAL PERMANENT PHYSICAL DISABILITY)

START

The PNP DPRM Staff registers at the Information Desk Counter at the lobby and secures Visitor’s slip/tag.

The building In-House Security secures client’s I.D. and issue Visitor’s slip/tag. Advise client to proceed to the NAPOLCOM One Stop Shop (7th floor).

The NAPOLCOM One Stop Shop Records Section receives and submits claim folder/s to the Legal Affairs Service (LAS) at the 12th floor.

The PNP DPRM Staff proceeds to the NAPOLCOM One Stop Shop Records Section and submits claim folder/s.

The LAS evaluates claim folder/s to determine if claim is service connected and indorses claim to concerned regional office.

The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

NAPOLCOM One Stop Shop Staff Record Section receives and forwards claim folder/s to LAS.

The Regional Office concerned indorses claim folder to C.O. for payment of pension.

The Regional Office concerned pays gratuity and reimbursement of medical expenses.

The LAS evaluates and prepares Brief relative to pension and forwards documents to (FS).

The Financial Service prepares voucher for payment of pension.

END
J. REVIEW AND EVALUATION OF CLAIMS PRIOR TO PAYMENT OF PENSION (DEATH BENEFITS)

1. The claimant/PNP dependent registers at the Information Desk Counter at the lobby and secure visitor's slip/tag.

2. The client then proceeds to the Information Desk Counter, returns the visitor's slip and logs out in the registry book.

3. The NAPOLCOM One Stop Shop Records Section receives and submits claim folder/s to the Legal Affairs Service (LAS) at the 12th floor.

4. The LAS evaluates the claim folder/s to determine if claim is service connected and indorses claim to concerned regional office.

5. The Regional Office concerned pays gratuity, burial and reimbursement of medical expenses.

6. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

7. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

8. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.


10. The client proceeds to the NAPOLCOM One Stop Shop, Records Section, files application and submits folder of requirements.

11. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

12. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

13. The claimant/PNP dependent registers at the Information Desk Counter at the lobby and secure visitor's slip/tag.

14. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

15. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

16. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

17. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

18. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

19. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

20. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

21. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

22. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

23. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

24. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

25. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

26. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

27. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

28. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

29. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

30. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

31. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

32. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

33. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

34. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

35. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

36. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

37. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

38. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

39. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

40. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

41. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

42. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

43. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

44. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

45. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

46. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

47. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

48. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

49. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

50. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

51. The NAPOLCOM One Stop Shop Records Section receives and forwards claim folder/s to the LAS at the 12th floor.

52. The Regional Office concerned receives and investigates claim folders then informs concerned claimant on the submission of additional/lacking supporting documents.

53. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.

54. The Regional Office concerned indorses claim folder to C.O. for payment of pension.

55. The Regional Office concerned prepares Report of Investigation (ROI) and Adjudicate Claim.
K. PAYMENT OF POLICE BENEFITS

START

The NAPOLCOM One Stop Shop Records Section receives and logs claim folder and instructs client to submit folder to the PNP Welfare Benefit Unit (PNPWBU), Financial Service (FS) at the 15th floor.

The PNPWBU, FS verifies status of claim and evaluate claim folder as to:
   a. Completeness and authenticity of Supporting Documents
   b. Date of receipt of claim to determine schedule of payment (first-in - first-out policy)

Then informs claimant as to schedule of payment.

The client registers at the Information Desk Counter at the lobby and secure Visitor’s slip/tag.

The client proceeds to the NAPOLCOM One Stop Shop Records Section to submit claim folder or proceed to the PNP, WBU, FS for verification of claim status.

If claim is already scheduled for payment, verifies from data base if List of Due & Demandable Accounts Payable-Advice to Debit Account (LDDA-ADA) is already validated by the Government Servicing Board (GSB)/Accredited Banks.

If LDDA-ADA is already validated directs claimant to proceed to Collection and Disbursement Section, PAS (8th floor) for the copy of validation.

The claimant then proceeds to the Information Desk Counter, returns the Visitor’s slip and logs out in the registry book.

The building In-House Security secures client’s I.D. and issues Visitor’s slip/tag. Advises client to proceed to the NAPOLCOM One Stop Shop Records Section (7th floor).

END
To Avail of Pensioner’s ID:

START

The client proceeds to the NAPOLCOM One Stop Shop Cashier’s Office (7th floor) for payment of fee.

The Cashier’s Office receives payment of fee, issues O.R. and instructs client to proceed to the Inspection, Monitoring and Investigation Service (IMIS) at the 12th floor.

The PNP WBU, FS receives and process the Pensioner’s ID to include a photo session of pensioner.

An IMIS personnel assists in the finger printing and taking of specimen signature of claimant then advises client to proceed to the Financial Service (FS) 15th floor.

The client proceeds to the FS to request for ID Information Form and card for filling-up.

The client acknowledges receipt of ID in the FS logbook.

The PNP WBU, FS issues the Pensioner’s ID to the client.

The client then proceeds to the Information Desk Counter, return the Visitor’s slip and logs out in the registry.

The Pensioner’s ID is then routed for signature of the Service Chief, FS.

END
L. FILING OF APPLICATION FOR SCHOLARSHIP BENEFITS

START

The Client or PNP Beneficiary files application.

The Regional Office Concerned receives application, evaluates application and claim folder and informs client of submission of additional requirements, conducts interview of client, if needed, and prepares Evaluation Report, Letter to claimant and endorsement to Central Office.

The LAS receives and evaluates the folders and if found commendable, prepares Memorandum for payment of initial tuition fee and miscellaneous expenses and submits it to the Commission for signature/approval.

NAPOLCOM One Stop Shop, Records Section, PAS, at the 7th Floor receives claim folders and forwards said documents to the Legal Affairs Service (LAS) at the 12th floor.

END
REFERENCES:

Executive Order No. 02 dated July 23, 2016
Republic Act (R.A.) No. 9845 dated June 7, 2007
FOI Model Manuals by PCOO dated October 18 and November 11, 2016
Manual on College of Policing
FOI Training Manual (For Public Officials)
Republic Act No. 6975 as Amended by R.A. 8551
NAPOLCOM Index of Significant Resolutions Issued (From January 1991 to May 2016)
NAPOLCOM Index of Memorandum Circulars Issued (From January 1991 to May 2016)
NAPOLCOM General Orders (Indexed by Title/Subject from 1972 to 2015)
NAPOLCOM Office Orders (Indexed by Title/Subject from 1975 to 2015)