



The Office of the Chief PNP

Vision

The Men and Women of the PNP are committed to a vision of a professional, dynamic, and highly motivated Philippine National Police working in partnership with a responsive community toward the attainment of a safe place to live, work, invest, and do business with.

Mission

To enforce the law, to prevent and control crimes, to maintain peace and order, and to ensure public safety and internal security with the active support of the community.

Frontline Services Offered:

- Receiving of SMS Complaint and Request for Police Assistance
- Receiving of Walk-in Complaint

1. Receiving of SMS Complaint and Request for Police Assistance

Schedule of Availability:

Monday to Sunday
24 Hours Service without breaks

Client / Requesting Party:

General Public

Documentary Requirements:

None

Concerned Office:

Office of the Chief PNP SMS Center

Duration: 15 minutes

How to Avail the Service:						
Step	Applicant	Service Provider	Office/Person Responsible	Forms	Fees	Processing Time
1	Send complaint and/or request for assistance to 0917-8475757	Evaluates the completeness of the complaint and/or request then assigns a code number or reference file number to the report then inputs them into the SMS daily report	SMS Operator	None	P1.00 per text	5 min
		Refers the complaint to the concerned unit or agency through SMS				3 min
		Receives acknowledgment	Concerned unit or Office			1 min
		Informs the client that his/her complaint or request is sent to the concerned office for their appropriate action and informs the client of the results accordingly	5 min			
			SMS Operator			1 min
END OF TRANSACTION					TOTAL = 15 min	

For inquiries, comments, and suggestion, please call 723-6983, 723-0401 local 4273 or text 0917-8475757 or e-mail us at tsip.pnp@gmail.com.

2. Receiving of Walk-in Complaint

Schedule of Availability:

Monday to Sunday
24 hours service without breaks

Client / Requesting Party:

General Public

Documentary Requirements:

Requirements are depending on the nature of the complaint

Concerned Office:

Office of the Chief PNP Complaint Unit

Duration: 1 hour

How to Avail the Service:						
Step	Applicant	Service Provider	Office/Person Responsible	Forms	Fees	Processing Time
1	Fill out a complaint sheet	—	Action Officer	Complaint Sheet	None	—
2	Submit the complaint sheet together with the required documents	Evaluates completeness of the complaint	Investigator on Duty	None		5 min
		Makes referral to concerned unit or agencies				20 min
		Routes the referral to Chief of Office for his/her signature	Chief of Office			20 min
		Signs the referral				5 min
		Sends the referral to the concerned unit or agencies	Records Custodian			5 min
		Notifies the complainant that his/her complaint is already referred to concerned units for their appropriate action and informs the complainant of the result accordingly	Investigator on Duty			5 min
END OF TRANSACTION					TOTAL = 60 min	

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