



## Police Community Relations Group (PCRG)

### ***Vision***

We, the personnel of PCRG, are committed to the vision of an effective and reliable National Support Unit, manned by God-fearing and dedicated, community-oriented professionals regarded as a basic and vital component of the PNP, and fully supported and inspired by the community it serves.

### ***Mission***

To operate with various sectors of the community and impel their continuing collaboration and support to police programs and activities; educate and inform the public on our Criminal Justice System; and undertake such other community-oriented activities essential for an effective and efficient police service.

### **Frontline Services Offered:**

- Complaint Referral and Action Center
- PNP TXT 2920

## 1. Complaint Referral and Action Center

**Schedule of Availability:**

Monday to Sunday  
24 hours a day

**Client / Requesting Party:**

Walk-in Complainants

**Documentary Requirements:**

Documentary requirements depend on the nature of complaint/request

**Concerned Office:**

Complaint Referral and Action Center (CRAC) - Walk-in

**Duration:** 1 hour

<b>How to Avail the Service:</b>						
<b>Step</b>	<b>Applicant</b>	<b>Service Provider</b>	<b>Office/Person Responsible</b>	<b>Forms</b>	<b>Fees</b>	<b>Processing Time</b>
<b>1</b>	<b>Fill out the complaint/request form</b>	—		Complaint/Request Form		—
<b>2</b>	<b>Submit the filled-out complaint/request form</b>	Interviews the complainant, evaluates the complaint, and checks the completeness of required documents	Desk Officer	—	None	30 min
		Provides counsel to the complainant on other available courses of action regarding their concern				15 min
		Encodes the complaint/request details to the Complaint Management Information System (CMIS)				5 min
		Prints the system-generated Referral/Transmittal	5 min			
		Signs the Referral/Transmittal as the Administering Officer	Chief, Complaint Referral and Action Center			
	Signs the Referral/Transmittal	Director or Duly Authorized Representative	5 min			
<b>3</b>	<b>Sign the received copy</b>	Releases Referral/Transmittal	Desk Officer			5 min
<b>END OF TRANSACTION</b>					<b>TOTAL = 60 min</b>	

*For inquiries, comments, and suggestions, please call 722-0650 or 723-0401 loc 3696 or email us at [pcrgnsu@yahoo.com](mailto:pcrgnsu@yahoo.com).*

## 2. PNP TXT 2920

**Schedule of Availability:**

Monday to Sunday  
24 hours a day

**Client / Requesting Party:**

Public / Texters

**Documentary Requirements:**

None

**Concerned Office:**

Complaint Referral and Action Center (CRAC) – PNP TXT 2920

**Duration:** 35 minutes

## How to Avail the Service:

Step	Applicant	Service Provider	Office/Person Responsible	Forms	Fees	Processing Time
1	Send reports/complaints thru text messaging by typing PNP[space][message] and send to 2920	Evaluates the information and gathers additional information from the sender thru SMS	2920 Operator	—	P2.50 per text	10 min
		Encodes into the Complaint Management Information System (CMIS). System assigns a Reference File Number (RFN) for every encoded complaint				10 min
		Refers the text message with the corresponding RFN to the concerned unit or agency				5 min
		Receives acknowledgment from the concerned unit				5 min
		Informs the complainant that the complaint with the corresponding RFN is referred to the concerned unit for appropriate action and that he/she will be informed of the result of action taken by the concerned unit				5 min
<b>END OF TRANSACTION</b>					<b>TOTAL = 35 min</b>	

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