



P N P News Release

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COPS TOLD TO MAINTAIN COMMUNICATION WITH CRIME VICTIMS AND COMPLAINANTS

PNP Chief, Director General Hermogenes E Ebdane Jr. has required all unit commanders to ensure that all complainants and victims of crime are periodically informed of the status of cases reported to the police.

Either thru mail, personal communication, or electronic means such as telephone, text messaging and e-mail, concerned parties must be given the latest update on the status of their complaints, Ebdane ordered.

The PNP Chief issued PNP Circular 2002-013 prescribing the Uniform Guidelines for Feedback Mechanism on Status of Cases, as prepared by the Directorate for Investigation and Detective Management (DIDM).

The DIDM keeps tab of all criminal cases being investigated by the different PNP Units and Offices.

"These guidelines will now form part of the SOPs to be observed by police investigators and case officers," according to PNP Spokesman, Senior Superintendent Leopoldo N Bataoil.

"It is not enough that complaints are acted upon, it is also important that victims are kept posted of what actions have been done on their complaints," he said.

Among the added responsibilities of investigators and case officers are to officially inform the complainant as soon as the case is filed

before the Court or referred to the Prosecution Service, and to inform them of the schedule of court hearings.

The official communication shall be written in a language that can be fully understood by the complainant or victim, and its receipt by the concerned party must be properly documented.

It is also the duty of the investigator-on-case to inform the concerned parties in the criminal case about their respective roles in the case proceedings.

According to Bataoil, all unit commanders are taken to task to ensure that the guidelines are "followed to the letter."

Compliance to this directive will be included in the parameters of periodic performance audit of PNP Units and Offices, the PNP Spokesman said.