

PHILIPPINE PUBLIC SAFETY COLLEGE

SERVICE CHARTER

Our Mandate

We are mandated to serve as the premier educational institution for training, human resource development and continuing education for all personnel of the PNP, BFP, and BJMP (Section 66, RA 6975)

Our Mission

The Philippine Public Safety College provides comprehensive and continuing education, training, and human resource development to all personnel of the Philippine National Police (PNP), Bureau of Fire Protection (BFP), Bureau of Jail Management and Penology (BJMP) and other Public Safety agencies and stakeholders and instilling in them the value of their sworn duties

Our Vision

By 2022, The Philippine Public Safety College is one of the best public safety education and training systems in Southeast Asia that is globally competitive and committed to the delivery of effective and efficient public service

Our Philosophy

The Philippine Public Safety College is committed to develop a highly ethical, effective and efficient corps of public safety personnel imbued and equipped with knowledge, attitude, skills, habits and values necessary to serve and protect the people

Our Core Values

Servanthood; **E**xcellence; **R**esponsibility; & **A**ccountability; **V**aluing people & respecting human rights; **I**ntegrity; **C**ourage; and **E**mpowerment

LIST OF INTERNAL SERVICES OFFERED

AUTHENTICATION OF PPSC CERTIFICATES/GRADUATION DOCUMENTS (Walk-in)

Schedule of Availability of Service:
Monday - Friday
8:00AM - 5:00PM

Who May Avail of the Service:
Uniformed Personnel of PNP, BFP, and BJMP who undergo and passed the Course/Training Requirement

What are the Requirements:
Original Certificate of Training/Course
Two (2) Valid Identification Cards
Wearing Complete Uniform

Duration: 6 Minutes

NO SERVICE FEE

How to avail of the Service:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	OFFICE OPR	FORM
1	Secure and fill-up Request Slip at the window officer		1 Minute	CRMO Ground Floor	Request Slip
2	Present original and photo copies of graduation documents	Verify Name of Uniformed Personnel from the Master List of Graduates	2 Minutes	CRMO Ground Floor	
		Authenticate/Stamp photo copies of graduation documents maximum of five (5) copies for each documents	2 Minutes	CRMO Ground Floor	
3	Sign in the Log Book and Received the authenticated copies of graduation documents		1 Minute	CRMO Ground Floor	

End of process for Authentication of PPSC Certificates/Graduation Documents (Walk-in)

ISSUANCE OF CERTIFICATION FOR COURSE EQUIVALENCE

Schedule of Availability of Service:
Monday - Friday
8:00AM - 5:00PM

Who may Avail of the Service:
Uniformed Personnel of the PNP, BFP, and BJMP who undergo and passed the Course/Training Requirement

What are the Requirements:
Two (2) Valid Identification Cards
Wearing complete uniform

Duration: 16 Minutes

NO SERVICE FEE

How to avail the Service:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	OFFICE OPR	FORM
1	Letter request for issuance of certification (Mandatory Course Equivalence) from PNP, BJMP, BFP Uniformed Personnel	Verify and validate the following documents: Declaration of Graduates Final Order of Merit Diploma	5 Minutes	ILO 2nd Floor	Log Book
		Prepare Certification for signature/approval of the PPSC President	10 Minutes	ILO 2nd Floor	
2	Sign in the Log Book and receive certification	Prepare and Release Certification	1 Minute	ILO 2nd Floor	Log Book

End of Process for Certification of Course Equivalence

FILING FOR APPEAL/PETITIONS FOR REVIEW OF STUDENTS DISCIPLINARY CASES

Schedule of Availability of Service:
Monday - Friday
8:00AM - 5:00PM

Who may Avail of the Service:
Uniformed Personnel of the PNP, BFP, and BJMP who has Disciplinary Cases

What are the Requirements:
Complete Case Folder
Indorsement or Transmittal letter by concerned unit/center
Certified true copy of the appealed resolution
New evidence/record/document to support the petition for review

Duration: 2 Days 8 Hours & 2 Minutes

NO SERVICE FEE

How to avail the Service:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	OFFICE OPR	FORM
1	Within 72 hours from the receipt of the adverse Resolution on CU's denial of the motion for reconsideration, the Student may file an appeal/petition for review before the office of the President PPSC	Receive and docket the case folder of the student/trainee	2 Minutes	ILO 2nd Floor	Case Document
		Evaluation of the appeal/petition for review	24 Hours	ILO 2nd Floor	Case Document
		If the appeal is given due course prepare the resolution for signature of the President	24 Hours	ILO 2nd Floor	Case Document
2	Receive the copy of the resolution and sign the receiving copy	Transmit copies of the Decision to the parties	8 Hours	ILO 2nd Floor	Log Book Receiving Copy

End of process for Filing of Appeal/Petition for Review

BIDDING DOCUMENTS AND REQUEST FOR QUOTATION

Schedule of Availability of Service:
Monday - Friday
8:00AM - 4:00PM

Who may Avail of the Service:
Prospective Bidders (PhilGEPS Registered)

What are the Requirements:
Valid Company ID
PhilGEPS copy of the posted project
Bidding Documents fee (if applicable)

Duration: 33 Minutes

How to avail of the Service:

STEP	APPLICANT /CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	OFFICE OPR	FORM
1	Submit the PhilGEPS copy of the posted project	Issuance of endorsement for payment	3 Minutes	BAC Secretariat 2nd Floor	Endorsement from BAC Secretariat
2	Prepare payment of Bidding Documents in accordance with the ABC of the posted Project	Issuance of Official Receipt	5 Minutes	Cash Section 2nd Floor	Official Receipt
3	Secure the Bidding Documents	Issuance of Bidding Documents, Specifications, Plans and usb Infrastructure Projects, Goods & Services	15 Minutes	BAC Secretariat & Plans Designs	
4	Submit the PhilGEPS copy of the posted project	Issuance of Request For Quotation (RFQ), Specifications & Plans (RMGF Projects) and RFQ and Technical Specifications (Goods and Services)	10 Minutes	BAC Secretariat 2nd Floor	

End of process for Bidding Documents and Request For Quotation

FEEDBACK READINESS MECHANISM

Please let us know if we have serve you by doing any of the following:

- Accomplish the Feedback Form and leave it to the Public Assistance Officer and Complaint Desk
- Talk to Public Assistance Officer

If you are not satisfied with our service, your written/verbal complaint shall immediately be attended to by the Public Assistance Officer or you may contact us at PLDT Landline No. 721-0517 / 477-1525 and email address: pao.ppsc@yahoo.com

Thank you for helping us continuously improve our service.