



PHILIPPINE PUBLIC SAFETY COLLEGE

SERVICE CHARTER

I. Mandate

The implementation of Republic Act 4975 otherwise known as the Department of the Interior and Local Government Act of 1978 brought to fore the significance of the establishment of the Philippine Public Safety College. Section 46 of RA 6975 established and constituted the Philippine Public Safety College (PPSC) as the premier educational institution for the training, human resource development and continuing education of all personnel of police, fire and jail personnel.

II. Vision

By 2030, the Philippine Public Safety College is recognized as Premier Leadership and Governance Public Safety and Security Institution in Asia.

III. Mission

Provide responsive and relevant training, human resource development and continuing education to the personnel of the Philippine National Police, Bureau of Fire Protection, Bureau of Jail Management and Penology, other public safety and security stakeholders to build and expand pool of national security practitioners and train future generations of national security leaders and managers.

IV. Service Pledge

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; Excellence; Responsibility & Accountability; Valuing people & Respecting Human Rights; Integrity; Courage; and Empowerment

LIST OF INTERNAL SERVICES OFFERED

AUTHENTICATION OF PPSC CERTIFICATES/GRADUATION DOCUMENTS

Authentication of PPSC Certificates/Graduation Documents of the uniformed personnel who undergo and passed the Course/Training Requirements

Office/Division: Central Registrar Management Office (CRMO)

Who may avail of the service: Uniformed Personnel of PNP, BFP, and BJMP who undergone and passed course/training requirement.

What are the Requirements:
1. Certificate of Training/Course (1 Original)
2. Valid Identification Cards (2 Original)
3. Wearing Complete Uniform

Duration: 6 Minutes

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1	Secure and fill up Request Slip at the CRMO	Provide the Request Slip	None	1 Minute	Window Officer CRMO	Request Slip
2	Present original and photocopies of graduation documents	Verify name of Uniformed Personnel from the Master List of Graduates		2 Minutes		
		Authenticate/Stamp photocopies of graduation documents maximum of five (5) copies for each document		2 Minutes		
3	Sign in the Log Book and receive the authenticated copies of graduation documents	Give the Log Book to the client and hand in the authenticated copies of graduation documents	1 Minute			
Total			None	6 Minutes		

ISSUANCE OF CERTIFICATION FOR COURSE EQUIVALENCE

Issuance of Certificate of Equivalence to the uniformed personnel who have undergone and passed the course/training requirement

Office/Division: Inspectorate and Legal Office (ILO)

Who may avail of the service: Uniformed Personnel of PNP, BFP, and BJMP who undergone and passed course/training requirement.

What are the Requirements:
1. Valid Identification Cards (2 Original)
2. Must wear Complete Uniform

Duration: 26 Minutes

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	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	None	5 Minutes	ILO Personnel	Log Book
		Prepare certification for signature (approval of the PPSC President)		20 Minutes		
2	Sign in the Log Book and Receive Certification	Release the Certification		1 Minute	ILO Personnel	Log Book
Total			None	26 Minutes		

FILING FOR APPEAL/PETITION FOR REVIEW OF STUDENTS DISCIPLINARY CASES

Filing for Appeal/Petition for Review of Students Disciplinary Cases

Office/Division: Inspectorate and Legal Office (ILO)

Who may avail of the service: Uniformed Personnel of PNP, BFP, and BJMP

What are the Requirements:
1. Case Folder
2. Unfiled Endorsement/Transmittal
3. Original and Certified True Copy of the Appealed Resolution
4. New Evidence/record/document to support the petition for review

Duration: 16 Days, 8 Hours & 2 Minutes

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1	72 hours from receipt of adverse resolution on CU's denial of 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	None	2 Minutes	Chief, ILO	Case Document
		Request comment and submission of complete records of the case from concerned CU's		3 Days		Case Document
		Upon receipt of the comment and records, evaluate the appeal/petition for review		3 Days		Case Document
		If the appeal is given due course, prepare the resolution for signature of the PPSC President		10 Days		Chief, ILO President, PPSC
2	Receive the copy of the resolution and sign the receiving copy	Transmit copies of the decision to the parties		8 Hours	ILO Personnel	Log Book Receiving Copy
Total			None	16 Days, 8 Hours & 2 Minutes		

FOR PUBLIC BIDDING AND REQUEST FOR QUOTATION

Request for a copy of Bidding Documents and Quotation

Office/Division: BAC Secretariat

Who may avail of the service: Prospective Bidders (PHILGEPS Registered)

What are the Requirements:
1. Valid Company ID (1 Original)
2. PHILGEPS copy posted project
3. Bidding Documents Fee (if Applicable)

Duration:
For Public Bidding: 22 Minutes
Request for Quotation: 10 Minutes

FOR PUBLIC BIDDING

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1	Submit/show the PHILGEPS copy of the posted project	Issuance of endorsement for payment	None	2 Minutes	BAC Secretariat	Endorsement from BAC Secretariat
2	Prepare payment of Bidding Documents in accordance with the ABC of the posted project	Issue Official Receipt (OR)	The cost of bidding documents corresponds to the Approved Budget for the Contract (ABC) • PHP 500.00 for projects PHP 500,000.00 and below • PHP 1,000.00 for projects PHP 500,000.00 up to PHP 2M • PHP 5,000.00 for projects PHP 2M up to PHP 5M • PHP 10,000.00 for projects more than PHP 5M up to PHP 10M • PHP 25,000.00 for projects more than PHP 10M up to PHP 50M • PHP 50,000.00 for projects more than PHP 50M up to PHP 500M • PHP 75,000.00 for projects more than PHP 500M	5 Minutes	Collecting Officer - Cash Section	Official Receipt
				3	Secure the Bidding Documents	Issuance of Bidding Documents, Specifications and Plans for Infrastructure Projects, Terms of Reference and sample for goods and services, and USB
Total			The cost of bidding documents corresponds to the Approved Budget for the Contract (ABC)	22 Minutes		

REQUEST FOR QUOTATION

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	FORM
1	Submit the PHILGEPS copy of the posted project	Issuance of RFQ, Technical Specifications & Plans (RMRF Projects) and Technical Specifications / Terms of Reference (Goods & Services)	None	10 Minutes	BAC Secretariat	Request for Quotation
Total			None	10 Minutes		

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/complaint shall immediately be attended to by the Public Assistance Officer or you may contact us at PLD Hotline No. 721-0517 / 477-1925 and email address: pao.ppsc@phobo.com

Thank you for helping us continuously improve our service.