



# **PHILIPPINE PUBLIC SAFETY COLLEGE**

**CITIZEN'S CHARTER**  
2020 (1<sup>st</sup> Edition)



# **PHILIPPINE PUBLIC SAFETY COLLEGE**

## **CITIZEN'S CHARTER** 2020 (1<sup>st</sup> Edition)



## **I. 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)

## **II. Vision:**

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

## **III. 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.

## **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 with 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 SERVICES

<b>Philippine Public Safety College`</b>	5
<b>External Services</b>	
Bidding Documents and Request for Quotation	6
<b>Internal Services</b>	9
Authentication of PPSC Certificates/ Graduation Documents	10
Filing for Appeal/ Petition for Review of Students Disciplinary Cases	11
Issuance of Certificate of Equivalence	12
Feedback and Complaints Mechanism	13
 <b>National Fire Training Institute</b>	 14
<b>Internal Services</b>	
Admission to Mandatory Training	15
Filing of Appeal	16
Filing of Delinquency Report, Report of Violation or Complaint Affidavit	17
Issuance of Clearance/Certificate	19
Re-Issuance / Authentication of Certificate and Other Documents	19
Feedback and Complaints Mechanism	21
 <b>National Forensic Science Training Institute</b>	 23
<b>Internal Services</b>	
Admission	24
Issuance of Clearance/Certificate	25
Request Copy of Certificate of Completion, Declaration of Graduates, Final Order of Merits and Awards	26
Authentication of Certificate of Completion, Declaration of Graduates, Final Order of Merits and Awards	27
Feedback and Complaints Mechanism	28
 <b>National Jail Management and Penology Training Institute</b>	 29
<b>Internal Services</b>	
Issuance of Authenticated Copy of Certificate of Completion, Declaration of Graduates, Final Order of Merits and Awards	30
Request for Certification of Graduates of NJMPTI	31
Request for Accommodation to conduct research studies	32
Orientation/Briefing of Students/Groups on Educational Tour	33
Request Certificate of Appearance	34
Request for the Availability of NJMPTI Facilities and Amenities	35
Feedback and Complaints Mechanism	36
 <b>National Police College</b>	 38
<b>Internal Services</b>	
Admission Procedures (PSOSEC, PSOAC and PSOBC, PSFTP)	39
Authentication of Diploma/Other Documents (PSOSEC, PSOAC, PSOBC and PSFTP)	40
Filing of Appeal	41



Filing of the Delinquency Report of Violations or Complaint Affidavit	43
Filing of Petition for Review	45
In-Processing Procedures (PSOSEC, PSOAC, PSOBC and PSFTP)	46
Out-Processing Procedures/Issuance of Graduation Documents	47
Response to Inquiries	48
Feedback and Complaints Mechanism	50



# **Philippine Public Safety College**

## **External Services**



## 1. Bidding Documents and Request for Quotation

Request for a copy of Bidding Documents and Quotation

<b>Office or Division:</b>		BAC Secretariat		
<b>Classifications:</b>		Highly Technical		
<b>Type of Transactions:</b>		G2B – Government to Business		
<b>Who may avail:</b>		Prospective Bidders (PhilGEPs Registered)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Company ID (1 original) 2. PhilGEPs copy of the posted project 3. Bidding Documents Fee (if applicable)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to BAC Secretariat (2 <sup>nd</sup> Floor) and submit the PhilGEPs copy of the posted project	1. Issue endorsement for payment	None	3 Minutes	<i>BAC Secretariat</i> BAC
2. Prepare payment of Bidding Documents in accordance with the ABC of the posted project	2. Issue Official Receipt	The cost Bidding Documents correspond to the Approved Budget for the Contract:  <ul style="list-style-type: none"> <li>• PHP 500.00 for 500,000 and below</li> <li>• PHP 1,000.00 for more than 500,000 up to 1 Million</li> <li>• PHP 5,000.00, for more than 1 Million up to 5 Million</li> </ul>	5 Minutes	<i>Collecting Officer</i> Cash Section



		<ul style="list-style-type: none"> <li>• PHP 10,000.00, for more than 5 Million up to 10 Million</li> <li>• PHP 25,000.00, for more than 10 Million up to 50 Million</li> <li>• PHP 50,000.00, for more than 50 Million up to 500 Million</li> <li>• PHP 75,000.00, for more than 500 Million</li> </ul>		
3. Secure the Bidding Documents	3. Issue the Bidding Documents, Specifications, Plans and usb Infrastructure Projects, Goods, & Services	None	15 Minutes	BAC Secretariat BAC
4. Submit the PhilGEPS copy of the posted project	4. Issue Request for Quotation (RFQ), Specifications, and Plans (RMGF Projects) and RFQ and		10 Minutes	BAC Secretariat BAC





	Technical Specifications (Goods and Services)			
	<b>TOTAL:</b>	Fee varies per Approved Budget for the Contract	<b>33 Minutes</b>	



# **Philippine Public Safety College**

## **Internal Services**



## 1. Authentication of PPSC Certificates/ Graduation Documents

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

<b>Office or Division:</b>		CRMO		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Uniformed Personnel of PNP, BFP, and BJMP who undergo and passed the Course/Training Requirement		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Training/Course (1 original) 2. Valid Identification Cards (2 original) 3. Wearing Complete Uniform				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill- up Request Slip at the CRMO, Ground Floor	1. Provide the Request Slip	None	1 Minute	Window Officer CRMO
2. Present original and photocopies of graduation documents	2.1 Verify name of Uniformed Personnel from the Master List of Graduates  2.2 Authenticate/ Stamp photocopies of graduation documents maximum of five (5) copies for each documents		2 Minutes	
3. Sign in the Log Book and receive the authenticated copies of	3. Give the Log Book to the client and hand in the authenticated		2 Minutes	
			1 Minute	



graduation documents	copies of graduation documents			
<b>TOTAL:</b>		<b>None</b>	<b>6 Minutes</b>	

## 2. Filing for Appeal/ Petition for Review of Students Disciplinary Cases

Filing for Appeal/ Petition for Review of disciplinary cases involving students

<b>Office or Division:</b>		ILO		
<b>Classifications:</b>		Complex		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Uniformed Personnel of PNP, BFP, and BJMP who has Disciplinary Cases		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete Case Folder 2. Indorsement or Transmittal letter by concerned unit/center 3. Certified True Copy of the Appealed Resolution (1 original) 4. New evidence/record/document to support the petition for review				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>Proceed to ILO (2<sup>nd</sup> flr):</i> 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 the review before the office of the president, PPSC	1.1 Receive and docket the case folder of the student/trainee	None	2 Minutes	<i>ILO Personnel</i> ILO
	1.2 Evaluate the appeal/petition for review		1 Day	<i>Chief</i> ILO
	1.3 If the appeal is given due course, prepare the resolution for signature of the president		1 Day	
2. Receive the copy of the	2. Transmit copies of the		8 Hours	



resolution and sign the receiving copy	Decision to the parties			<i>ILO Personnel</i> ILO
<b>TOTAL:</b>		<b>None</b>	<b>2 Days, 8 Hours, 2 Minutes</b>	

### 3. Issuance of Certificate of Equivalence

Issuance of Certificate of Equivalence to the uniformed personnel who undergo and passed the Course/Training Requirement.

<b>Office or Division:</b>		ILO		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Uniformed Personnel of PNP, BFP, and BJMP who undergo and passed the Course/Training Requirement		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Cards (2 original) 2. Wearing Complete Uniform				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to ILO (2 <sup>nd</sup> flr) and submit letter request for issuance of certification (Mandatory Course Equivalence) from PNP, BJMP, BFP, Uniformed Personnel	1.1 Verify and validate the following documents: Declaration of Graduates, Final Order of Merit, Diploma	None	5 Minutes	<i>Chief</i> ILO
	1.2 Prepare Certification for signature/ approval of the PPSC President		10 Minutes	
2. Sign in the Log Book and receive certification	2. Release the Certification		1 minute	<i>ILO Personnel</i> ILO
<b>TOTAL:</b>		<b>None</b>	<b>16 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	<p>Accomplish the Feedback Form and leave it to the Public Assistance Officer and Complaint Desk or Talk to Public Assistance Officer</p> <p>Contact info: 721-0517 / 477- 1525 Email: <a href="mailto:pao.ppsc@yahoo.com">pao.ppsc@yahoo.com</a></p>
How feedback is processed	<p>Every Friday, the Public Assistance Officer opens the drop box and submits to the in-charge office for consolidation which is the PRD.</p> <p>Feedback requiring answers are forwarded to the relevant offices and the answer of the concerned office is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following numbers: 721-0517 / 477- 1525</p>
How to file a complaint	<p>Accomplish the Complaint Form and leave it to the Public Assistance Officer and Complaint Desk or Talk to Public Assistance Officer</p> <p>Contact info: 721-0517 / 477- 1525 Email: <a href="mailto:pao.ppsc@yahoo.com">pao.ppsc@yahoo.com</a></p>
How complaints are processed	<p>All complaints shall immediately be attended by the Public Assistance Officer</p> <p>For inquiries and follow-ups, clients may contact the following numbers: 721-0517 / 477- 1525</p>
Contact Information of PPSC, CCB, PCC	<p>PPSC: 721-0517 / 477- 1525 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



# **National Fire Training Institute Internal Services**



## 1. Admission to Mandatory Training

Mandatory Trainings are based on the Master Education and Training Program agreed by the PPSC-NFTI and the BFP Announcement of Opening of Course are published by the Bureau, uniformed personnel are endorsed by the Bureau for inclusion in the list. Concerned UP goes to the Registrar's Office to register.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Uniformed Personnel who wish to undergo training		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Be in GOA uniform 2. IAS Clearance (NHQ)-Original 3. Duly accomplished Personal Data Sheet 4. Two (2) pcs 1x1 ID picture in GOA uniform without headgear 5. Photocopy of latest Attested Appointment (Authenticated) 6. Clearance for Non-Pending Case (for career courses) 7. Emergency Medical Service: (in long brown envelope) 8. Medical Certificate with lab results (original) 9. Waiver		Regional offices/BFP National Headquarters           Regional offices/BFP Internal Affairs Services           Any accredited govt. hospital/BFP Health Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to be reviewed /evaluated by Registrar. Fill up registration form.	1. Registrar and her/his staff will review the documents submitted	None	20 Minutes	<i>Registrar/Staff Registrar's Office</i>
2. Proceed and report to ATAS for registration and accounting using the	2. Applied Training Affairs Section (ATAS) inspects uniform/paraphernalia and other items; Billeting assignment			<i>Duty Officer</i>





registration form.				
3. Proceed to GSS to get beddings and other items. Sign attendance sheet and RIV.	3. Issue beddings Set (mattress, pillow with case and blanket)	None		<i>Dormitory Manager/Supply Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	

## 2. Filing of Appeal

- a. Notice of Appeal
- b. Appeal memorandum
- c. Certified true copy of the appealed resolution
- d. Complete records of the case

Filing of Appeal is a mechanism afforded to a trainee who had been imposed with termination from training due to the commission of a class I offense. If granted, Acad Board shall review the case considering the newly presented evidence. Once the evidence showed that the appeal is meritorious, the imposed penalty may be reversed or set aside with the concurrence of the Director, NFTI.

<b>Office or Division:</b>		Inspectorate and Legal Office		
<b>Classifications:</b>		Complex		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Trainee who had been meted the penalty of Termination from Training		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete records of the case (Certified True Copy) 2. Academic Board Resolution deciding the case (Certified True Copy)		ILO – for the investigation Report  Acad Board Secretariat – for the Acad Board Resolution		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The student/trainee files motion for reconsideration	1.1 Gives due course to the motion filed within two days  1.2 Academic Board convenes to deliberate on	None	2 Days	Office of the Director  Academic Board



	the confirmed resolution			
2. Within five days, the Academic Board shall implement the resolution for termination.	2. If no motion for reconsideration or appeal is timely filed within the time allowed by the NFTI Training Guide, the resolution for terminations becomes final.	None	5 Days	Academic Board with the concurrence of the Director, NFTI
<b>TOTAL:</b>		<b>None</b>	<b>7 Days</b>	

### 3. Filing of Delinquency Report, Report of Violation or Complaint Affidavit

This procedure is an application of the steps to be undertaken in the proper treatment of complaints filed by any party against trainees/students for serious violation of NFTI Training Guide. It also involves procedure in the endorsement complaints filed against uniformed and non-uniformed personnel to offices having jurisdiction thereof.

<b>Office or Division:</b>		Office Of The Director /Inspectorate and Legal Office		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Uniformed Personnel, Non-Uniformed Personnel/ Trainees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filing of Delinquency Report, Report of Violation or Complaint Affidavit a. Full name and designation of the reporter/complainant b. Full name and course of student/trainee c. Narration of relevant facts or specification of acts or omissions d. Report/affidavit of witnesses (if any) e. Supporting documents (if any)		C, ILO/ C, OSA/Commandant  Template of the complaint to be provided by the ILO;  Investigation Report for offenses committed by trainees, forms shall be secured at the Office of the Student Affairs (OSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant files a complaint	1. Within 24 hours ILAS/ILO	None	1 Day	Commandant C, ILO



<p>or issuance of Delinquency Report by the reporting authority.</p>	<p>(designated) personnel evaluate/asses the acts/omissions complained of</p>			
<p>2. Respondent is required to submit an explanation or answer through Notice of charges/violations</p>	<p>2. For Grave Offense (as provided in the NFTI Training Guide)          -finding of probable cause:          C,ILO          -summon          -explanation letter from respondent</p> <p>INVESTIGATION PROPER:          -pieces of evidence submitted by both the complaining authority and the respondent.</p> <p>C, ILO will then appreciate the facts of the case and submit the Investigation Report to the Office of the Director.</p> <p>-Director will then concur or veto the Investigation Report.</p> <p>-On approval, said Investigation Report shall be the basis for convening of the NFTI Academic Board</p>	<p>None</p>	<p>1 Day</p> <p>1 Day</p> <p>1 Day</p>	<p>NFTI, Director          C, ILO          NFTI Academic Board</p>
<b>TOTAL:</b>		<b>None</b>	<b>5 Days</b>	



#### 4. Issuance of Clearance/Certificate

Graduation of any mandatory course seek clearance to claim their training certificates. This are the processes involved.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G - Government to Government		
<b>Who may avail:</b>		BFP personnel undergoing training		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Declaration of Graduates 2. Accomplished Clearance Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure clearance form; comply all requirements for clearance and Submit accomplished clearance.	1. Registrar checks/verify your accountability	None	15 Minutes	Registrar/Reg. Staff Registrar's Office
2. Receive certificate of training released by Registrar/ staff	2. Graduates will now receive their Training Certificates		15 Minutes	
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes</b>	

#### 5. Re-Issuance / Authentication of Certificate and Other Documents

This process is undertaken by the Registrar's Office of the NFTI Research, Academics Affairs Division, the section being the depository of documents.

<b>Office or Division:</b>		Registrar's Office, NFTI		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Any BFP personnel who undergone training		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request 2. Declaration of Graduates 3. Affidavit of Loss 4. Authorization Letter 5. Original copy of documents				



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents for validation	1. Registrar and his/her staff will review the submitted documents	None	5 Minutes	<i>Registrar/ Staff Registrar's Office</i>
2. Sign claim slip/receiving copy/logbook.	2. Prepare, process and release requested document and file your claim slip.		10 Minutes	<i>Registrar/ Staff Registrar's Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISMS

### ADMINISTRATIVE DIVISION

How to send a feedback	Filling up of the NFTI Service Feedback Form provided at the Guard Post
How feedback is processed	Filled up NFTI Service Feedback Form submitted at the Admin Office is collated and assessed. Action taken is coursed to the C, Admin Division for immediate implementation or response to feedback.
How to file a complaint	Letter could be sent addressed to C, Personnel and Records Section or filling up of NFTI Service Feedback Form.
How complaints are processed	Complaints assessed and reported by Action Officer / Message Center. Action taken is coursed to the C, Admin Division for approval, evaluation/investigation and immediate implementation or response to feedback by identified personnel or office.
Contact Information of PPSC, CCB, PCC	PPSC: 721-0517 / 477- 1525 PCC: 8888 CCB: 0908-881-6565 (SMS)



## FEEDBACK AND COMPLAINTS MECHANISMS

INSPECTORATE AND LEGAL OFFICE

How to send a feedback	Feedback may be course through <a href="mailto:nfti.ilo2018@gmail.com">nfti.ilo2018@gmail.com</a>
How feedback is processed	All feedbacks received by ILO are then channeled through the concern offices.
How to file a complaint	Submission of complaint/affidavit directly with the Office of the ILO
How complaints are processed	Determination of Probable Cause Summons, Investigation Proper and Rendition of Judgement.
Contact Information of PPSC, CCB, PCC	PPSC: 721-0517 / 477- 1525 PCC: 8888 CCB: 0908-881-6565 (SMS)



# **National Forensic Science Training Institute Internal Services**





## 1. Admission

Applicants shall report to the Office of the Registrar for submission of pertinent documentary requirements and accomplished Student Information Sheet in two (2) folders. No applicant shall be admitted to the course with incomplete documentary requirements. The registrar will endorse qualified applicants for issuance of training order for schooling from their respective bureaus/services.

<b>Office or Division:</b>		Registrar Office		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Uniformed Personnel of the department with the ranks of: PNP – PO2 for Non-Commissioned Police Officers / Senior Inspectors for Police Commissioned Officers BJMP – Jail Officer 2 and above BFP – Fire Officer 2 and above Other relevant interested parties: (Philippine Drug Enforcement Agency, Philippine Marines, Philippine Coast Guard, etc) – or as recommended subject to the approval of the PPSC president.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Recommendation from Regional Director 2. Medical Certificate (fit to training) 3. Generated PDS (updated)		Mother Unit (PNP, BFP, BJMP etc.)  Any authorized government and private clinic and hospital Mother Unit (PNP, BFP, BJMP etc.)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Qualifying Exam	1. Determine the result of the examination	None	3 Hours and 30 minutes	Registrar
Registration	2.1 Evaluation of Documents		5 Minutes	Registrar
	2.2 Advise to wait for the Notice of Opening		3 Minutes	
3. Physical Fitness Test	3. Determine whether passed or		20 Minutes	Non - Academics/Tactics



	failed.			
4. Pre-Opening Report of registered participants	4. Registration	None	10 Minutes	Registrar
Inspection of requirements	4.1 Determine compliance		10 Minutes	Commandant Office/Tactics
Report to Supply Office	4.2 For temporary billeting		5 Minutes	Supply Officer
5. Formal Opening of Classes	5.1 Prepare Program of Activities		1 Hour	Admin Officer
Report to Supply Office	5.2 Issue Quarter Master for training and assignment of billeting		10 Minutes	Supply Officer/Tactics
<b>TOTAL:</b>		<b>None</b>	<b>5 Hours, 33 Minutes</b>	

## 2. Issuance of Clearance/Certificate

Graduation of specialized courses offered by NFSTI seek out for clearance to claim their training certificates. These are the processes involved.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G - Government to Government		
<b>Who may avail:</b>		CRIDEC students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Clearance Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure clearance form from registrar.	1. Registrar issue clearance form	None	1 minute	<i>Registrar/Reg. Staff</i> Registrar's Office
2. Have the form	2. checks/verify accountability		5 minutes	



signed by respective NFSTI Personnel	ty		5 Minutes	
3. comply all requirements for clearance and Submit same to registrar.	3. Determine if accountability complied and issue certificate.			
<b>TOTAL:</b>		<b>None</b>	<b>11 Minutes</b>	

### 3. Request Copy of Certificate of Completion, Declaration of Graduates, Final Order of Merits and Awards.

The Registrar's Office acknowledges the after schooling needs of the alumni/former trainees/students of NFSTI such as copies of documents needed for whatever purpose it deems necessary.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Alumni/Former trainees/students of NFSTI		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request/transaction slip 2. NFSTI ID/Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out transaction slip & present valid ID	1. Check the completeness of information in the request form and required valid ID.	None	1 Minute	NFSTI Registrar
2. Wait for the documents to be released.	2. Release of requested documents.		10 Minutes	NFSTI Registrar
3. Receive the documents and sign the logbook	3. Record the release of documents.		1 Minute	NFSTI Registrar
<b>TOTAL:</b>		<b>None</b>	<b>12 Minutes</b>	



#### 4. Authentication of Copy of Certificate of Completion, Declaration of Graduates, Final Order of Merits and Awards.

The Registrar's Office acknowledges the after schooling needs of the alumni/former trainees/students of NFSTI in the like of authenticated copies of documents needed for whatever purpose it deems necessary.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Alumni/Former trainees/students of NFSTI		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of the document 2. NFSTI ID/Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit original &/or photocopy of graduation document to be authenticated & present valid ID	1. Check the authenticity of the original document based on agency record and valid ID	None	5 Minutes	NFSTI Registrar
2. Wait for the certificate to be authenticated	2. Authentication of documents.		10 Minutes	NFSTI Registrar
3. Receive the authenticated document and sign the logbook	3. Record the transaction of authentication.		5 Minutes	NFSTI Registrar
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISMS</b>	
How to send a feedback	Customer Feedback Form is available at the Registrar's Office. Duly accomplished forms be placed at the designated box located at the Registrar's Office as well.
How feedback is processed	The forms will be collected, consolidated and underwent series of data processing for analysis and presentation to the management.
How to file a complaint	Aside from the customer feedback form, concerned staff may raise their issues and concern through letter address to the Director through Admin Office.
How complaints are processed	Upon the receipt of complaints, the Admin Office will conduct investigation. Upon confirmation, the Admin Office will address the complaints to the concerned office for actions.
Contact Information of PPSC, NFSTI, CCB, PCC	PPSC: 721-0517 / 477- 1525 NFSTI: PCC: 8888 CCB: 0908-881-6565 (SMS)



# **National Jail Management and Penology Training Institute Internal Services**



## 1. Issuance of Authenticated Copy of Certificate of Completion, Declaration of Graduates, Final Order of Merits and Awards

The Registrar's Office recognizes the right of the alumni/former trainees/students of NJMPTI to secure authenticated copies of documents needed for whatever purpose it deems necessary.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Alumni/Former trainees/students of NJMPTI		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Request letter / Registrar's Office Request Form</li> <li>2. Copy of the document (original and photocopy)</li> <li>3. BJMP ID/Valid ID</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request form and submit original and photocopy of document to be authenticated and present valid ID	1. Receive and verify the request and check the authenticity of the original document from the file and the ID presented	None	3 minutes	Registrar
2. Wait for the document to be authenticated	2. Authenticate the document		1 minute	Registrar
3. Receive the authenticated document and sign the receiving logbook	3. Record and release the authenticated document to the client		1 minute	Registrar
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	



## 2. Request for Certification as Graduate of NJMPTI

This service provides Certification to the former students/trainees of NJMPTI.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Alumni/Former trainees/students of NJMPTI		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter / Registrar's Office Request Form 2. BJMP ID/Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter/request form and present valid ID	1. Receive and verify the request and the ID presented	None	1 minute	Registrar
2. Wait for the requested certification to be signed	2.1. Verify the availability of the requested document from the file 2.2. Prepare, print and sign the document		8 minutes	Registrar
3. Receive the copy of certification and sign the receiving logbook	3. Record and release the document to the client		1 minute	Registrar
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	





### 3. Request for Accommodation to conduct research studies

NJMPTI welcomes interested individuals (students/personnel) that may need assistance or partnership in conducting researches as this institute will serve as a Research Locale that will help them in the development, evaluation or monitoring of their plans, projects and activities.

<b>Office or Division:</b>		Research & Academic Affairs		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government G2C – Government to Citizen		
<b>Who may avail:</b>		Interested individuals/groups who wish to conduct research studies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request signed and endorsed by immediate superior/authorized school representative 2. Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request addressed to the NJMPTI Director coursed through the Chief, Research and Academic Affairs Division and present valid ID	1. Receive and verify the request and the ID presented	None	1 Minute	Chief, Research Section
2. Wait for the approval of the request	2. Evaluate, approve or disapprove the request		3 Minutes	Chief, RAAD
3. Receive the approved/ disapproved request and sign the receiving logbook	3. Record and release the receiving copy of the request to the client		1 Minute	Chief, Research Section
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	



#### 4. Orientation/Briefing of Students/Groups on Educational/Facility Tour

Educational tour orientation/briefing is conducted to group of students from different colleges/universities to apprise the mandate, vision and mission of the Institute.

<b>Office or Division:</b>		Office of the Director/Public Information Office		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government G2C – Government to Citizen		
<b>Who may avail:</b>		Groups from the different schools and other agencies		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter 2. Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request addressed to NJMPTI Director at least 10 working days prior to the intended day of visit and present valid ID	1. Receive the letter request and record Return to requesting party the received copy	None	2 Minutes	Message Center
2. Wait for the feedback of the request	2. Contact the requesting party whether the request is approved or disapproved		within 24 hours upon receipt of the request	PIO
3. Return for the scheduled educational tour	3. Conduct briefing/ orientation, distribute NJMPTI flyers/ brochures to the group of students and tour them to the facilities		1 hour	PIO, RAAD and ATS staff
<b>TOTAL:</b>		<b>None</b>	<b>1 Day, 1 Hour, 2 Minutes</b>	



## 5. Request for Certificate of Appearance

The Certificate of Appearance is issued to individuals/groups/other relevant interested parties who appeared to this office for official business/travel

<b>Office or Division:</b>		Administrative Division		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government G2C – Government to Citizen		
<b>Who may avail:</b>		Guests/Visitors/Other relevant interested parties who appeared to this Institute for official business/travel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter/Request Form 2. Valid ID 3. Travel Order/Letter Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter/request form and other pertinent documents	1. Receive and verify the request and other pertinent documents	None	2 Minutes	Message Center
2. Wait for the requested document to be signed	2. Prepare, print and sign the document		5 Minutes	Admin Staff/ Personnel Officer
3. Receive the certificate and sign the receiving logbook	3. Record and release the document to the client		1 Minute	Admin Staff/ Personnel Officer
<b>TOTAL:</b>		<b>None</b>	<b>8 Minutes</b>	



## 6. Request for the Availability of NJMPTI Facilities and Amenities

The service is given to other government agencies as well as private institutions/organizations as a form of sharing of resources.

<b>Office or Division:</b>		Administrative Division		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government G2C – Government to Citizen		
<b>Who may avail:</b>		Public and private organizations/institutions		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
4. Request letter/Request Form 5. Valid ID 6. Travel Order/Letter Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter/request form and present valid ID	1. Receive the letter request and the ID presented and record Return to requesting party the received copy	None	2 Minutes	Message Center
2. Wait for the feedback of the request	2. Contact the requesting party whether the request is approved or disapproved		within 24 hours upon receipt of the request	Admin Staff/ Chief, GSS
3. Return for the scheduled use of the facility	3. Prepare the venue and other amenities requested, if any		Admin Staff/ Chief, GSS	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 2 Minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send a feedback</p>	<p>Answer the Service Charter Feedback Form/ Client Satisfaction Survey Form and drop it at a designated drop box (Service Charter Feedback Box) in the designated areas.</p> <p>Contact info: (049) 539-4148 or <a href="mailto:jailnationaltraininginstitute@gmail.com">jailnationaltraininginstitute@gmail.com</a></p>
<p>How feedback is processed</p>	<p>The process owner opens the drop box (Service Charter Feedback Box) and collects, compiles, and records the feedback submitted.</p> <p>Feedback requiring answers are for action from the concerned office/section.</p> <p>The answer of the office is then relayed to the client and/or depends upon the recommendation/suggestion/desired action of the client.</p> <p>For inquiries and follow-ups, clients may contact NJMPTI at (049) 539-4148 or send an email at <a href="mailto:jailnationaltraininginstitute@gmail.com">jailnationaltraininginstitute@gmail.com</a></p>
<p>How to file a complaint</p>	<p>On the NJMPTI Service Charter Feedback Form, client may provide a compliment, suggestion of complaint by giving facts or details as well as recommendation/suggestion/desired action from office.</p> <p>Complaint can be filed/submitted to the NJMPTI via letter or email at <a href="mailto:jailnationaltraininginstitute@gmail.com">jailnationaltraininginstitute@gmail.com</a>. It can also be filed via telephone, providing the following information:</p> <ul style="list-style-type: none"> <li>Name of person being complained</li> <li>Incident</li> <li>Evidence</li> <li>Name of complainant</li> </ul> <p>For inquiries and follow-ups, clients may contact NJMPTI at (049) 539-4148 or send an email at <a href="mailto:jailnationaltraininginstitute@gmail.com">jailnationaltraininginstitute@gmail.com</a></p>
<p>How complaints are processed</p>	<p>Complaints are evaluated by the concerned process owner/section/individual.</p>



	<p>Upon evaluation, the concerned process owner/section/individual will create a report/explanation/reply to the complainant by letter or email, and usually offers solution to address the complaint.</p> <p>For inquiries and follow-ups, clients may contact NJMPTI at (049) 539-4148 or send an email at <a href="mailto:jailnationaltraininginstitute@gmail.com">jailnationaltraininginstitute@gmail.com</a></p>
Contact Information of NJMPTI, PPSC, CCB, PCC	NJMPTI: (049) 539-4148 PPSC: 721-0517 / 477- 1525 PCC: 8888 CCB: 0908-881-6565 (SMS)



# **National Police College Internal Services**



## 1. Admission Procedures (PSOSEC, PSOAC and PSOBC, PSFTP)

Refers to the validity and confirmation of the student's Recommendation and Endorsement from the Service Bureaus.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNP/ BFP/BJMP and PCG Uniformed Personnel and other members of law enforcement agencies.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>A. Documentary Requirements: (1 Original, authenticated or Certified True Copy)</p> <ol style="list-style-type: none"> <li>1. Accomplished NPC Enrolment Form</li> <li>2. Accomplished Student Information Form (SIS)</li> <li>3. Schooling Order / Training Directive / Recommendation Letter</li> <li>4. Bureau Personal Data Sheet (PDS)</li> <li>5. Certificate/s of Mandatory and Specialized Trainings in the last 3 years.</li> <li>6. Certificate of Non-Pending Case</li> <li>7. 2x2 I.D. pic (3 pcs.)</li> </ol> <p>B. Medical Records (1 original)</p> <ol style="list-style-type: none"> <li>1. Medical Certificate</li> <li>2. Electrocardiogram (ECG) with readings</li> <li>3. Drug Test Clearance</li> <li>4. Neuro-Psychiatric Examination</li> </ol>		<p>Office of the Registrar, NPC</p> <p>Office of the Registrar, NPC</p> <p>Service Bureau</p> <p>Bureau-generated</p> <p>NPC, NJMPTI, NFTI, PCG</p> <p>Bureau Student</p> <p>PNP Hospitals or Bureau Hospitals including COVID-Free Certification PNP Hospitals or Bureau Hospitals</p> <p>Bureau Accredited Drug Testing Center Bureau Accredited NP Testing Center</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Registrar's Office and submit pertinent records/requirements for evaluation.	1. Evaluate correctness and completeness of the documents	None	10 Minutes	Registrar Office of the Registrar, NPC





* Applicants from BFP, BJMP and PCG shall seek endorsement from their respective bureaus and submit pertinent records/requirements for evaluation * PNP Applicants shall secure endorsement from DHRDD thru its Training Directive and recommendation from Director	and confirm inclusion in the roster in time for the opening of the course			
<b>TOTAL:</b>		<b>None</b>	<b>10 Minutes</b>	

## 2. Authentication of Diploma/Other Documents (PSOSEC, PSOAC, PSOBC and PSFTP)

Authentication is the process of recognizing or certifying the validity of the student's identity. It is the mechanism of associating an incoming request with a set of identifying credentials such graduation documents of the previous mandatory schooling.

<b>Office or Division:</b>	Registrar
<b>Classifications:</b>	Simple
<b>Type of Transactions:</b>	G2G – Government to Government
<b>Who may avail:</b>	PNP/BFP/BJMP and PCG Uniformed Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Office of the Registrar Request Slip  <b>Principal:</b> 1. Graduation documents (maximum of 10 copies for each document) a. Diploma (bring original) b. Final Order of Merit c. General Order d. Awards (photocopy) 2. Affidavit of Loss, if needed (1 original)  <b>Representative:</b>	Office of the Registrar, NPC



1. Graduation documents (maximum of 10 copies for each document) <ol style="list-style-type: none"> <li>Diploma (bring original)</li> <li>Final Order of Merit</li> <li>General Order</li> <li>Awards (photocopy)</li> </ol> 2. Affidavit of Loss, if needed (1 original) 3. Authorization Letter 4. Photocopy of Service ID of person being represented (back to back) 5. Identification Card of the Representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required original documents	1.1 Validate submitted documents for completeness and correctness of information  1.2 Process the requested documents for signature	None	5 Minutes  5 Minutes	<i>Registrar</i> Office of the Registrar, NPC
2. Sign claim slip/receiving copy logbook	2.1 Release documents. 2.2 File claim slip	None	5 Minutes	<i>Registrar</i> Office of the Registrar, NPC
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	

### 3. Filing of Appeal

The appeal is instituted with the filing of a notice of appeal. This filing marks the beginning of the time period within which the student-appellant must file a brief, a written argument containing that side's view of the facts and the legal arguments upon which they rely in seeking a reversal of the PPSC or NPC Academic Board

<b>Office or Division:</b>	Office of the Director Inspectorate and Legal Office NPC Academic Board
<b>Classifications:</b>	Complex
<b>Type of Transactions:</b>	G2G – Government to Government



<b>Who may avail:</b>		Appealing student from PNP/BFP/BJMP and PCG Uniformed Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. NPC Academic Board Resolution 2. Notice of RTU/Termination 3. Appeal/Counter-affidavit 4. Supporting Documents		NPC Academic Board  NPC Academic Board Appealing Student Appealing Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If aggrieved by the resolution of the board, respondent may file a motion for reconsideration within 48 hours upon receipt of the ACAD Board resolution.	1. In the absence of appeal or lapse for the provided period, the resolution became final and executory.	None	2 Days	<i>Director, NPC</i> Office of the Director & ACAD Board
2. Respondent, if given the appeal due course	2. Immediately upon receipt, convene ACAD Board for review, re-evaluation of the issues presented in the motion for reconsideration vis-à-vis the facts and evidence of the case.		1 Day	ACAD Board
3. Complaint/ Respondent	3. Immediately transmit copies of the resolution to the parties.	None	1 Day	<i>Secretary</i> ACAD Board
<b>TOTAL:</b>		<b>None</b>	<b>4 Days</b>	



#### 4. Filing of the Delinquency Report of Violations or Complaint Affidavit

Refers to the submission of a written delinquency report of violation or complaint affidavit to the NPC Academic Board within a prescribed period of time.

<b>Office or Division:</b>		Office of the Director Inspectorate and Legal Office Non-Academic Affairs Office NPC Academic Board		
<b>Classifications:</b>		Complex		
<b>Type of Transactions:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Complainant, Training Staff, Professor, Instructor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Case Folder containing the ff: 1. Report of Delinquency Report 2. Complaint Affidavit 3. Notice of Violation 4. Supporting Documents		Complainant, NAAO Complainant, NAAO Complainant, NAAO Complainant, NAAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant: Training Staff, Professor, Instructor)	1. Evaluate delinquency reports, written statements of witness and other evidence against students who commits serious offense	None	1 Day	<i>Director, NPC Office of the Director  ILO, Commandant NAAO</i>
2. Complainant/ Respondent	2. Require the respondent to file answer in writing within 48 hours from receipt.	None	2 Days	<i>Commandant NAAO  and Course Coordinator/ Learning Manager</i>
3. Complainant/ Respondent	3. Pertinent documents and evidence gathered forwarded to the ILO for Pre-Charge Investigation	None	1 Day	<i>Commandant NAAO  and Course Coordinator/ Learning Manager</i>
4. Respondent's	4. Inform	None	1 Day	<i>Commandant</i>



failure to submit explanation shall be deemed to present controversy evidence	respondent of the existence of the complaint and furnish copies thereof together with the supporting documents and require the submission of an explanation answer			NAAO <i>and Course Coordinator/ Learning Manager</i>
5. Respondent	5. Submit report of investigation to the Director, NPC after termination of Pre-Charge Investigation	None	1 Day	<i>Commandant NAAO and Course Coordinator/ Learning Manager</i>
6. If there is probable cause for Class 1 Offense	6. Conduct formal investigation	None	1 Day	<i>ILO Personnel ILO</i>
7. Complainant and Respondent	7. Convene the ACAD Board and submit its findings and recommendations to the Director, NPC through a resolution.	None	2 Days	<i>Chairman NPC Academic Board</i>
8. If Director, NPC approves the findings/Recommendation of the ACAD Board is granted.	8. The Director, NPC shall render his final decision.	None	2 Days	<i>Director, NPC Office of the Director</i>
9. Complainant and Respondent	9. Immediately transmit copies of the resolution to the parties. File the complete case record in the office.	None	1 Day	<i>Secretary NPC Acad Board</i>
<b>TOTAL:</b>		<b>None</b>	<b>12 Days</b>	



## 5. Filing of Petition for Review

A petition for review is a formal request for the appealing party to review or make changes to the judgment of the NPC Academic Board to be recommended to the Director, NPC

<b>Office or Division:</b>		Office of the Director Inspectorate and Legal Office NPC Academic Board		
<b>Classifications:</b>		Complex		
<b>Type of Transactions:</b>		Government to Government		
<b>Who may avail:</b>		Complainant, Training Staff, Professor, Instructor		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Case Folder containing the following: 1. Academic Board Resolution 2. Notice of RTU/Termination 3. Complaint Affidavit 4. Petition for review 5. Notice of Violation 6. Investigation Report 7. Supporting Documents (Medical reports, Police Reports, Investigation reports) 8. Other document, if may required		NPC Academic Board NPC Academic Board Complainant Complainant Non-Academic Affairs Office ILO Complainant Complainant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The decision denying for the motion for reconsideration may be appealed (by way of a petition for review).	1. Upon receipt, check whether the motion for petition for review ad information have been approved/disapproved and signed by the head of office.	None	1 Day	Secretary ACAD Board
2. While the petition for review is pending, appellant may continue to attend academic functions.	2. Forward board resolution and case documents to PPSC Legal Office for final decision.		1 Day	PPSC Inspectorate and Legal Office
<b>TOTAL:</b>		<b>None</b>	<b>2 Days</b>	



## 6. In-Processing Procedures (PSOSEC, PSOAC, PSOBC and PSFTP)

Refers to the submission of documentary requirements and medical records, attendance during the Opening Ceremonies and officially included in the Class Roster.

<b>Office or Division:</b>		Registrar		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PNP/ BFP/BJMP and PCG Uniformed Personnel and other members of law enforcement agencies.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Enrolment Form 2. Student Information Sheet (SIS) 3. 2x2 I.D. pic (3 pcs)		Office of the Registrar, NPC Office of the Registrar, NPC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 For walk-in registration, proceed to the Office of the Registrar and ask for Enrolment Form and Student Information Sheet. Submit accomplished Enrolment Form and Student Information Sheet.	1.1 Evaluate correctness and completeness of the accomplished forms	None	10 Minutes	Registrar Office of the Registrar, NPC
1.2 For online registration, access the NPC website at <a href="http://www.npc.edu.ph">www.npc.edu.ph</a> and fill out the Enrolment Form and Student Information Sheet. Upload scanned documentary requirements	1.2 Evaluate correctness and completeness of the accomplished forms, uploaded documentary requirements and medical records			



and medical records				
2. Attend the Opening Ceremonies	2. Conduct of Opening Ceremonies on the prescribed date, time and venue	None	1 Hour	<i>Director and Staff NPC</i>
3. Report to the Dormitory Manager for billeting assignments.	3. Inform students of the billeting assignment and distribute set of beddings.	None	5 Minutes	<i>Staff NAAO/ Dormitory Manager/ Logistics Officer Supply &amp; Logistics Office</i>
4. Report to their respective Course Coordinator.	4. Meet the class for announcement and further instruction.	None	15 minutes	<i>Course Coordinator/ Learning Manager</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour, 30 Minutes</b>	

## 7. Out-Processing Procedures/Issuance of Graduation Documents

Refers to the closing ceremonies and distribution of graduation documents.

<b>Office or Division:</b>	Registrar
<b>Classifications:</b>	Simple
<b>Type of Transactions:</b>	G2G – Government to Government
<b>Who may avail:</b>	PNP/ BFP/BJMP and PCG Uniformed Personnel and other members of law enforcement agencies.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Clearance Form to be signed by the following: a. Chief, Administrative Office b. Chief, Research and Academic Affairs Division c. Commandant d. Registrar e. Deputy Director f. Director	Office of the Registrar, NPC





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Secure and accomplish Clearance Form	1.1 Course Coordinator/ Learning Manager to facilitate accomplishment of the clearance form	None	1 Hour	<i>Course Coordinator/ Learning Manager NPC Director and Staff</i>
1.2 Return all borrowed items such as books, equipment and others to the concerned office/section	1.2 Accept and check the conditions of the items prior to signing the Clearance Form			<i>Librarian and Logistics Officer Library Supply &amp; Logistics</i>
2. Submit duly accomplished clearance form.	2. Receive clearance form	None	15 Minutes	<i>Registrar Office of the Registrar, NPC</i>
3. Attend the (face-to-face/virtual) graduation ceremonies of the College.	3. Check Attendance in the graduation ceremony.		1 Hour	<i>Director/ Registrar/ C,ACAD</i>
4. Receive graduation documents	4. Issue/release graduation documents		15 Minutes	<i>Registrar Office of the Registrar, NPC</i>
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours, 30 Minutes</b>	

### 8. Response to Inquiries

Refers to the requests/ inquiries of clients that may be acted upon immediately or may entail further coordination for appropriate action of the office concerned.

<b>Office or Division:</b>	Administrative Office
<b>Classifications:</b>	Simple
<b>Type of Transactions:</b>	G2G – Government to Government
<b>Who may avail:</b>	PNP/ BFP/BJMP and PCG Uniformed Personnel and other members of law enforcement agencies.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance via mobile phone, social media or walk-in and expect feedback from the office should the request entail further coordination	1.1 Record request by accomplishing the customer information sheet (personal data of client and nature of inquiry). If it entails further coordination, inform the client to expect a return call or reply within the day as to the status.	None	15 Minutes	<i>Officer on Duty/ Concerned Staff Admin Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>15 Minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send a feedback</p>	<p>Accomplish the Client Feedback Form and drop it in the designated drop box located at the Administrative Office Building or answer the survey through our website <a href="http://www.npc.edu.ph">www.npc.edu.ph</a></p> <p>Send feedback through email <a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> or contact us through our official website <a href="http://www.npc.edu.ph">www.npc.edu.ph</a></p> <p>Talk to the Public Information Officer (PIO)/ Administrative Officer</p>
<p>How feedback is processed</p>	<p>Every Friday, the Public Information Officer (PIO) or the Administrative Officer opens the drop box and records all feedbacks submitted. The website administrator consolidates all feedback received through the website.</p> <p>Feedbacks requiring answers are forwarded to the concerned office and they are required to answer within three (3) days of the receipt of the feedback. Answer of the concerned office is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may send it to the email address: <a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> or contact us through <a href="http://www.npc.edu.ph">www.npc.edu.ph</a></p>
<p>How to file a complaint</p>	<p>Accomplish the Client Feedback Form and drop it in the designated drop box located at the Administrative Office Building</p> <p>Send complaints through official email <a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> or contact us through our official website <a href="http://www.npc.edu.ph">www.npc.edu.ph</a> by providing the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>Talk to the Public Information Officer (PIO)/ Administrative Officer</p>



<p>How complaints are processed</p>	<p>The Public Information Officer (PIO) or Administrative Officer checks the drop box on a daily basis and evaluates each complaint. For complaints submitted via website, the IT Manager forwards to the Public Information Officer (PIO)/ Administrative Officer for consolidation and evaluation.</p> <p>Upon evaluation, the Public Information Officer (PIO)/ Administrative Officer shall start the investigation and forward the complaint to the concerned office for their explanation.</p> <p>The Public Information Officer (PIO)/ Administrative Officer will prepare a report after the investigation and shall submit to the Office of the Dean/Director for appropriate action.</p> <p>The Public Information Officer (PIO)/ Administrative Officer will inform the client.</p> <p>For inquiries and follow-ups, clients may send it to the email address: <a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> or contact us through <a href="http://www.npc.edu.ph">www.npc.edu.ph</a></p>
<p>Contact Information of PPSC, CCB, PCC</p>	<p>PPSC: 721-0517 / 477- 1525  PCC: 8888  CCB: 0908-881-6565 (SMS)</p>



## LIST OF OFFICES

Office	Address	Contact Information
Philippine Public Safety College (PPSC)		
PPSC	MWSS Compound, Katipunan Ave, Matandang Balara, Quezon City, Metro Manila	721-0517 / 477- 1525
National Fire Training Institute (NFTI)		
Personnel and Records Section, Admin Division	NFTI Admin Bldg Camp Vicente Lim, Calamba City, Laguna	nftia79@gmail.com 0927 025 0646
Registrar's Office	NFTI RAAD Bldg Camp Vicente Lim, Calamba City, Laguna	
Inspectorate and Legal Office	Inspectorate and Legal Office	nfti.ilo2018@gmail.com
National Forensic Science Training Institute (NFSTI)		
Office of the Director	National Forensic Science Training Institute, Camp Vicente Lim, Mayapa, Calamba, Laguna	info@nfsti.gov.ph
Research and Academics Affairs Division	National Forensic Science Training Institute, Camp Vicente Lim, Mayapa, Calamba, Laguna	vergelsantiago@nfsti.gov.ph
Administrative Division	National Forensic Science Training Institute, Camp Vicente Lim, Mayapa, Calamba, Laguna	admin@nfsti.gov.ph
Planning Office	National Forensic Science Training Institute, Camp Vicente Lim, Mayapa, Calamba, Laguna	planning@nfsti.gov.ph
Registrar's Office	National Forensic Science Training Institute, Camp Vicente Lim, Mayapa, Calamba, Laguna	supply@nfsti.gov.ph
Non-Academics	National Forensic Science Training Institute, Camp Vicente Lim, Mayapa, Calamba, Laguna	info@nfsti.gov.ph



National Jail Management and Penology Training Institute (NJMPTI)		
National Jail Management And Penology Training Institute	Camp Vicente Lim, Brgy. Mayapa, Calamba City, Laguna	(049) 539-4148 <a href="mailto:jailnationaltraininginstitute@gmail.com">jailnationaltraininginstitute@gmail.com</a>
National Police College (NPC)		
NPC Silang	Camp General Mariano N. Castañeda, Silang Cavite	<a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> <a href="http://npc.edu.ph">http://npc.edu.ph</a>
NPC Magalang	Regional Training Center 3, Brgy. Sto. Niño, Magalang, Pampanga	<a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> <a href="http://npc.edu.ph">http://npc.edu.ph</a>
NPC Cebu	Regional Training Center 7, Sitio Laray, Camp Jesse Robredo, Jugan, Consolacion, Cebu	<a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> <a href="http://npc.edu.ph">http://npc.edu.ph</a>
NPC Davao	San Francisco St., Mintal, Davao City	<a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> <a href="http://npc.edu.ph">http://npc.edu.ph</a>
NPC Zamboanga	Camp Felicisimo T Marcos, Pasonanca, Zamboanga City	<a href="mailto:npc.office@ppsc.gov.ph">npc.office@ppsc.gov.ph</a> <a href="http://npc.edu.ph">http://npc.edu.ph</a>