



Republic of the Philippines
National Police Commission
PHILIPPINE NATIONAL POLICE
POLICE REGIONAL OFFICE 1
Ilocos Norte Police Provincial Office
Marcos Municipal Police Station
Brgy Lydia, Marcos, Ilocos Norte
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PNP CITIZEN'S CHARTER

2019 (1st Edition)



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MARCOS MUNICIPAL POLICE STATION CITIZEN'S CHARTER

2019 (1st Edition)

I. Mandate:

Republic Act 6975 entitled An Act Establishing the Philippine National Police under a reorganized Department of the Interior and Local Government and Other Purposes as amended by RA 8551 Philippine National Police Reform and Reorganization Act of 1998 and further amended by RA 9708.

II. Vision:

Imploring the Aid of the Almighty, By 2030, PRO1 shall be a Highly-Capable, Effective and Credible Police Service, Working in Partnership with a Responsive Community towards the Attainment of a Safer Place to live, Work and do Business.

III. Mission:

Enforce the Law, Prevent and Control Crimes, Maintain Peace and Order, and Ensure Public Safety and internal Security with the Active Support of the Community.

IV. Service Pledge:

I will love and serve God; my Country and People;

I will uphold the constitution; and obey legal orders of the duly constituted Authorities;

I will oblige myself to maintain a high standard of Morality and Professionalism;

I will respect the customs and traditions of the Police Service; and

I will live a Decent and Virtuous Life to serve as an example to others.



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#1 Issuance of Police Clearance

The Police Clearance is being issued to clients who need the document for any legal purpose (i.e. for employment – local or foreign, for issuance of passport) provided that they meet/submit the necessary requirements.

Office or Division:	Admin Office			
Classification:	Simple			
Type of Transaction:	Walk-in			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay where the client resides		
Municipal Trial Court Clearance		Municipal Trial Court		
Community Tax Certificate		Barangay where the client resides		
Documentary Stamp		Municipal Treasury Office		
Official Receipt (Payment for Police Clearance)		Municipal Treasury Office		
2x2 pictures (white background)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Tells his request for the clearance and submits needed requirements	PNP	Clearance for LTOPF =P1000.00	1 minute	<i>Desk Officer</i>
Fills-up the form	PNP	Local Employment=P150.00	3 minutes	<i>Desk Officer</i>
Submits the filled-up form	PNP	Driver's License=P100.00	1 minute	<i>Desk Officer</i>
Reviews the encoded Clearance, affixes signature and prints thumb mark	PNP	Travel Abroad=P300.00	1 minute	<i>Desk Officer</i>
Receives the document	PNP	Renewal of Business Permit=P100.00	1 minute	<i>Desk Officer</i>

#2 Issuance of Police Blotter

The Police Blotter Extract is being issued to clients who need the document for any legal purpose provided that they meet/submit the necessary requirements.

Office or Division:	Admin Office			
Classification:	Simple			
Type of Transaction:	Walk-in			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt (Payment for Police Clearance)		Municipal Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Tells his request for the Police Blotter	PNP	P150.00	1 minute	<i>Desk Officer</i>
Waits for the document to be prepared	PNP		5 minutes	<i>Desk Officer</i>
Receives the document	PNP		1 minute	<i>Desk Officer</i>

#3 VAWC

The services extended to the clients under the VAWC are those falls under the concerns of Women particularly on the victims who has a sensual affair with the perpetrator

Office or Division:		WCPD Office		
Classification:		Simple		
Type of Transaction:		Walk-in		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSI BLE
Tells his complaints on the WCPD officer	PNP	None	30 minutes	<i>Duty WCPD</i>
Fills-up the form	PNP		3 minutes	<i>Duty WCPD</i>
Submits the filled-up form	PNP		1 minute	<i>Duty WCPD</i>
Undergo Medical Examination	DOH		5 minutes	<i>Duty Physician</i>
Receives the document	PNP		1 minute	<i>Duty WCPD</i>

#4 Freedom of Information

The service is extended to the general public relative to the access of public documents and government affairs.

Office or Division:		Desk Officer		
Classification:		Simple		
Type of Transaction:		Walk-in		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the Duty Desk Officer the nature of his request	PNP	None	10 Minutes	Duty Officer
Sign the Logbook			1 minute	Clients
Submit the letter request forms			1 minute	Clients
Received the request			1 minute	Duty Officer
Issuance of information			5 minutes	Duty Officer

5 Katarungan Desk

The service is rendered to the walk-in complainants on general nature that needs to be addressed particularly on the code of conduct and ethical standards for public officials and employees.

Office or Division:		Katarungan desk Officer		
Classification:		Simple		
Type of Transaction:		Walk-in		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the Katarungan Desk Officer the nature of his complaint	PNP	None	10 Minutes	Duty Officer
Sign forms			5 minutes	Clients
Submit Signed forms			1 minute	Clients
Received Forms				Duty Officer

6 Traffic Security/Community Function/Travel Authority

6.1 Traffic Security/Community Function

Office or Division:		Operation Section		
Classification:		Simple		
Type of Transaction:		Walk-in		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inform the Duty Desk Officer the nature of his request	PNP	None	10 Minutes	Duty Officer
Sign forms			5 minutes	Clients
Submit Signed forms			1 minute	Clients
Received Forms				Duty Officer

6.2 Travel Authority

This service is extended to the requesting public that wish to travel outside the Province regardless if the client is Authorized Person Outside Residence (APOR) of Unauthorized Person Outside Residence (UPOR) such as Locally Stranded Individuals (LSI) and Indispensable Travelers (IT's).

Office or Division:	Operation Section			
Classification:	Simple			
Type of Transaction:	Walk-in			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Certificate			DOH	
Barangay Certificate			Barangay Captain	
RT-PCR			DOH	
Identification Card			Client	
Vehicle Information			Client	
Name of Driver			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents to the Duty OPN Officer	PNP	None	3 Minutes	Clients
Verification of the documents by the Duty Officer			5 minutes	Duty Officer
Information to the Receiving LGU the travel of the client			3 minutes	Duty Officer
Issuance of Travel Authority			3 minutes	Duty Officer

7 Intel

Conduct of Background Investigation to the PNP Applicants, Promotable Personnel's and Security threat assessments to the elected officials and VIP including Foreign individuals

Office or Division:		Intelligence section		
Classification:		Confidential		
Type of Transaction:		By Appointment		
Who may avail:		Requesting Individuals/Groups/Gov't Agencies/NGO's.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Clients	
Memorandum			Requesting Party	
Authorization			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents to the Duty Intel Officer	PNP	None	5 Minutes	Clients
Validation of Information by the Intel Operatives			10 minutes	Operatives
Conduct tactical Interview			1 hour	Operatives
Conduct CBI			3-5 days	Operatives
Release results of Information			5 minutes	Operatives
Debriefing				



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FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	marcosmps_r01@yahoo.com
How feedbacks are processed	
How to file a complaint	Contact Marcos MPS 09985985034
How complaints are processed	
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
Marcos Municipal Police Station	Brgy Lydia, Marcos, Ilocos Norte	09985985034

Office or Division:	Admin Office			
Classification:	Simple			
Type of Transaction:	Walk-in			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay where the client resides		
Municipal Trial Court Clearance		Municipal Trial Court		
Community Tax Certificate		Barangay where the client resides		
Documentary Stamp		Municipal Treasury Office		
Official Receipt (Payment for Police Clearance)		Municipal Treasury Office		
2x2 pictures (white background)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Tells his request for the clearance and submits needed requirements	PNP	Clearance for LTOPF =P1000.00 Local	1 minute	<i>Desk Officer</i>
Fills-up the form	PNP	Employment=P150.00 Driver's	3 minutes	<i>Desk Officer</i>
Submits the filled-up form	PNP	License=P100.00	1 minute	<i>Desk Officer</i>
Reviews the encoded Clearance, affixes signature and prints thumb mark	PNP	Travel Abroad=P300.00 Renewal of Business Permit=P100.00	1 minute	<i>Desk Officer</i>
Receives the document	PNP	.	1 minute	<i>Desk Officer</i>