
Republic of the Philippines NATIONAL POLICE COMMISSION

NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE OFFICE OF THE CHIEF, PNP

Camp BGen Rafael T Crame, Quezon City

DEC 2 4 2021'

PNP MEMORANDUM CIRCULAR

NO.: 2021-189

GUIDELINES AND PROCEDURES IN THE IMPLEMENTATION AND INSTITUTIONALIZATION OF "SALUDO SA SERBISYO PROGRAM" IN THE PNP

1. REFERENCES:

- a. Memorandum of Understanding between the PNP represented by PGEN CAMILO PANCRATIUS P CASCOLAN and the Ayala Corporation represented by Managing Directors JOHN PHILLIP S ORBETA and SOLOMON M HERMOSURA re "Saludo Sa Serbisyo Program" dated November 9, 2020; and
- Coordination Meeting between the PNP and the Ayala Corporation held on September 27, 2021.

2. RATIONALE:

This Memorandum Circular (MC) provides the guidelines and procedures in the implementation and institutionalization of the "Saludo Sa Serbisyo Program" (Saludo for brevity) in the Philippine National Police (PNP) for the benefit of PNP personnel, their dependents, and PNP retirees.

3. SITUATION:

The Ayala Corporation (AC) developed the Saludo, which aims to help improve the lives of the personnel in the uniformed services specifically the police and the military. It provides a wide array of cohesive and sustainable programs for the welfare of PNP personnel, their dependents, and PNP retirees. It includes a specified list of products, services, and job opportunities of and in the Ayala Group of Companies (AGC). The program has long been enjoyed particularly by the members of the AFP.

In grateful recognition of the invaluable services of the PNP rendered to the community such as the maintenance of peace and order, anti-criminality operations, law enforcement, community affairs development, and other operational and administrative undertakings that have greatly contributed to the attainment of a better and orderly society, the AGC offers the Saludo as a reward to the members of the PNP for both uniformed and non-uniformed, active or retired personnel and their dependents as part of the AGC's Corporate Social Responsibility.

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Police Major

Acting, Administrative Officer, DPRM

The following are the programs and services of the AGC under the Saludo for the benefit of all qualified PNP personnel, their dependents, and PNP retirees:

 a. Employment Program (For dependents of active personnel and retired personnel)

The AGC seeks to provide employment opportunities to retired PNP personnel as security officers/managers as well as to the dependents of active PNP personnel through a number of job opportunities that the AGC offers within its group of companies.

b. Financial Education Program (For active personnel)

The AGC, through the BPI FinEd-UNBOXED Program, seeks to promote financial wellness and resilience to all PNP personnel through seminars to educate and assist on how to allocate a significant amount of savings from their salary or income into retirement/savings fund, grab investment opportunities, identify and avoid financial scams, and manage credits.

c. Health and Wellness Program (For active personnel and their dependents)

Through the Ayala Health Care Company, the Saludo aims to educate PNP personnel in primary health care. It also aims to provide PNP personnel with basic health care services through free medical consultations, free and discounted medicines, and medical services in AGC clinics and through Health and Wellness caravans conducted in different police offices.

d. Housing Assistance Program (For active and retired personnel)

The Saludo through the Ayala Land opens opportunities and access to affordable housing options to PNP personnel by providing special corporate discounts in any of its housing brands and offer special affordable payment schemes.

 e. Livelihood Training Program (For dependents of PNP personnel and retired personnel with order of priority - unemployed spouses, parents/siblings, and retired personnel)

The Saludo through the BPI Foundation provides the unemployed spouses/dependents and retired personnel the opportunity to enroll for free at TESDA accredited schools. Through this, the PNP dependents acquire livelihood skillsets that will enable them to sustain their learnings through employment assistance from the AGC.



f. Other Products and Services

The Saludo aims to continuously provide to all qualified PNP personnel through other offerings of related programs and services from the AGC such as discounts from the AGC motors, among others.

4. PURPOSE:

a. General

This MC aims to ensure a systematic, organized, and objective implementation of the Saludo in the PNP.

- b. Specific
 - 1) Establish the procedures for the proper dissemination of the Saludo within the PNP;
 - 2) Streamline the processes and procedures on how the PNP personnel and their dependents can avail of the Saludo; and
 - 3) Establish a sound mechanism between the PNP and the AGC in the implementation of the Saludo in the PNP.

5. DEFINITION OF TERMS:

- a. Beneficiaries refer to the active PNP uniformed and non-uniformed personnel and their dependents and PNP retirees;
- BPI FinEd-UNBOXED Program refers to the programs of the BPI Foundation which will promote financial literacy, wellness and resilience to PNP personnel through the conduct of seminars;
- c. Employment Program refers to the program that will provide employment for qualified dependents of PNP personnel and PNP retirees through a wide array of job offerings within Ayala Group of Companies;
- d. Financial Education Program refers to the program under AGC that shall cater to the financial literacy intended to active personnel particularly to new members of the PNP;
- e. Guidelines refer to the policies and mechanisms on how the PNP shall facilitate and institutionalize the different programs under the Saludo within the organization;
- f. Health and Wellness Program refers to the program of AGC Health and MDC Construction Medical and Health Services which specifically offers free medical check-ups, health wellness consultation, and free



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and discounted medicines in medical mission activities in the PNP which also aims to educate PNP personnel in primary health care;

- g. Housing Assistance Program refers to the different program offerings of Ayala Land, which will provide opportunities and access to affordable housing options to qualified PNP personnel through special corporate discounts of their different housing brands such as Avida, Amaia and Bellavita:
- h. Livelihood Training Program refers to the program under the AGC such as BPI Foundation, Globe Telecom and Ayala Coop which aims to provide the unemployed spouses, parents, siblings of PNP personnel as well as PNP retirees the opportunity to enroll for free at TESDA accredited schools and be able to acquire new livelihood skillsets and assist them through employment assistance and through support in putting up their business from Ayala Corporation;
- Other Products and Services refer to other programs and services that may be offered by AGC for the benefit of PNP personnel, their dependents and PNP retirees;
- j. PNP Dependents refer to the legal dependents of an active PNP personnel;
- k. PNP Personnel refers to the active uniformed and non-uniformed personnel who may avail of the programs under the Saludo;
- PNP retiree refers to retired uniformed and non-uniformed personnel who may avail of the programs under the Saludo;
- m. Procedures refer to the streamlined processes on how PNP personnel, their dependents and PNP retiree can avail of the different programs/products/services under the Saludo; and
- n. "Saludo sa Serbisyo" is a program developed by AGC that aims to help improve the lives of personnel in the uniformed services specifically the police and the military. It is Ayala's simple way of showing gratitude for the PNP's invaluable services to the nation by offering a wide array of cohesive and sustainable programs for the welfare of PNP personnel, their dependents and PNP retirees.

6. GUIDELINES:

a. General Guidelines:

The PNP shall closely coordinate with the AGC in the implementation of this MC and shall undertake the following activities:

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- The PNP shall coordinate with the AGC on the dissemination within the PNP all programs/product/services offered by the latter under the Saludo;
- Promote the Saludo within the PNP through all means available;
- The PNP shall facilitate the vetting of target beneficiaries for each of the programs/products/services offered under the Saludo;
- The PNP shall coordinate with the AGC on the dissemination for the schedule of delivery of programs/products/services to the beneficiaries and organize the activity;
- 5) The PNP shall assist and provide the logistical requirements (e.g. venue, participants, PA system, IT equipment, etc.) during the delivery of products/services offered under the Saludo to beneficiaries;
- Monitor the status and supervise the implementation of the Saludo;
- Involved parties shall be allowed access to the personal information of beneficiaries who availed of the programs under Saludo subject to the provisions under Republic Act No. 10173 otherwise known as the Data Privacy Act;
- 8) Beneficiaries who wish to avail of the programs/products/services under the Saludo shall be assisted or facilitated by the territorial unit where the applicant is a resident or by the office/unit where the applicant is assigned; and
- The corresponding requirements and pertinent procedures on how the PNP personnel and their dependents can avail of every specific program/product/service under the Saludo are specified and enumerated under this MC (The requirements and procedures to avail of the Saludo are specified in **Annex "A"**).

b. Specific Guidelines:

A core group which is referred to as PNP Saludo Core Group is hereby established with the following members:

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Ex-O, DPRM
C, MWD, DPRM
All C, RPRMDs of PROs
All C, ARMDs of NSUs
All AdmOs of Directorates
NUP Supervisors of all
PNP offices/units

- Chairperson
- Vice Chairperson
- Members/Focal Persons
- Members/Focal Persons
- Members/Focal Persons
- Members/Focal Persons
- The Head Secretariat shall be the Assistant Chief, MWD and the other members of the Secretariat shall be from the Personnel

Services Section, Morale and Welfare Division (PSS, MWD).

- 2) The functions of the Saludo Core Group:
 - a) To facilitate strict implementation of the policies set forth under this MC to ensure the smooth flow of all processes and coordination relative to the different programs under the Saludo:
 - b) To act as the representative or focal person of the PNP with the AGC during the conduct of activity in respective AORs;
 - c) To establish rapport and maintain constant communication with the AGC representatives particularly in ensuring the smooth delivery of services under the Saludo; and
 - d) To conduct quarterly meetings, or as often as necessary, to be scheduled by the Chairperson to assess and evaluate the Saludo being implemented in the lower units.
- 3) Manner and frequency in convening the Saludo Core Group are as follows:
 - a) The Saludo Core Group will convene quarterly or as often as necessary, upon directive of its Chairperson;
 - b) Regular conduct of quarterly meetings will be set by the Saludo Core Group Secretariat upon approval of the Chairperson to be attended by the respective members/focal persons with the following schedule:
 - 1) All C, RPRMDs of PROs and 1st week of every quarter all AdmOs of Directorates only
 - 2) All C, ARMDs of NSUs only
- 2nd week of every quarter
- All NUP Supervisors of all PNP offices/units only
- 3rd week of every quarter

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c) Under exceptional circumstances, the Saludo Core Group may convene at any scheduled time other than its regular quarterly meetings upon approval of its Chairperson to discuss and plan out matters pertaining to the scheduled programs/products/services under the Saludo to be conducted in a given AOR. It shall be attended by the concerned members/focal persons where the said Saludo activity will be conducted. Further, the Chairperson may direct other PNP offices/units deemed to be directly involved in facilitating the said activity to participate in the scheduled meetings to ensure the successful conduct of the said activity; and

- d) All meetings to be convened by the Saludo Core Group shall be attended by the Chairperson and its Vice Chairperson together with the concerned members/focal persons, as the case maybe.
- 4) A Viber group account shall be created to be administered by the Secretariat to serve as the avenue of communication between and among the core group members and with the AGC focal persons.

c. Responsibilities: *

- TDPRM
 - a) Issue orders to the members of the core group;
 - b) Monitor and supervise the implementation of this MC;
 - c) Create viber group account as a means of communication to the parties concerned;
 - d) Accommodate and assist the representatives from AGC during the conduct of Saludo in the NHQ and provide list of participants and venue of the activity; and
 - e) Perform other tasks as directed.
- 2) TDPCR
 - a) Maximize the dissemination of the Saludo through the PNP social media platforms; and
 - b) Perform other tasks as directed.
- All D-Staff
 - a) Designate respective AdmOs as focal persons of the core group;
 - b) Implement and supervise the implementation of the Saludo in their respective offices;

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Acting Administrative

- Designated focal persons shall assist all PNP members, their respective dependents and retirees in the processing of requirements to facilitate the availment of the program; and
- d) Perform other tasks as directed.
- a) Maximize dissemination of Saludo to all PNP retirees;
- b) Assist retirees who wish to avail of the specific programs for

c) Perform other tasks as directed.

5) RD, PROs and D, NSUs

- a) Designate respective C, RPRMDs/C, ARMDs as focal persons of the core group;
- b) Supervise the implementation of this MC in respective AORs;
- c) Implement and supervise the implementation of Saludo in respective AORs;
- d) Accommodate and assist the representatives from AGC during the conduct of Saludo in respective AORs and provide list of participants and venue of the activity;
- e) Disseminate to all personnel the services offered by the AGC under the Saludo:
- f) Assist the AGC program/product/service representatives in the implementation of the program in their respective AORs;
- g) Designated focal persons shall assist all the PNP members, their respective dependents and retirees in the processing of requirements to facilitate the availment of the program; and
- h) Perform other tasks as directed.

7. PROCEDURES:

a. Coordination shall be conducted between the PNP focal group and Ayala focal person to properly discuss any activity that needs to be AUTHENTICATED undertaken;

> b. All communications from the AGC pertaining to the Saludo shall be disseminated by the DPRM to the lower offices/units on the implementation of the requested activity;

C. Upon receipt of the memorandum directive, RD PROs and D, NSUs must disseminate and cascade to subordinate offices/units the activity Acting Administrative Officer, D'and latest services offered by the AGC pertaining to Saludo, to properly inform all personnel;

> disseminate properly commanders shall programs/products/services offered by the AGC to all active personnel and their dependents and retirees and shall immediately submit the names of interested PNP personnel, retirees or dependents to higher office/unit for subsequent submission to the AGC;

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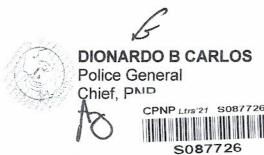
- e. Focal persons shall designate their assistants who shall assist all interested applicants/participants in the preparation of documentary requirements and shall submit the same to the representative of the AGC and shall be responsible in the processing of the application; and
- f. All activities conducted in line with Saludo must be properly documented for subsequent submission of reports to higher offices/units. After Activity Report shall be submitted to the DPRM (Attn: MWD) NLT one day after the conduct of the activity for consolidation and information of the command group.

8. REPEALING CLAUSE:

All existing issuances inconsistent with this MC are hereby repealed accordingly.

9. EFFECTIVITY:

This MC shall take effect after 15 days from the filing of a copy thereof at the UP Law Center in consonance with Section 3, Chapter 2, Book VII of Executive Order 292 otherwise known as the "Revised Administrative Code of 1987," as amended.



Annexes:

A - Requirements and procedures in the availment of Saludo Program;

B - Flowchart of processing under the Saludo Program; and

C – Saludo Core Group Members.

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Distribution:

Command Group IG, IAS Cmdr, APCs D-Staff P-Staff D, NSUs RD, PROs SPA to the SILG

REQUIREMENTS AND PROCEDURES IN THE AVAILMENT OF SALUDO SA SERBISYO PROGRAMS

1. Financial Education Program

Target Beneficiaries: (Active personnel only)

Procedures:

- a. Any PNP office/unit that intends to avail of the Financial Education Program for their personnel must submit a request with the attached list of recommended participants to their respective C, RPRMDs/C, ARMDs/AdmOs who are-the focal persons of the Saludo Core Group in the lower units;
- Subsequently, C, RPRMDs/C, ARMDs/AdmOs must submit the request to the Chairperson, through the PNP Saludo Core Group Secretariat (Attn: PSS, MWD);
- Saludo Secretariat will then submit the endorsement to the AGC through its Saludo focal person; and
- d. Upon approval of the request by the AGC, the Saludo Core Group Secretariat will coordinate to the lower units concerned for the schedule of the Financial Education seminar to be conducted by AGC.

2. Employment Program

Target Beneficiaries: (Retired personnel and dependents of active personnel)

Procedures:

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a. The PNP Saludo Core Group Secretariat will disseminate all available job offerings from AGC to all PNP personnel and retirees through AUTHENTICATED memorandum directive;

b. Any PNP dependent and PNP retiree who intends to avail of the Employment Program shall visit the official website of Ayala Corporation (AC) at http://jobportal.careersatayalagroup.com/careers/external for the different job opportunities within Ayala Group of Companies; and

office Interested PNP dependents and PNP retirees may submit directly their resume/curriculum vitae at saludo_position applied for_company applying for.

Sample: saludo_civilengineer_ayalaland

3. Health and Wellness Program

Target Beneficiaries: (Active personnel and their Dependents)

Procedures:

a. Any PNP office/unit that intends to avail of the Health and Wellness Program for their personnel must signify and submit their request with

the attached list of recommended participants (may vary depending on the slots that can be accommodated by the AGC) to their respective C, RPRMDs/C, ARMDs/AdmOs who are the focal persons of the Saludo Core Group in the lower units;

- Subsequently, C, RPRMDs/C, ARMDs/AdmOs must submit the request to the Chairperson, through the PNP Saludo Core Group Secretariat (Attn: PSS, MWD) who will endorse the request to the AGC through their Focal Person;
- Upon approval by the AGC, the PNP Core Group Secretariat will coordinate to the concerned unit regarding the determination of final slots that can be accommodated by AGC;
- Respective focal person of the requesting PNP unit will facilitate series of coordinating meetings with AGC Focal person in the planning of the Health and Wellness Caravan to ensure smooth facilitation of the activity; and
- e. Recommended participants need only to bring and present their respective IDs (PNP ID for PNP personnel and any ID for PNP dependents) for confirmation of their identity during the activity to avail of the said program.

4. Housing Assistance Program

Target Beneficiaries: (Active and Retired personnel)

Procedures:

a. The PNP Saludo Core Group Secretariat shall disseminate all available AUTHENTICATED exclusive offerings/discounts from Ayala Land (AL) to all PNP personnel and PNP retirees through memorandum directive;

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- b. Any interested PNP personnel who intends to avail of the exclusive offerings/discounts from AL shall directly coordinate with the designated sales representative from AL for the reservation and discussion of payment terms; and
 - c. Further, any interested PNP personnel who intends to avail of Bank Loan for Housing may proceed to the nearest Bank of the Philippine Islands (BPI) and must present only his/her PNP ID to avail of the discounted rate of bank interest under the Saludo.

5. Livelihood Training Program

Target Beneficiaries: (Dependents of PNP personnel and retired personnel with the following order of priority - unemployed spouses, parents/siblings and retired personnel)

Procedures:

a. The AGC will coordinate with the PNP Saludo Core Group through its

ANNEX "A"

Secretariat on the planned/scheduled Livelihood Training Programs for the Calendar Year:

- After receiving the schedule of the Livelihood Training Programs to be conducted, the Chairperson, PNP Saludo Core Group, through its Secretariat, will coordinate with the member/focal person concerned in the lower units through a memorandum directive regarding the said activity;
- c. The Chairperson, PNP Saludo Core Group through its Secretariat, will liaise with the AGC to officially endorse the Core Group member/focal person who will be primarily responsible for all the coordinations, planning, and preparations needed for the activity;
- d. The Core Group member/focal person of the unit concerned will coordinate with AGC focal person to determine the number of slots to be accommodated by AGC in the livelihood training program (minimum of 100 and maximum of 150 participants);
- e. The order of priority for participants should be followed (Unemployed Spouse of PNP personnel, Parents/Siblings and Retirees). In case the participants are similarly situated according to the abovementioned category, dependents of Non-Uniformed Personnel and Police Non-Commissioned Officers based on rank or salary grades will be prioritized; and
- f. Core Group member/focal person will submit the names of recommended participants to the AGC, copy furnished the PNP Saludo Core Group Secretariat for reference.

6. Other Products and Services

Target Beneficiaries: (Active PNP personnel, their dependents and retired personnel)

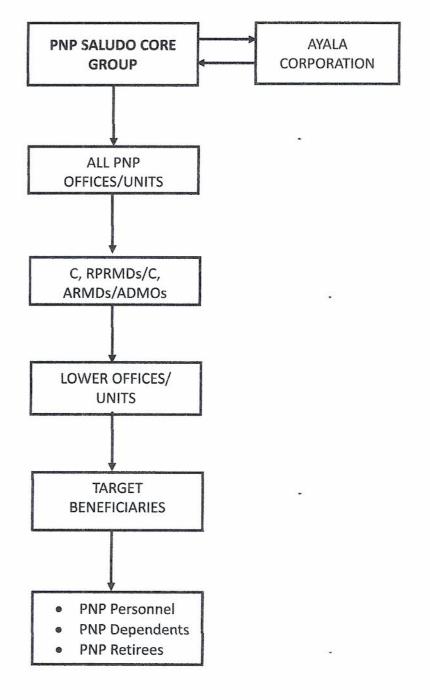
Procedures:

- a. The PNP "Saludo Sa Serbisyo" Core Group Secretariat will disseminate all other products and services being offered by the AGC to all PNP personnel through memorandum directive; and
- b. PNP personnel and PNP retirees who are interested to avail of the exclusive offerings for the other products and services from AC shall coordinate with the Saludo core group (Saludo Core Group members/focal persons in the lower units or the Saludo Core Group Secretariat for those assigned in the NHQ) for assistance or directly to any AGC focal person depending on the category of the product and service being offered.





FLOWCHART IN THE IMPLEMENTATION OF THE SALUDO SA SERBISYO PROGRAMS WITHIN THE PNP



PNP and Ayala Corporation shall constantly coordinate with each other for the implementation of Saludo Programs within the PNP

PNP Saludo Core Group shall disseminate to all PNP Offices/Units all communications pertaining to the programs/products/services of the Saludo Program.

C, RPRMDs/C, ARMDs/ADMOs shall serve as the focal person of the Saludo Core Group in their respective AORs responsible for cascading and facilitating the conduct of the different programs/products/services under the Saludo.

C, RPRMDs/C, ARMDs/ADMOs shall designate their respective dedicated Saludo personnel who shall assist the target beneficiaries such as: PNP Personnel, PNP Dependents and PNP Retirees in availing the different programs/products/services under the Saludo.

C, RPRMDs/C, ARMDs/ADMOs shall supervise and facilitate the implementation and conduct of the different programs/products/services under the Saludo and submit report to the Saludo Core Group after the activity.

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PRO4B	PCOL ARVIN T MOLINA	0917898356
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PRO6	PCOL LOPE M MANLAPAZ	0947614512
PRO7	PCOL JONATHAN B ABELLA	0977846199
PRO8	PCOL HECTOR ENAGE	0917570007
PRO9	PCOL BEATRIZ S LISING	0998309979
PRO10	PCOL WARLITO C SERNA	0917329199
PRO11	PLTCOL SHERWIN M BUTIL	0917655733
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PRO13	PCOL DENNIS A SIRUNO	0948626355
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