



Republic of the Philippines  
NATIONAL POLICE COMMISSION  
NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE  
OFFICE OF THE CHIEF, PNP  
Camp BGen Rafael T Crame, Quezon City

JUN 21 2024

PRBS-2024-0111-001

**MEMORANDUM CIRCULAR**

NO.: **2024-048**

**GUIDELINES AND PROCEDURES ON THE CREATION, OPERATION, AND MAINTENANCE OF THE PNP AUTOMATED RETIREMENT PROCESSING SYSTEM (PARPS)**

**1. REFERENCES:**

- a. Republic Act (RA) No. 11032, entitled, "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR) issued on August 13, 2019;
- b. RA No. 10173 entitled, "An Act Protecting Individual Personal Information in Information and Communications Systems in the Government and the Private Sector, Creating for this Purpose a National Privacy Commission, and for Other Purposes" dated August 15, 2012;
- c. RA No. 9485 entitled, "Anti-Red Tape Act of 2007" dated June 2, 2007;
- d. National Computer Center Memorandum Circular (MC) No. 2003-01 "Guidelines on Compliance to E-Commerce Act (RA No. 8792) and Stage 2 and 3 of the UN-ASPA Five Stages of E-Government";
- e. PNP MC No. 2020-025 dated April 2, 2020 entitled, "Supplemental Guidelines and Procedures in the Processing of Retirement/Separation Claims of the PNP Personnel Under MC No. 2014-14";
- f. PNP MC No. 14-2019 dated April 17, 2019 entitled, "Guidelines and Procedures in the Organization and Operationalization of the Interim Program Management Office (PMO) for the Implementation of the PNP Digital Transformation Plan also known as S.M.A.R.T. Policing"; and
- g. Primer on Pay and Allowances, Benefits, and Privileges of the Philippine National Police personnel and their dependents (Second Edition 2018).

**2. RATIONALE:**

This MC provides the guidelines and procedures in establishing a streamlined process for real-time uploading, verification, and approval of necessary documents for retirement claims, such as Commutation of Accumulated Leave (CAL) and Lumpsum/Outright pension, ensuring that retiring PNP personnel are informed of their application status.

**3. SITUATION:**

The current manual procedures often result in delays and errors, leading to additional manual interventions and backlog inquiries. By transitioning to a digital

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platform, the PNP seeks to expedite service delivery, eliminate manual process and intermediaries, and adhere to the principle of S.M.A.R.T. policing.

With the PARPS, several advancements will also be realized:

- a. **Secured and Transparent Transactions.** The system will feature a dedicated, secure portal for uploading digital documents, monitoring log history, and securing transactions. It will provide a chronological audit trail of every transaction;
- b. **Executive Level of Reporting and Analysis.** Utilizing a single platform will centralize data source and reporting environment nationwide. The PARPS will generate reports as identified and can be expanded by the PRBS and/or other stakeholders;
- c. **Self-Service Access.** Users will have access to their respective dashboards in the PARPS. Encoding, modification, deletion, and other similar activities are restricted to authorized stakeholders (e.g., System administrator); and
- d. **Retiree Application Status Update.** Required documents for retirement claims are from different sources. With PARPS, retiree applicants can track their application status in real-time.

#### 4. PURPOSE:

This MC shall serve as the operational plan for the development, or deployment (of the system), and user training, usage, maintenance, and continuous innovation of the PARPS to deliver an internationally standardized, state-of-the-art, efficient, and real-time retirement claims application strategy for the PNP.

It shall also provide the proper creation and deactivation of accounts within PARPS, periodically and timely remind the users about data privacy and security, and designate clear tasks and responsibilities to specific PNP offices/units and personnel.

##### a. General Objectives:

The PARPS aims to simplify and expedite the retirement benefits application process for PNP personnel. It also establishes real-time updates and information on their application status.

##### b. Specific Objectives:

- 1) Provide convenient and efficient online guidelines and procedures for the application of retirement benefits of PNP personnel;
- 2) Ensure that PNP retirees will receive real-time updates on their application status;
- 3) Eliminate the intervention of fixers and red tape in transactions;

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- 4) Facilitate easy uploading of clearances from other PNP offices/units;
- 5) Avoid fraudulent submission and falsification of documents;
- 6) Provide feedback mechanism for applicants and PRBS;
- 7) Deliver efficient operations for the PRBS and other involved PNP offices/units by utilizing real-time data;
- 8) Improve the PRBS Document Management System and preparation of Executive-level reports; and
- 9) Serve as integration avenue for PARPS with PNP Human Resource Management Information System (HRMIS).

## 5. DEFINITION OF TERMS:

- a. Certificate of Last Payment (CLP) – a document issued to PNP personnel by the PNP Finance Service or its regional counterpart, indicating the last pay and allowances received prior to their retirement or separation from the PNP service. It also states any salary overpayment, to be deducted from their Terminal Leave Benefits.
- b. Compulsory Retirement – pertains to the mandatory retirement of PNP personnel from the service upon completion of the required years in service. For uniformed personnel, upon reaching the age of fifty-six (56); provided that to be entitled to retirement benefits, the personnel has rendered at least 20 years in service. For Non-Uniformed Personnel (NUP), upon reaching the age of sixty-five (65) years; provided that to be entitled to retirement benefits, the personnel has rendered at least fifteen (15) years of service. If the personnel has less than fifteen (15) years of service, he may be allowed to continue in the service in accordance with the existing civil service rules and regulations.
- c. Database – an organized collection-related information that can be processed, retrieved, analyzed, and used in drawing conclusions and making decisions.
- d. Directorate for Comptrollership (DC) Clearance – is a Certificate issued by the Directorate for Comptrollership in the National Headquarters to PNP personnel based on Certificate of Last Payment (CLP) issued by the PNP Finance Service and its counterpart in the regions where they were last paid their pay and allowances prior to their retirement or separation from the PNP service or who are cleared of financial obligations due to the government.
  - 1) Non-Monetary Accountability - Issued to retiring personnel without money accountabilities.
  - 2) Certificate of Money Accountability - stating therein the amount of accountabilities to retiring personnel with money accountabilities.



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- e. Discrepancy – refers to the inconsistencies in documents or databases.
- f. Discipline, Law and Order (DLOD) Clearance – an official document issued by the Directorate for Personnel and Records Management (DPRM).
- g. DL Documents – refer to the documents issued by DL to the retiring PNP personnel, or his/her beneficiary/ies; or those whose service from the PNP had been severed which could be any of the following:
  - 1) Property Accountability Clearance (PAC) – the DL document expressly stating that the retiring PNP personnel; or those posthumously retired or posthumously separated; or the personnel whose service from the PNP had been severed are cleared from any property accountability; or
  - 2) Certificate of Property Accountability (CPA) – the DL document certifying existing property accountability/ies together with the corresponding money valuation costs to be deducted from the retirement and separation benefits.
- h. E-mail – a digital mechanism for exchanging messages through Internet or Intranet communication platforms.
- i. Hardware – the electronic and physical components, boards, peripherals, and equipment that make up a computer system, distinct from software. The physical component consisting of the input devices, central processors, output devices, and storage devices.
- j. Information and Communications Technology (ICT) – is the totality of the electronic means systematically employed to collect, process, store, present, and share information to support end-users' activities. It consists of computer systems, office systems, consumer electronics and telecommunications technologies, and networked information infrastructure, the components of which include the telephone system, the Internet, fax machines, computers, and associated methodologies, processes, rules, and conventions. It is a combination of computer technology, microelectronics applications, and communication information techniques and methods, facilitating modern-day computing are communication applications. It can also be seen as the marriage of information technology and data communication.
- k. Information System – a framework of major processes or operations, facilitating the storage, processing, retrieval, and generation of information for decision-making, planning, controlling, and monitoring purposes. It also refers to a group of related processes whether manual or computerized, designed to generate information exclusively supporting a major functional area of an organization.
- l. Information System Owner – PNP office/unit that legally owns and oversees the Information System.

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- m. Internet – a global interconnection of millions of computer networks and databases, commonly referred to as the Information Superhighway, the Web, or simply the Net.
- n. Internet Service Provider (ISP) – an entity or company that provides connection services to the Internet. ISPs provide access to the Internet through their facilities linked to the global network. These providers can be commercial entities, institutions, universities, or any other entity with an established link to the Internet.
- o. National Police Commission (NAPOLCOM) Clearance – an official document issued by NAPOLCOM to the uniformed personnel who are compulsorily and optionally retired from the PNP Service as part of the requirements for claiming their lump sum, outright, or direct pension benefits.
- p. Ombudsman Clearance – an official document certifying that a person has no criminal, administrative and forfeiture case/s pending with the Office of the Ombudsman.
- q. Optional Retirement – refers to the voluntarily act of PNP personnel to retire from the service upon completion of the required years in service. For uniformed personnel, upon accumulation of at least twenty (20) years in the service. For NUP, upon accumulation of at least fifteen (15) years in the service, provided that the personnel is at least sixty (60) years of age at the age of optional retirement.
- r. PNP Pensioner – refers to an individual who is eligible to receive a pension from the government, including Integrated National Police or PNP retirees, transferees, survivors, or TPPDs.
- s. Retiree – refers to PNP personnel who optionally or compulsory retired from the service.
- t. Server – a computer that shares its resources, such as printers and files, with other computers in the network. For example, a Novell network server shares its disk space with a workstation lacking its own disk drives. Server provides services, such as access to data files, programs, and peripheral services, to workstations in a network.
- u. Software – a set of instructions encoded to a computer (and its peripheral equipment) to execute commands or process data, using a computer-understandable language. It comprises non-physical components, such as an operating system, a development language, database management system, network management software, set of computer tools and utilities, or an application package, as well as the machine-coded instructions that directing and controlling the different hardware facilities.
- v. Software License – an agreement between a user and a software house, outlining the terms and conditions granting the user a legal right



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to use or copy a software program. Each software program requires, a license granted to the user (company or agency), documented in a license agreement.

- w. User/Client – refers to the user of a workstation connected to a network.
- x. Workstation – a networked personal computing device that accepts, processes, stores, and outputs data at high speeds according to programmed instructions.

## 6. GUIDELINES:

### a. General Guidelines:

The PRBS shall initiate the development and implementation of the PARPS. The PARPS is designed to serve as an online portal for the submission/uploading, verification, and approval of digital documents required for retirement claims.

The project shall include training for systems administrators, end-users, and top-level managers. Additionally, an awareness campaign will be conducted to ensure the full acceptance of stakeholders. All related training activities shall adhere to the minimum health standards and safety protocols under the "new normal."

The DICTM shall supervise the smooth implementation of PARPS, with technical support from ITMS. The PRBS, responsible for processing PNP pension and retirement benefits, shall be the project owner, ensuring successful implementation and maintenance of the PARPS project.

All PNP offices/units concerned shall ensure full support for the project, including providing information on processes, systems, and databases related to the pension and retirement processes. Collaboration among offices/units is crucial to ensure the successful development and implementation of the PARPS.

Ultimately, the PARPS will improve the pension and retirement management system in the PNP, enabling interactive transactions, an online portal for tracking retirement claim status, and real-time information access.

### b. Specific Guidelines:

- 1) A Project Management Team (PMT) for PARPS shall be created under the HRMIS. The Program Management Office (PMO) shall ensure the alignment of PARPS with the HRMIS project. (Organizational Structure of the PMT in Annex "A" and Roles and Responsibilities in Annex "B")
- 2) Particularly, the PRBS, being the process owner, shall be designated as the Project Manager of the PMT for PARPS to ensure its effective implementation:



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- 3) The project shall include training for the end-users and top-level managers to sustain the PARPS implementation and maintenance. Also, monitoring and evaluation shall be put in place to assess the timely compliance and impact of the system on the police organization's overall administrative efficiency;
- 4) The project shall also cater documentary requirements for processing the Terminal Leave Benefits/Commutation of Accrued Leave (CAL) of the Non-Uniformed Personnel (NUP) who are optionally and compulsorily retired from the service;
- 5) The following PNP offices/units shall upload the current pertinent retirement claims requirements in PARPS through their respective portals. The PARPS is designed to adapt any changes in documentary requirements covered by approved policy. In case of existing Information System/s where the required document/s are processed and stored, the PARPS shall seamlessly access it through an Application Program Interface (API) in coordination with the information system owner concerned:
  - a) **DPRM:**
    - (1) Retirement Order;
    - (2) Service Record;
    - (3) Breakdown of Leave Credits;
    - (4) Commutation of Leave Order;
    - (5) Latest Promotion Order;
    - (6) NUP Salary Adjustment;
    - (7) DLOD Clearance; and
    - (8) Any amendments of the above.
  - b) **PRBS / RRBU / PRBUs:**
    - (1) Ombudsman Clearance;
    - (2) NAPOLCOM Clearance;
    - (3) Non-Money/Property Clearance;
    - (4) Authorization (Affidavit) to deduct all financial obligations;
    - (5) Statement of Assets, Liabilities and Net Worth (SALN);
    - (6) STI 1 Pensioner Account with Bank Confirmation Slip (Regular Account for NUP);
    - (7) Family-information-sheet-retirees-beneficiaries;
    - (8) Pensioner Information Form; and
    - (9) Additional documentary Requirements for Personnel with pending case/s:
      - (a) Affidavit stating that he/she is waving his/her right for payment of the three (3) years lump sum;
      - (b) Affidavit of Undertaking; and
      - (c) Declaration of Pendency/ Non-Pendency of Case.
  - c) **PRBS:**
    - (1) Certificate of Attendance during the Pre-Retirement Seminar;
    - (2) Letter of Introduction; and
    - (3) Pensioner's ID.



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- d) **DL:** Upload DL Document to PNP Logistics Data Information and Management System (PNP LDIMS);
  - e) **DC:** Upload DC Clearance; and
  - f) **FS:** Upload Certificate of Last Payment.
- 6) All documentary requirements being secured by the retiring personnel shall be submitted to respective ARMDs/RPRMDs and will be forwarded to PRBS/PRBUs for verification, validation and uploading. Same documents shall be consolidated and kept in PRBUs as the repository unit for future reference. However, for Crime-based personnel, it will be the PRBS Headquarters; (Process Flow of Retiree Documentary Requirements in Annex "C")
  - 7) PRBS shall designate document checkers, verifiers, and approvers to ensure that uploaded documents are complete, valid, and authenticated;
  - 8) Upon approval of all the uploaded retirement claim requirements/clearances, PRBS processors shall prepare the Computation Sheet and Disbursement Vouchers and upload the same to PARPS upon approval by D, PRBS; and
  - 9) The retiree applicant will be informed on the status of his claims through an automated SMS from the issuance of his/her retirement order up to the crediting to his ATM account.

c. **Tasks**

- 1) **OTCDS**
  - a) TCDS is designated as the Overall Supervisor in the implementation of this MC;
  - b) Ensure all offices/units' efforts to pursue the PARPS objectives; and
  - c) Perform other tasks as directed.
- 2) **DPRM**
  - a) TDPRM as the assistant Overall Supervisor in the implementation of this MC;
  - b) Designated as co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with the PRBS;
  - c) Assist the Overall Supervisor in the successful implementation of the PARPS project; and
  - d) Perform other tasks as directed.

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- 3) **DL**
- a) Designated as co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with the PRBS;
  - b) Provide logistical support in furtherance of the PARPS project; and
  - c) Perform other tasks as directed.
- 4) **DPCR**
- a) Manage with C, PIO the information operations of the PNP Automated Retirement Processing System;
  - b) Coordinate with the national chapter of groups of retirees or pensioners whether survivor or transferees but not limited to PRAI, BIRCI, PLRRAI; and
  - c) Perform other tasks as directed.
- 5) **DC**
- a) Designated as co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with the PRBS;
  - b) Provide financial support in furtherance of the PARPS project; and
  - c) Perform other tasks as directed.
- 6) **DIDM**
- a) Oversee the filing, investigation, and resolution of administrative cases for the violations of the MC; and
  - b) Perform other tasks as directed.
- 7) **DPL**
- a) Include the compliance with this MC in evaluating the ICER of the Unit Commanders and the UPER; and
  - b) Perform other tasks as directed.
- 8) **DICTM**
- a) Assist TDPRM in the implementation of this MC on the technical components of the System;
  - b) Provide continuous technical support during the implementation of this MC;
  - c) Ensure conformity of the PARPS to the PNP Information System database standard; and
  - d) Perform other tasks as directed.

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9) **PRBS**

- a) D, PRBS is designated as the Project Owner of the PARPS;
- b) Designated as the co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with DPRM, DC, DL and FS;
- c) Coordinate with ITMS in all phases of PARPS program from crafting of the Terms-of-Reference, development, deployment, training, utilization, maintenance, and improvements/innovations;
- d) Provide all data needed by ITMS in the development of the PARPS;
- e) Designate the Retirement Claims and Fund Management Division (RCFMD), Pension Gratuity Division (PGD), and PNP Regional Retirement and Benefits Administration Units (PRBUs) in maintaining the day-to-day operations of the system; and
- f) Perform other tasks as directed.

10) **FS**

- a) Designated as co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with the PRBS; and
- b) Perform other tasks as directed.

11) **ITMS**

- a) Provide technical support and expertise in the implementation of this MC;
- b) Ensure system security for the PARPS to include chronological audit trails;
- c) Ensure that necessary operating system and application software of the computers and other patches that will be utilized are updated;
- d) Provide technical assistance to the PARPS users and executives;
- e) Facilitate basic user training on the user interface of the PARPS for both users and executives;
- f) Designate Information Technology Project Officers (ITPOs) in coordination with PRBS as focal persons in the different PNP offices/units responsible for cascading, implementation, maintenance, and users' training of the PARPS; and
- g) Perform other tasks as directed.

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12) **LS**

- a) Assist in addressing legal issues and concerns in the development and implementation of this MC; and
- b) Perform other tasks as directed.

13) **NSUs / NCRPO / PROs**

- a) Designate MWS to consolidate documentary requirements secured by retiring personnel and subsequent submission to PRBS HQ for NSUs, RRBUs for NCRPO, and PRBUs for PROs;
- b) Perform other tasks as directed.

7. **POLICIES:**

- a. **Streamlining of Business Processes on Retirement Claims.** To successfully develop and implement an online application of retirement claims and monitoring system, the PRBS shall provide the necessary technical assistance about the PRBS business process on retirement claims to the TWG concerned in the formulation of policies on streamlined business processes on the processing of retirement claims;
- b. **Integration of the PARPS database to PNP HRMIS.** The PRBS shall allow access and extraction of the PARPS database. Further, this database shall be integrated with other PRBS databases and further integrated into one single platform that will be managed and administered by the ITMS. This new setup shall strengthen and enhance the 24x7x365 availability, integrity, and reliability of information across the PNP nationwide;
- c. **Integrity of the PARPS Database.** The designated database administrator shall ensure prompt and accurate extraction and restoration of data from the system to the backup server;
- d. **Creation of PRBS PMT for the PARPS under the PNP HRMIS PMO.** For the purpose of implementing the provisions of this MC, the PRBS PMT that is tasked to plan and manage the implementation strategy of PARPS shall be created under the HRMIS PMO created by the CPNP under PNP MC No. 2021-028 entitled: "Revised Guidelines and Procedures in the Development and Implementation of the PNP Human Resource Management Information System (HRMIS)"; and
- e. **Amendments of this MC.** Any amendments can be incorporated into this MC through an approved Memorandum of the higher offices.

8. **PENAL CLAUSE:**

Non-observance of the provisions of this MC shall be investigated and if warranted by evidence, willful violation thereof or inexcusable negligence to comply may be grounds for the filing of appropriate administrative, civil, or criminal charges.



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**9. REPEALING CLAUSE:**

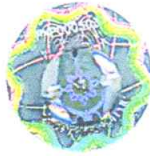
All existing PNP directives and issuances contrary to or inconsistent with the provisions of this MC are hereby rescinded or modified accordingly.

**10. SEPARABILITY CLAUSE:**

Any portion of this MC inconsistent with the organic law or declared unconstitutional shall not affect the validity of the other provisions.

**11. EFFECTIVITY:**

This MC shall take effect after 15 days from filing 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.



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Police General  
Chief, PNP

Distribution:

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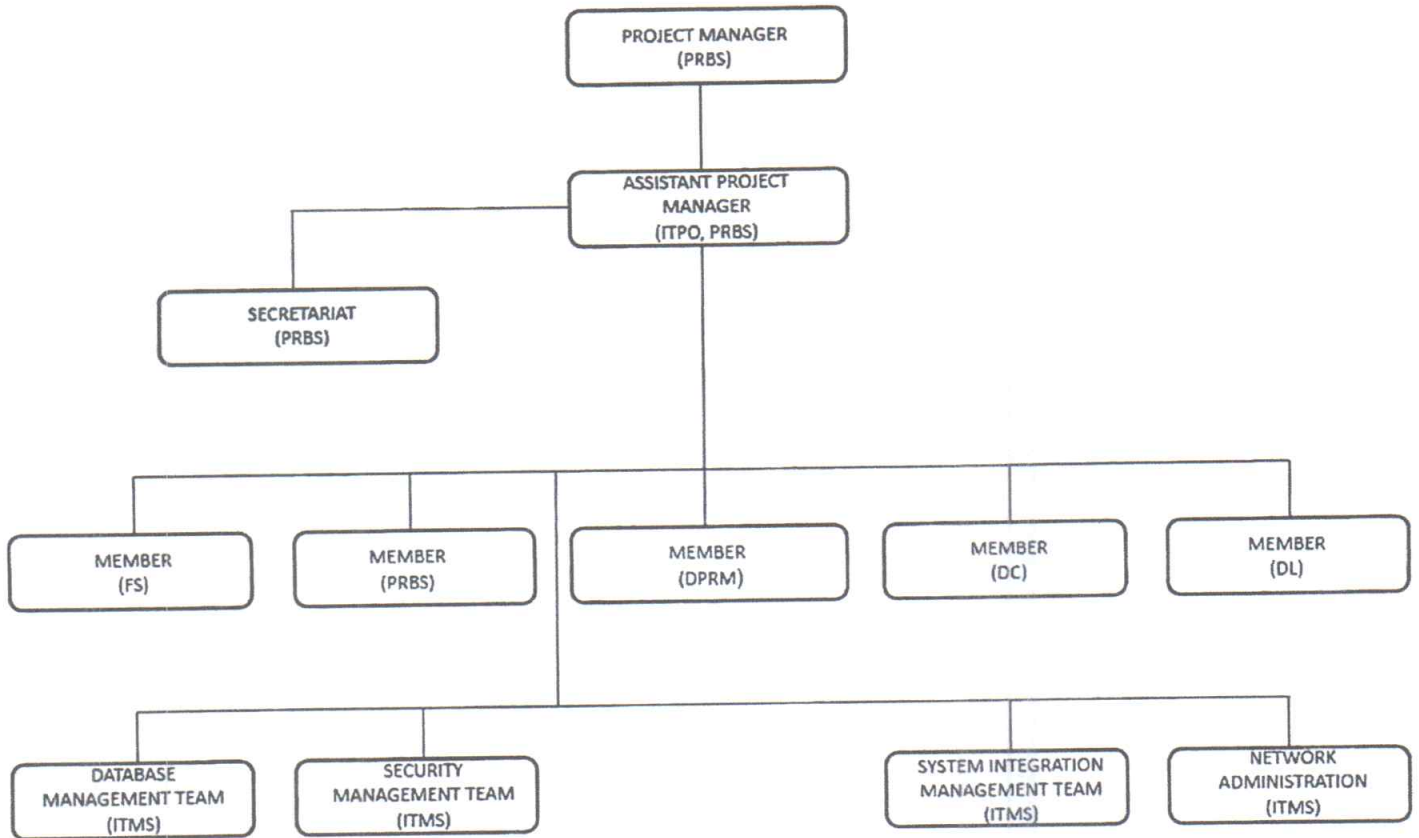


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### PRBS PROJECT MANAGEMENT TEAM FOR PARPS ORGANIZATIONAL STRUCTURE



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**Roles and Responsibilities of the PRBS PMT for the PARPS.**

Roles	Responsibilities
Project Manager (PRBS)	<ul style="list-style-type: none"> <li>• Responsible for the overall project planning and coordination;</li> <li>• Approve proposed project plan;</li> <li>• Coordinate project activities, directing the project according to schedule and budget;</li> <li>• Determine project resources;</li> <li>• Facilitate issues resolution and keep the project moving within plan parameters; and</li> <li>• Hold regular project meetings.</li> </ul>
Assistant Project Manager (ITMS)	<ul style="list-style-type: none"> <li>• Assist the project manager in all phases of the PARPS project.</li> </ul>
Members/Subject Matter Experts (PRBS, DPRM, DC, DL, and FS)	<ul style="list-style-type: none"> <li>• Initiate and oversee the project;</li> <li>• Solve project objectives;</li> <li>• Complete tasks in areas of expertise;</li> <li>• Knowledgeable in business process and operations;</li> <li>• Participate in defining integration business rules;</li> <li>• Participate in analysis and user acceptance testing;</li> <li>• Responsible for signing user acceptance testing and other deliverables;</li> <li>• Approve possible business process changes;</li> <li>• Participate in product and model trainings;</li> <li>• Deliver project responsibilities within deadlines;</li> <li>• Communicate with project lead on roadblocks; and</li> <li>• Document progress, setbacks, and new processes.</li> </ul>

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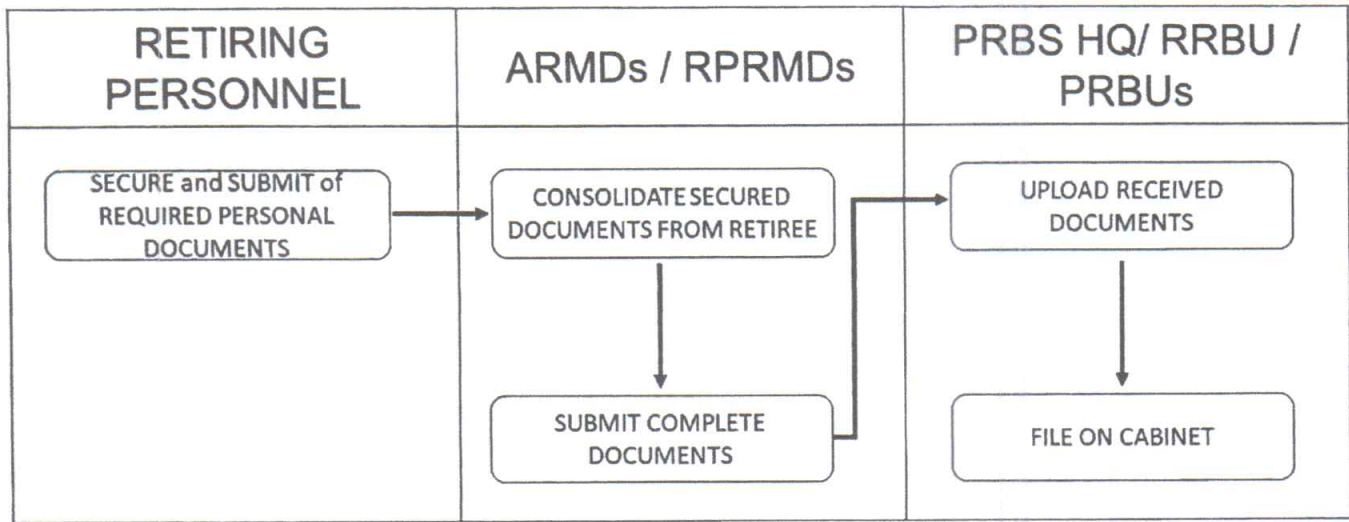
<p>Technical PMT (ITMS)</p>	<ul style="list-style-type: none"><li>• Facilitate gathering of business processes;</li><li>• Facilitate definition of data source mapping and integration business rules;</li><li>• Facilitate data validation;</li><li>• Lead the team in designing and integration;</li><li>• Manage scalability and capacity requirements for the solution;</li><li>• Facilitate quality check points;</li><li>• Assist the development team resolve technical issues;</li><li>• Build and support the system environment;</li><li>• Identify and obtain the needed hardware and software;</li><li>• Perform/Assist system installation;</li><li>• Provide network security access;</li><li>• Participate in product training;</li><li>• Facilitate user acceptance testing;</li><li>• Prepare required documentations (blueprint document, UAT Script and model training manuals); and</li><li>• Facilitate trainings.</li></ul>
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### PROCESS FLOW OF RETIREE DOCUMENTARY REQUIREMENTS



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