



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

MAR 27 2026

DPL(PPD)-260128-0073

MEMORANDUM CIRCULAR

NO.: 2026-052

**ENHANCEMENT OF THE POLICIES AND PROCEDURES ON PNP EXTERNAL
AND INTERNAL FRONTLINE SERVICES, IN COMPLIANCE WITH REPUBLIC
ACT (RA) NO. 11032**

1. REFERENCES:

- a. RA No. 11032 or "Ease of Doing Business and Efficient Government Services Delivery Act of 2018";
- b. RA No. 9485, otherwise known as "Anti-Red Tape Act of 2007" as amended by RA No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Services Delivery Act of 2018";
- c. Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2025-02, entitled "Guidelines on the Adoption and Implementation of the Multi-Stage System for Government Services Exceeding the Prescribed Processing Time under RA No. 11032";
- d. ARTA MC No. 2023-08 dated November 22, 2023, entitled, "Amendment on certain provisions of Anti-Red Tape Authority MC 2020-07 dated September 30, 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)";
- e. ARTA MC No. 2023-05 dated June 8, 2023 entitled, "Amendment to MC No. 2022-005 or Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement";
- f. ARTA MC No. 2022-02 dated March 7, 2022 entitled, "Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or RA No. 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of the Zero Backlog Report";
- g. ARTA MC No. 2021-09 dated June 25, 2021 entitled, "Issuance of the Whole-of-Government Reengineering Manual";
- h. ARTA MC No. 2020-07 Series of 2020 dated September 30, 2020 entitled, "Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act (RA) No. 11032, Otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations (IRR)";
- i. ARTA MC No. 2019-002-A dated December 2, 2019, entitled, "Supplemental Guidelines on ARTA Memorandum Circular No. 2019-



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- 002 Series of 2019 or the “Guidelines on the Implementation of the Citizen’s Charter in Compliance with RA No. 11032, Otherwise Known as the ‘Ease of Doing Business and Efficient Government Service Delivery Act of 2018’ and its Implementing Rules and Regulations (IRR)”;
- j. ARTA MC No. 2019-002 dated August 13, 2019, entitled, “Guidelines on the Implementation of the Citizen’s Charter in Compliance with RA No. 11032, Otherwise Known as the ‘Ease of Doing Business and Efficient Government Service Delivery Act of 2018’ and its Implementing Rules and Regulations (IRR)”;
 - k. Joint Memorandum Circular (JMC) No. 2019-001 dated July 17, 2019, entitled, “The Implementing Rules and Regulations of Republic Act No. 11032, otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”;
 - l. DPRM Letter Orders No. 7 dated January 8, 2024 with the subject: PNP Committee on Anti-Red Tape (CART); and
 - m. Letter of Instructions (LOI) 21/09 dated May 5, 2009, entitled, “Formulation of a Citizen’s Charter and Re-engineering of Internal Frontline Services of the PNP.”

2. RATIONALE:

In view of the continuing reforms implemented by ARTA and the mandates under RA No. 11032, there is a need to further streamline, standardize, and institutionalize the processes governing the delivery of internal and external frontline services of the PNP to reduce bureaucratic red tape, prevent the practice of fixing and the engagement of fixers, and improve overall service delivery. Therefore, this MC is issued to provide clear and uniform guidelines for the identification, classification, streamlining, and monitoring of PNP frontline services, ensure compliance with prescribed processing time standards, and strengthen internal coordination and oversight mechanisms to promote transparency, efficiency, and accountability in the delivery of police services across all PNP Offices/Units.

3. SITUATION:

Pursuant to RA No. 9485, the PNP implemented LOI 21/09 “Formulation of a Citizen’s Charter and Re-engineering of Internal Frontline Services of the PNP” dated May 5, 2009, covering 11 identified PNP Offices/Units with 172 external frontline services and 55 internal frontline services.

With the enactment of RA No. 11032 in 2018, all government agencies, including the PNP, were mandated to streamline processes, improve service delivery, and ensure compliance with prescribed processing time standards through the Citizens’ Charter. Accordingly, ARTA issued memorandum circulars on service standardization, process reengineering, monitoring, and compliance reporting. The PNP issued DPRM Letter Order No. 7 dated January 8, 2024, creating the PNP Committee on Anti-Red Tape (CART).

However, several PNP Offices and Units continue to provide internal and external frontline services that require updating, reclassification, and reengineering



that are not yet fully reflected in the current PNP Citizens' Charter. Therefore, there is a need to issue clear and uniform guidelines to ensure the proper identification, classification, streamlining, and monitoring of all PNP services, and to strengthen institutional mechanisms for sustained compliance with RA No. 11032 and relevant ARTA issuances.

4. PURPOSE:

This MC establishes clear, enforceable, and standardized guidelines for streamlining all external and internal frontline services of the PNP in support of ARTA reforms, ensuring that all PNP services are people-centered, accessible, efficient, transparent, and accountable, in full compliance with RA No. 11032 and its IRR.

5. DEFINITION OF TERMS:

For purposes of this MC, the following terms or words and phrases shall mean or be understood as follows:

- a. Action – the written approval or disapproval made by a PNP Office/Unit on the application or request submitted for processing;
- b. Citizens' Charter – an official document, most current and updated service standard, or pledge that communicates information on the services provided by the government and/or the step-by-step procedure for availing a particular service, including the processing time for each procedure, in the form of informational billboards posted at the main entrance of offices or at the most conspicuous place, or in the form of published materials written either in English, Filipino, or in the local dialect;
- c. Citizens' Charter Information Board – the official display board posted in a conspicuous place within a PNP Office/Unit containing essential information on available services, processing times, requirements, fees, and complaint mechanisms, in accordance with ARTA standards;
- d. Client – any individual, group, organization, or entity, whether civilian or PNP personnel, who avails of or is entitled to avail of a service provided by a PNP Office/Unit, as defined in the Citizens' Charter;
- e. Clients with Special Needs – the clients belonging to vulnerable sectors who require priority assistance in availing of frontline services, including Persons with Disabilities (PWDs), senior citizens, pregnant women, and others as may be identified under existing laws, rules, and regulations;
- f. Client Satisfaction Measurement (CSM) Report – the official document that presents the results of the periodic assessment of clients' satisfaction with the quality, efficiency, accessibility, and timeliness of services delivered by PNP Offices/Units, conducted in accordance with the guidelines prescribed by ARTA;
- g. Client Satisfaction Survey – the systematic tool or process utilized by the PNP to measure and evaluate the level of satisfaction of its internal and external clients about the accessibility, efficiency, responsiveness, and overall quality of the services delivered by PNP Offices/Units;
- h. Complex Transactions – a frontline service of a PNP Office/Unit that requires evaluation, verification, or coordination with one or more offices



or units, involves the exercise of judgment or discretion, or entails the resolution of issues beyond routine processing, and is ordinarily completed within seven working days;

- i. External Services – the services rendered by PNP Offices/Units to the public and external stakeholders, including but not limited to applications for permits, licenses, clearances, certifications, authorizations, and other services provided in the ordinary course of police functions;
- j. Feedback Mechanism – the structured system or process established by an office/unit to receive, record, evaluate, and respond to feedback, comments, suggestions, and complaints from clients and stakeholders regarding the delivery of frontline services;
- k. Fixer – any individual, whether or not officially involved in the operation of a government office or agency, who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration;
- l. Fixing – the act that involves undue facilitation of transactions for pecuniary gain or any other advantage or consideration;
- m. Frontline Service – any transaction or process between a client’s permit, clearance, license, certification, reward, or authorization acted upon in the ordinary course of police service delivery;
- n. Highly Technical Application – a frontline service of a PNP Office/Unit that requires specialized technical knowledge, professional expertise, extensive validation, or multi-level review due to its nature, sensitivity, or legal requirements, and is ordinarily completed within 20 working days;
- o. Internal Services – the services provided by PNP Offices/Units exclusively for PNP personnel, whether uniformed or non-uniformed, including but not limited to personnel records management, benefits, logistics, and administrative support services;
- p. Multi-Stage System – a processing mechanism authorized by the ARTA for government services that cannot be completed within the maximum processing time prescribed under the 3-7-20 Rule due to their nature, complexity, or legal requirements, wherein the service is broken down into distinct stages, each with a defined processing time, deliverable, and responsible offices or personnel;
- q. Officer or employee – a PNP personnel required to perform specific duties and responsibilities related to the application or request submitted by an applicant or requesting party for processing;
- r. PNP Office/Unit – any Directorate, National Support Unit, Police Regional Office, Provincial Office, City/Municipal Police Station, or any Office/Unit of the PNP authorized to deliver frontline services;
- s. Processing Time – the period starting from the receipt of a complete application or request by a PNP Office/Unit, including complete documentary requirements and payment of applicable fees, until the final action is issued;
- t. Process Flow – the step-by-step procedure or workflow that shows how a government service is delivered, including the sequence of activities, responsible offices or personnel, and decision points from start to completion;



- u. Process Mapping – the systematic activity of identifying, analyzing, and documenting the steps, inputs, outputs, responsible persons, and decision points involved in a government service or process, for the purpose of simplifying, streamlining, and improving efficiency in service delivery;
- v. Red Tape – any regulation, rule, or administrative procedure or system that is ineffective or detrimental in achieving its intended objectives and, as a result, produces slow, suboptimal, and undesirable social outcomes;
- w. Regulation – any legal instrument that gives effect to a government policy intervention and includes licensing, imposing information obligation, compliance with standards, or payment of any form of fee, levy, charge, or any other statutory and regulatory requirements necessary to carry out the activity;
- x. Simple Transactions – a frontline service of a PNP Office/Unit that requires only ministerial action and can be completed through straightforward processing without the need for technical evaluation, validation by multiple offices, or the exercise of discretion, and is ordinarily completed within three working days;
- y. Zero Backlog Report – the official report certifying the absence of pending transactions beyond the prescribed processing time, pursuant to ARTA guidelines; and
- z. 3-7-20 Rule – the statutory processing time standards under RA No. 11032 for simple, complex, and highly technical applications, unless otherwise authorized by the ARTA.

6. GUIDELINES:

The following guidelines establish a uniform framework for the implementation, streamlining, monitoring, and continuous improvement of all external and internal frontline services of the PNP. These shall guide all PNP Offices/Units in ensuring compliance with RA No. 11032 and relevant issuances of the ARTA to promote efficient, transparent, accountable, and citizen-centered service delivery.

a. General Guidelines:

These General Guidelines establish the policies and mechanisms for the organization and operationalization of the PNP CART at all levels to ensure effective coordination, oversight, and compliance with RA No. 11032 and relevant issuances of ARTA in the delivery of frontline services.

1) Committee on Anti-Red Tape

The PNP shall institutionalize a CART to perform the functions, roles, and duties stated under ARTA MC No. 2023-08 and RA No. 11032. The PNP CART shall include at least one focal person in each Office/Unit.



The NHQ PNP CART shall be composed of the following:

PNP CART	
Designation/Office/Unit	Function
The Deputy Chief, PNP for Administration	Chairperson
The Chief of Directorial Staff	Vice Chairperson
Deputy Inspector General, Internal Affairs Service	Member
All Directorial Staff	Principal Member
All Deputy Directors, D-Staff	Alternate Member
Director, Legal Service	Member
Director, Information Technology Management Service	Member
Chief, Plans and Program Division, DPL	Head Secretariat
Assistant Chief, PPD, DPL	Assistant Head Secretariat
PPD, DPL Personnel	Secretariat Member
PTD, ITMS Personnel	Secretariat Member
Selected PPD, DPL Personnel	Focal Person

The committee shall be supported by two sub-committees, namely the Sub-Committee on External Services and the Sub-Committee on Internal Services. It shall be composed of key PNP personnel, but not limited to the following:

Sub-Committee on PNP External Frontline Services	
Designation/Office/Unit	Function
The Director for Police Community Relations	Chairperson
Deputy Director, DPCR	Vice Chairperson
Executive Officers, D-Staff (Selected)	Member
Deputy Director/Deputy Directors for Operations, NSUs	Member
Deputy Regional Director for Operations (DRDO), PROs	Member
Chief, Plans and Programs Division, DPCR	Secretariat
SMID, DICTM Personnel	Secretariat Member
Personnel from PPD, DPCR	Secretariat Member
Chief, Regional Community Affairs and Development Division (RCADD)	Focal Person



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Sub-Committee on PNP Internal Frontline Services	
Designation/Office/Unit	Function
The Director for Personnel and Records Management	Chairperson
Deputy Director, DPRM	Vice Chairperson
Executive Officers, D-Staff (Selected)	Member
Deputy Director/Deputy Directors for Administration, NSUs	Member
Deputy Regional Director for Administration (DRDA), PROs	Member
Chief, Plans, Programs, and Policies Division, DPRM	Secretariat
SMID, DICTM Personnel	Secretariat Member
Personnel from PPPD, DPRM	Secretariat Member
Chief, Regional Personnel and Records Management Division (RPRMD)	Focal Person

- 2) Functions, Duties, and Responsibilities of PNP CART
- a) Direct the study of external and internal frontline service processes;
 - b) Monitor and ensure observance of service standards, processing time, and systems and procedures in all external and internal frontline services, to include the timely submission of the requirements, but not limited to the following:
 - (1) Client Satisfaction Measurement Report (CSMR) for each service not later than the last working day of April of each year (See Annex A for previously submitted CSMR), (See Annex B for CSM Questionnaires);
 - (2) Zero Backlog Report on or before March 7 of every year (See Annex C for previously submitted report);
 - (3) Complete Classified Government Services, Citizens' Charter Information Billboard, Citizens' Charter Handbook, Citizens' Charter Online Website Posting, and Certificate of Compliance (CoC) (See Annex D for previously submitted CoC); and
 - (4) Establishment and maintenance of a public assistance complaints desk or PNP-ARTA Helpdesk.
 - c) Periodically track, review, and update the implementation of streamlined processes to ensure efficiency, effectiveness, and compliance;



- d) Receive, document, and refer complaints and ARTA endorsements to Offices/Units concerned;
 - e) Direct and supervise reengineering activities of systems and procedures, compliance cost analysis, and time-in-motion studies, process mapping, and evaluation and improvement of all the services using the concepts and tools indicated in the Whole of Government Reengineering Manual issued by ARTA;
 - f) Recommend policies, guidelines, and procedures to standardize and simplify processes of External and Internal Frontline Services in the PNP Offices/Units for CPNP approval prior to submission to ARTA;
 - g) Ensure effective knowledge transfer and information dissemination among PNP personnel through ARTA-related trainings, to include Anti-Red Tape policies and proper implementation of citizen-centric services;
 - h) Maintain continuous coordination with ARTA and conduct semi-annual, or as the need arises, coordination meetings, to be alternately hosted by ARTA and PNP CART; and
 - i) Ensure compliance with the RA No. 11032 and other related guidelines issued by ARTA.
- 3) Responsibilities of Sub-Committees of NHQ PNP CART
- a) Draft a Command Memorandum Circular on the Formulation of the Citizens' Charter of all Internal and External Frontline Services and Reengineering of Processes in PNP Offices/Units, for approval of the Chief, PNP through PNP CART;
 - b) Review existing processes for redundancy, delay, or inefficiency;
 - c) Create Technical Working Groups to study procedural delays, redundancies, or inefficiencies that hinder prompt service delivery;
 - d) Deliberate the TWG proposals on recommended streamlining, digitization, or automation of procedures, service standardization, compliance reporting, and monitoring;
 - e) Review, ensure, and recommend policy alignment with ARTA laws and issuances;
 - f) Recommend to the NHQ PNP CART the streamlining, digitization, or automation of procedures;
 - g) Monitor implementation of approved service standards;
 - h) Prepare consolidated compliance reports, such as, but not limited to, the Zero Backlog Report, Client Satisfaction Measurement Report, Citizens' Charter Handbook, and CoC from concerned PNP Offices/Units for submission to ARTA, in coordination with the PNP CART Secretariat;
 - i) Conduct a semi-annual inspection of PNP Offices/Units frontline service providers;
 - j) In the event of changes in service processes or membership, submit the appropriate resolution for approval of the Chief, PNP through the PNP CART; and



- k) Perform other tasks as directed for purposes of enabling CART to comply with the mandate of RA No. 11032, its IRR, and ARTA issuances.

b. Specific Guidelines:

These Specific Guidelines prescribe the operational measures and requirements to ensure the effective implementation, monitoring, and sustained compliance of all PNP Offices/Units with RA No. 11032 and relevant issuances of ARTA.

- 1) The PNP CART shall convene quarterly meetings to ensure compliance with the requirements of RA No. 11032, its IRR, and all subsequent issuances of ARTA;
- 2) CART in each Office/Unit shall ensure the establishment and management of a public assistance complaint desk or PNP ARTA Helpdesk to effectively receive complaints, feedback, and monitor customer satisfaction via hotline numbers, short message service (SMS), information and communication technology, or other mechanisms where clients may express their complaints, comments, or suggestions;
- 3) CART in each Office/Unit shall ensure posting of the most current and updated Citizens' Charter Information Board in the most conspicuous place in the respective office, with the relevant pages of the Citizens' Charter Handbook placed in the service counters of offices providing external services and the soft copy of the Citizens' Charter Handbook posted at the official website of the respective Offices/Units. Moreover, all posted information billboards and printed materials related to frontline services must include a prominently displayed QR code that links directly to the full, updated Citizens' Charter on the unit's official website;
- 4) The Sub-Committees on Internal and External, in coordination with PNP CART Secretariat, shall conduct a semi-annual inspection to the identified Offices/Units service provider; and
- 5) The PNP CART Secretariat shall facilitate seminars and training programs for all PNP personnel concerned on customer relations, in coordination with ARTA.

c. Responsibilities:

- 1) **TDCA**
 - a) Act as Chairperson of the PNP CART; and
 - b) Act as the overall supervisor in the implementation of this MC.
- 2) **TCDS**
 - a) Act as Vice Chairperson of the PNP CART; and
 - b) Shall act as supervisor in the absence of the Chairperson.



3) TDPRM

- a) Act as a Chairperson of the Sub-Committee on PNP Internal Frontline Services;
- b) Act as lead in providing strategic direction in streamlining the internal frontline service processes, in coordination with Offices/Units concerned;
- c) Supervise the monitoring and consolidation of compliance from the members of the Sub-Committee on PNP internal frontline services;
- d) Spearhead the coordination among all internal frontline service providers;
- e) Supervise the crafting of the Citizens' Charter and reengineering of all internal frontline services;
- f) Issue Letter Orders; and
- g) Perform other tasks as directed.

4) TDPCR

- a) Act as a Chairperson of the Sub-Committee on PNP External Frontline Services;
- b) Act as lead in providing strategic direction in streamlining the external frontline service processes, in coordination with Offices/Units concerned;
- c) Supervise the monitoring and consolidation of compliance from the members of the Sub-Committee on PNP external frontline services;
- d) Spearhead the coordination among all external frontline service providers;
- e) Supervise the crafting of the Citizens' Charter and reengineering of all external frontline services; and
- f) Perform other tasks as directed.

5) TDC

- a) Allocate funds to support the implementation of all necessary activities and requirements for streamlining the services of PNP Offices/Units; and
- b) Perform other tasks as directed.



- 6) **TDET**
- a) Include an ARTA-related subject in the Program of Instruction of all in-service administrative courses and seminars; and
 - b) Perform other tasks as directed.
- 7) **D, LS**
- a) Act as a member of the PNP CART;
 - b) Render legal opinion, as necessary, on complaints, referrals from ARTA, and other matters pertaining to RA No. 11032; and
 - c) Perform other tasks as directed.
- 8) **DIG, IAS, and other D-Staffs**
- a) Act as a member of the PNP CART;
 - b) Assist in the implementation of this MC; and
 - c) Perform other tasks as directed.
- 9) **D, NSUs, and RD, PROs**
- a) Actively support the implementation of this MC;
 - b) Ensure adherence to the provisions of RA No. 11032 and this MC;
 - c) Ensure establishment and maintenance of a Citizens' Charter, feedback mechanism, and a client satisfaction survey as prescribed in this MC;
 - d) Coordinate with the Sub-Committee focal persons or PNP CART focal persons for any clarification, technical assistance, or monitoring requirements;
 - e) Provide necessary data or updates during monitoring or inspection conducted by ARTA, PNP CART, or other oversight office;
 - f) Designate personnel responsible for handling ARTA compliance and ensure their participation in related trainings, orientations, or seminars;
 - g) Ensure knowledge transfer and turnover of ARTA compliance responsibilities in cases of reassignment or rotation through an affidavit of undertaking; and
 - h) Perform other tasks as directed.



10) **C, PPD, DPL**

- a) Act as the Head Secretariat of the PNP CART;
- b) Consolidate and submit the compliance of the PNP to ARTA, in coordination with the Sub-Committees;
- c) Forward citizens' complaints and referrals from ARTA to the Offices/Units concerned, and relay the corresponding feedback to ARTA through the PNP CART Chairperson;
- d) Facilitate seminars and training on customer relations and other training related to ARTA policies;
- e) Coordinate with ARTA on new directives and issuances;
- f) Facilitate the bi-monthly meeting with ARTA; and
- g) Perform other tasks as directed.

11) **CS, ITMS;**

- a) Act as a member of the secretariat;
- b) Assist the Head Secretariat in the implementation of this MC; and
- c) Perform other tasks as directed.

12) **C, PPD, DPCR**

- a) Act as the Secretariat of the Sub-Committee on External Frontline Services;
- b) Monitor and maintain an updated database of compliance status of external frontline services;
- c) Consolidate and submit all compliance of external frontline services providers to the Head Secretariat, PNP CART;
- d) Coordinate with external frontline services, TWG, and the PNP CART Secretariat on matters related to process streamlining;
- e) Assist in the conduct of semi-annual inspections, validation activities, and other monitoring mechanisms of external frontline service providers;
- f) Perform other tasks as directed.

13) **C, PPPD, DPRM**

- a) Act as the Secretariat of the Sub-Committee on Internal Frontline Services;



- b) Monitor and maintain an updated database of compliance status of internal frontline services;
- c) Consolidate and submit all compliance of internal frontline services providers to the Head Secretariat, PNP CART;
- d) Coordinate with internal frontline services, TWG, and the PNP CART Secretariat on matters related to process streamlining;
- e) Assist in the conduct of semi-annual inspections, validation activities, and other monitoring mechanisms of internal frontline service providers; and
- f) Perform other tasks as directed.

7. PROCEDURES

The streamlining of services in the PNP, without the Citizens' Charter and reengineering of services, shall be undertaken through the following steps:

- a. Creation of Technical Working Groups (TWGs)
 - 1) The Chairpersons of the Sub-Committees on External and Internal Frontline Services shall constitute TWGs composed of representatives from Offices/Units concerned; and
 - 2) TWGs shall serve as the lead groups in process review, reengineering, and Citizens' Charter formulation.
- b. Service Inventory and Classification of all PNP Offices/Units not included in the existing PNP Frontline Services
 - 1) Each office/unit shall prepare an inventory of all services being provided (See Annex "E" for the initial list of internal and external frontline services of the PNP); and
 - 2) Services shall be classified as:
 - a) External Services; and
 - b) Internal Services.
- c. Process Mapping for services not included in the existing PNP Frontline Services
 - 1) Offices/Units shall document their current processes using process maps (Annex "F") and process flowcharts (Annex "G"); and
 - 2) Each step must clearly show:
 - a) Responsible office/personnel;
 - b) Required documents;
 - c) Processing time; and



- d) Applicable fees (if any).
- d. Identification of Constraints and Issues for services not included in the existing PNP Frontline Services
- 1) TWGs shall evaluate the documented processes to identify:
 - a) Redundant steps;
 - b) Unnecessary signatures or approvals;
 - c) Non-value-adding requirements;
 - d) Excessive processing time; and
 - e) Waiting time in between steps of the entire process.
 - 2) Data shall be gathered through staff consultations, client feedback, and time-and-motion studies.
- e. Streamlining of Processes
- 1) Eliminate redundant steps and unnecessary requirements;
 - 2) Simplify approval/signatory levels to the minimum necessary;
 - 3) Digitize processes where possible (e.g., online forms, electronic submission); and
 - 4) Apply the 3-7-20 Rule of RA No. 11032:
 - a) Simple transactions;
 - b) Complex transactions; and
 - c) Highly technical transactions.

**Note: For transactions that cannot be completed within twenty (20) working days due to their nature or legal requirements, a Multi-Stage System may be adopted, subject to compliance with ARTA guidelines and approval.*
 - 5) In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result in damage or destruction of documents, and/or system failure of the computerized or automatic processing, the prescribed processing times mandated in this MC shall be suspended, and appropriate adjustments shall be made.
- f. Drafting of the Citizens' Charter (Annex H) for services not included in the existing PNP Frontline Services
- 1) For each service, TWGs shall prepare a service entry containing all ARTA provisions on the crafting of a Citizens' Charter, such as:
 - a) Service name and description;



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- b) Clients/beneficiaries;
 - c) Requirements and where to secure them;
 - d) Step-by-step procedure;
 - e) Responsible personnel/office;
 - f) Processing time (per step and total);
 - g) Fees/charges (if any); and
 - h) Feedback/complaint mechanism.
- 2) The Charter must be written in clear, simple, and citizen-friendly language.
- g. Validation and Endorsement
- 1) Draft Charters and reengineered processes shall be presented to the PNP CART for review and validation; and
 - 2) Upon concurrence of the PNP CART, it will be submitted to ARTA for approval through the Chief, PNP.
- h. Publication and Dissemination
- 1) Approved Citizens' Charters shall be:
 - a) Posted in conspicuous areas of PNP Offices/Units;
 - b) Uploaded to official PNP websites and social media platforms; and
 - c) Made available through brochures or flyers, if necessary.
- i. Implementation and Monitoring
- 1) All Offices/Units shall implement their approved streamlined processes;
 - 2) The Sub-Committees on Internal and External Frontline Services, in coordination with the PNP CART Secretariat, shall monitor compliance through spot inspections, report submissions, and client satisfaction surveys; and
 - 3) Annual compliance reports shall be consolidated by the Sub-Committees on Internal and External Frontline Services and submitted to ARTA through the PNP CART Secretariat.



- j. Continuous Improvement
 - 1) Offices/Units shall review their processes semi-annually to ensure they remain responsive, efficient, and compliant with updated ARTA directives;
 - 2) Feedback from clients and personnel shall be incorporated into future revisions of the Citizens' Charter; and
 - 3) Any amendments, revisions, or enhancements to PNP Citizens' Charter shall be submitted to the ARTA for review, compliance verification, and proper documentation before implementation.

8. PENALTY CLAUSE:

Any violation of the provisions of this MC shall constitute an administrative offense and shall be punishable according to existing rules and regulations.

9. REPEALING CLAUSE:

All existing PNP issuances in conflict with this MC are deemed replaced, amended, or rescinded accordingly.

10. SEPARABILITY CLAUSE:

If any provision, section, or part of this MC is declared unconstitutional or invalid by a competent authority, such declaration shall not affect the validity and enforceability of the other provisions hereof, which shall remain in full force and effect.

11. EFFECTIVITY:

This MC shall take effect after 15 days from filing a copy thereof at the University of the Philippines, 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.



JOSE MELENCIO C NARTATEZ, JR
 Police General
 Chief, PNP

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ANNEX

“A”

**Sub-Committee on PNP External Frontline
Services (SCPEFS), PNP Committee on
Anti-Red Tape (CART)**

**Client Satisfaction Measurement Report
(Consolidated)**

January 1 – December 31, 2024

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B. List of PNP Central Offices/Units	24

I. Overview:

Pursuant to the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) Nos. 2022-05 and 2023-05, government agencies shall administer the Client Satisfaction Measurement (CSM) survey to clients who have completed a transaction with the Agency. Per Section 6.7.1 of ARTA M.C. No. 2019-002, the CSM shall assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed. Further, the CSM shall provide the details on the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

With the PNP's commitment for client satisfaction guaranteed services, it is also significant to measure the level of satisfaction of the stakeholders. In line with this, the eight (8) PNP offices/units that render external frontline services namely the Directorate for Intelligence (DI), Forensic Group (FG), Highway Patrol Group (HPG), PCADG, PRBS, PTCFOR, SOSIA, and Firearms and Explosives Office (FEO), which are members of the Sub-Committee for the PNP External Frontline Services at the National Headquarters of the PNP Committee on Anti-Red Tape (CART) had administered surveys from January to December 2024 to measure the quality of services provided to their clients who availed various police services.

In summary, the data indicated that the Citizen's Charter (CC) awareness of the clients got a total score of 99.92%; CC visibility with 94.51%; and for CC Helpfulness, 93.75%. As for the response rate, the score is 20.55%. Meanwhile, the PNP garnered an overall score of 98.83% for the satisfaction in all of the external services.

PARTICULAR	SCORE
CC Awareness	99.92%
CC Visibility	94.51%
CC Helpfulness	93.75%
Response Rate	20.55%
Overall Score	98.83%

II. Scope:

The PNP offices/units concerned had conducted their surveys from January to December 2024 administered through modes of paper and pen and online to the clients who visited their offices/units located at Camp BGen Rafael T Crame, Quezon City.

As reported, for 2024, there were **1,604,723** service transactions availed by the PNP clients. Out of this number, there were **276,747** clients who answered the survey. The Agency's external services covered in the CSM were the following:

ANNEX A: Client Satisfaction Measurement Report (CSMR)

No.	External Services	Responses	Total Transactions
DI			
1	DI Clearance	2,441	16,090
Sub-Total		2,441	16,090
FG			
1	Drug Test (LTOPF)	4,630	31,006
2	Blood Determination	1	1
3	DNA Examination (Non-Criminal)	34	52
4	Examination of Altered/Erased Documents	1	1
5	Examination of Imprint Documents	2	0
6	Signature Identification	93	97
7	Fingerprint Services	1,024	2,247
8	Macro-etching of Motor Vehicle applying for PNP Clearance at HPG	1,519	160,515
9	Macro-etching of Motor Vehicle for Purposes of Lifting of Alarm/Verification/ Re-stamping	15	60
10	Polygraph Examination	36	46
11	Firearms Stenciling and Testing	597	655
Sub-Total		7,952	194,697
HPG			
1	Processing and Issuance of Motor Vehicle Clearance Certificate	95,602	361,684
2	Processing and Issuance of Nationwide Alarm Certificate	120	120
3	Processing and Issuance of Non-recovery	33	33
4	Processing and Issuance of Lifting Certificate	45	45
5	Processing and Issuance of Re-stamping Certificate	20	20
6	Processing and Issuance of Deletion/Correction of Entry Certificate	3	3
Sub-Total		95,823	361,905
PCADG			
1	Walk-in Management Complaint	110	110
Sub-Total		110	110
PRBS			
1	Commutation of Accumulated Leave (CAL) Claim	104	174
2	Lump Sum/Outright/Direct Pension Claim	234	390
3	Activation of First Pension	147	245

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4	PNP Transfer of Pension (TOP) Claim	184	307
5	INP Transfer of Pension (TOP) Claim	43	72
6	Activation of First Pension (Beneficiaries of retired INP Personnel)	8	14
Sub-Total		720	1,202
PTCFOR SECRETARIAT			
1	PTCFOR ID	3,466	18,618
Sub-Total		3,466	18,618
SOSIA			
1	Authority to Purchase Firearms (ATPF)	230	570
2	Application for New License to Operate of Private Security Agency (PSA) and Company Guard Force (CGF)	149	243
3	Application for Renewal License to Operate of Private Security Agency (PSA) and Company Guard Force (CGF)	277	992
4	Application for New Government Security Force (GSF) License to Operate	6	6
5	Application for License to Exercise Security Profession (LESP) New and Renewal (Online)	383	209,852
6	Change of Business Status from Single Proprietorship to Corporation as PSA	1	1
7	Change of Licensee/Business Address and/or Business Name of Business Name of PSA	27	29
8	Issuance of New and Renewal of License to Operate (LTO) of Private Security Training Agency (PSTA)	87	113
9	Issuance of License to Exercise Security Profession (LESP) of Training Director, Training Officer, Training Instructor	239	629
10	Issuance of Inspection Report (Pre-Licensing of LTO)	51	58
11	Issuance of Letter of Authority to Conduct Training	190	376
12	Issuance of Certificate of Registration and Inventory (CRI)	15	16
13	Issuance of Authority to Wear Special Set of Uniform (SSU)	224	535
14	Conduct of Pre-Licensing Inspections to Private Security Service Providers (PSSPs)	214	483
15	Issuance of Certificate on Non-Pending Case	299	1,342

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16	Application for New License to Operate (LTO) for Private Security Agency (Canine Services)	15	16
17	Application for Renewal of License to Operate (LTO) for Private Security Agency (Canine Services)	14	14
18	Application for New and Renewal of License to Operate for Private Security Canine Training Centers (PSCTCs)	1	1
19	Canine Team Evaluation Test	72	89
20	Letter of Authority to Conduct Training	50	57
Sub-Total		2,544	215,422
FEO			
1	License to Own and Possess Firearms (Individual)	26,774	133,870
2	Firearm Registration (Individual)	25,573	127,866
3	License to Own and Possess Firearms (Juridical)	189	947
4	Firearm Registration (Juridical)	43,970	219,848
5	Warehouse Receiving of Newly Manufactured Locally-Made Firearms	2,607	13,035
6	Warehouse Receiving of Imported Firearms	6,306	31,528
7	Authority to Transport Firearms and Ammunition (ATTFA) & Withdrawal of Newly Purchased Firearms	8,002	40,009
8	Issuance of Certification to Law Enforcement Agencies, Prosecutors, Public Attorney's Offices and Firearm Licensees relative to letter request	331	1,654
9	Issuance of Firearms Certification for various competent courts relative to Subpoena/order	615	3,075
10	Issuance of Firearms Record Verification (FRV) for Company Guard Forces/Private Security Agencies/ GGU's	172	858
11	Issuance of Computer printout of Individual Firearms License for Renewal (FIMS)	511	2,555
12	RCSU Issuance of IFRV	3,357	16,786
13	License to Manufacture (New-Main & Additional Site)	3	13
14	License to Deal – New (Main & Branch)	7	36
15	License to Deal – Renewal/Amendment)	43	216
16	Gunsmith's License – New (Renewal/Amendment/Main/Branch)	3	13

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17	Permit to Import Firearms and its Parts, Ammunition and its Components, Airgun/Airsoft, Bullet Proof Vest/Vestment and other Regulated Items:	106	531
18	Permit to Export Firearms and its Parts, Ammunition and its Components, Airgun/Airsoft, Bullet Proof Vest/Vestment and other Regulated Items	32	161
19	Certificate of Balance	114	569
20	Printing ID for License to Own and Possess Firearms (LTOPF)	12,042	60,212
21	Printing ID for Firearms Registration (FR) - Individual	22,197	110,986
22	Alteration and Correction of Record Entry - Individual	112	559
23	Alteration and Correction of Record Entry - Individual (with Resolution)	534	2,675
24	Tagging CCSDAF – Individual and Juridical Entities	12	61
25	Alteration and Correction of Record Entry – Juridical Entities	4	19
26	Permit to Transport Firearms for Individual	716	2,662
27	Permit to Transport Firearms for Licensed Sports Shooter (Local Competition)	362	1,431
28	Permit to Transport Firearms for Licensed Local Sports Shooter (Going Outside the Country)	31	63
29	Permit to Transport Firearms for Licensed Foreign Sports Shooters (Entering the Country)	37	123
30	Permit to Transport Firearms for Foreign Diplomats/Dignitaries or their Security Forces	52	251
31	Permit to Transport Firearms for Gov't Entities: National Government Agencies/ Law Enforcement Agencies/ Local Government Units/ Government Owned and Controlled Corporations	34	97
32	Permit to Transport Firearms for Private Entities: Private Security Agencies (PSAs)	98	1,843
33	Permit to Transport Firearms for Private Entities: Licensed Dealer/ Manufacturer (Local Transport)	146	2,694
34	Conduct Sports Shooting Competition (Level 1, 2 & 3)	21	47

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35	Authority for Gun Club to Conduct Gun Safety & Responsible Gun Ownership Seminar (GSRGOS)	9	14
36	Gun Club Accreditation	49	60
37	Shooting Range Accreditation (New/Amendment)	9	9
38	Shooting Range Accreditation (Renewal)	9	51
39	Shooting Range Accreditation For Government-Owned/Operated (New)	4	7
40	Shooting Range Accreditation for Government-Owned/Operated (Renewal)	7	13
41	Shooting Range Accreditation for Colleges/Universities (New)	2	2
42	Shooting Range Accreditation for Colleges/Universities (Renewal)	1	1
43	Shooting Range Accreditation for Security Training Centers (Renewal)	2	2
44	License to Own and Operate Reloading Machine	4	4
45	Airsoft/Air Gun Registration	206	1,406
46	Validation of Gun Safety and Responsible Gun Ownership Seminar (GSRGOS) Certificate	562	8,266
47	Certificate of Inspection	43	320
48	Request for Tagging of Wanted Lost Firearms	58	1,151
49	Request for Change of FA Status from License Blocked "LB"/License Revoked "LR" (thru System Automation because of Non-renewal) to Firearms to Licensee "FL"		
50	Request for Change of FA Status from License Revoked "LR (because of FLRRB Resolution or Pendency of Case) to Firearms to Licensee "FL"	94	223
51	Request for Change of FA Status from Under Investigation "UI" to Firearms to Licensee "FL"		
52	Request for Correction of Entry	33	98
53	Request for Denial of Ownership/Cancellation of Registration	57	163
54	Request for Revocation of License	6	37
55	Request for Classification of Firearms	4	43
56	Dealer's License (New) - Controlled Chemicals	6	6
57	Purchaser's License (New) - Controlled Chemicals	32	34
58	Manufacturer's License (Renewal) - Controlled Chemicals	4	4

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59	Dealer's License (Renewal) - Controlled Chemicals	48	49
60	Purchaser's License (Renewal) - Controlled Chemicals	588	596
61	Manufacturer's License (Amendment) - Controlled Chemicals	3	3
62	Dealer's License (Amendment) - Controlled Chemicals	4	4
63	Purchaser's License (Amendment) - Controlled Chemicals	20	21
64	Purchaser's License for Accredited DTI-Small Enterprises, DOH, DepEd/CHED/TESDA and DOST (New) - Controlled Chemicals	10	10
65	Purchaser's License for Accredited DTI-Small Enterprises, DOH, DepEd/CHED/TESDA and DOST (Renewal) - Controlled Chemicals	43	44
66	Permit to Import Controlled Chemicals (PICC) for Manufacturer	29	30
67	Permit to Import Controlled Chemicals (PICC) for Dealer	29	30
68	Permit to Import Controlled Chemicals (PICC) for Purchaser	29	30
69	Permit to Export Controlled Chemicals (PECC) for Manufacturer	40	41
70	Permit to Purchase and Move Controlled Chemicals (PPMCC)	838	840
71	Special Permit to Purchase and Move Controlled Chemicals (SPPMCC)	3	3
72	Permit to Unload Controlled Chemicals (PTUCC)	5	5
73	Permit to Transport Controlled Chemicals (PTTCC)	531	536
74	Permit to Transfer Controlled Chemicals (PTCC)	12	12
75	Dealer's License (New) - Explosives and Explosive Ingredients	2	2
76	Purchaser's License (New - Explosives and Explosive Ingredients	12	12
77	Manufacturer's License (Renewal) - Explosives and Explosive Ingredients	47	48
78	Dealer's License (Renewal) - Explosives and Explosive Ingredients	8	8
79	Purchaser's License (Renewal - Explosives and Explosive Ingredients	53	54

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80	Dealer's License (Amendment) - Explosives and Explosive Ingredients	3	3
81	Purchaser's License (Amendment) - Explosives and Explosive Ingredients	9	9
82	Foreman Blaster's License (New) - Explosives and Explosive Ingredients	47	48
83	Foreman Blaster's License (Renewal) - Explosives and Explosive Ingredients	182	185
84	Permit to Import (Manufacturer) - Explosives and Explosive Ingredients	9	9
85	Permit to Import (Dealer) - Explosives and Explosive Ingredients	19	20
86	Permit to Import (Purchaser) - Explosives and Explosive Ingredients	39	40
87	Permit to Export (Manufacturer or Dealer) - Explosives and Explosive Ingredients	20	21
88	Permit to Purchase/Transfer and Move - Explosives and Explosive Ingredients	679	704
89	Special Permit to Purchase and Move - Explosives and Explosive Ingredients	1047	1,055
90	Permit to Unload - Explosives and Explosive Ingredients	22	22
91	Manufacturer's License (Renewal) - Firecrackers and Pyrotechnic Devices	34	35
92	Dealer's License (Renewal) - Firecrackers and Pyrotechnic Devices	131	139
93	Fireworks Display Operator's License (New) - Firecrackers and Pyrotechnic Devices	23	24
94	Fireworks Display Operator's License (Renewal) - Firecrackers and Pyrotechnic Devices	87	89
95	Permit to Import (Manufacturer only) - Firecrackers and Pyrotechnic Devices	16	16
96	Retailer's Permit - Firecrackers and Pyrotechnic Devices	28	28
97	Special Permit for Fireworks Display - Firecrackers and Pyrotechnic Devices	45	46
98	Permit to Transport - Firecrackers and Pyrotechnic Devices	626	628
99	Permit to Purchase and Move Explosive Ingredients - Firecrackers and Pyrotechnic Devices	540	541
100	Permit to Unload Explosive Ingredients - Firecrackers and Pyrotechnic Devices	46	46
101	Request verification and Certification (for court purposes)	184	189

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102	Request verification of explosives, military ordnance (for law enforcement agencies)	236	239
103	Request for comprehensive evaluation and analysis report	229	234
104	Issuance of Radio Message (Memo type) re Transportation and movement of explosive/explosives ingredients and/or controlled chemical for 2nd, 3rd and so on delivery	722	724
Sub-Total		163,691	796,679
OVERALL TOTAL		276,747	1,604,723

In aggregate, 276,747 people were able to answer the survey, where the volume of transactions was 1,604,723. This resulted in a 20.55% response rate for 2024. Compared to CSMR 2023, where it was reported that the response rate was 14.73, there is an increase of 5.82%.

There were 21 external services which were not availed for 2024, as follows:

No.	Services with Zero Availment
FG	
1	Autopsy (Non-Criminal)
2	Semen Determination (Non-Criminal)
3	Examination of Counterfeit Bills
4	Handwriting Examination
SOSIA	
5	Application for Renewal Government Security Force (GSF) License to Operate
6	SEC/DTI Endorsement for PSA
7	Change of Business Address and Licensee for Private Security Agency (Canine Services) (PSACS)
8	Change of Business Address and Licensee for Private Security Canine Training Center (PSCTC)
FEO	
9	SEC Endorsement
10	Permit to Transport Firearms for Private Entities: Licensed Dealer/ Manufacturer (Import/ Export)
11	Shooting Range Accreditation for Security Training Centers (New)
12	Gun Club and Shooting Range Accreditation
13	Manufacturer's License (New) – Controlled Chemicals
14	Purchaser's License for Accredited DTI-Small Enterprises, DOH, DepEd/CHED/TESDA and DOST (Amendment) – Controlled Chemicals
15	Purchaser's License for DTI-Micro Enterprises and Barangay Certified Farmers (New) – Controlled Chemicals

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16	Purchaser's License for DTI-Micro Enterprises and Barangay Certified Farmers (Renewal) – Controlled Chemicals
17	Purchaser's License for DTI-Micro Enterprises and Barangay Certified Farmers (Amendment) – Controlled Chemicals
18	Manufacturer's License (New) – Explosives and Explosive Ingredients
19	Manufacturer's License (Amendment) – Explosives and Explosive Ingredients
20	Manufacturer's License (New) – Firecrackers and Pyrotechnic Devices
21	Dealer's License (New) - Firecrackers and Pyrotechnic Devices

III. Methodology:

For surveys that were conducted physically, the forms were handed out and collected by the assigned PNP personnel immediately at the end of the transaction. Survey forms and survey boxes were available in all the PNP offices/units concerned. For online survey, google link was provided to the client to fill out the google sheet.

The eight Service Quality Dimension (SQD) questions were scored using a five-point Likert Scale.

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The interpretation of the results in percentages is as follows:

Percentage	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. Data and Interpretation

A. Demographic Profile

Most of the clients for 2024 who were surveyed belonged to the age bracket of 35-49 years old with 111,392 responses or 40.25%; followed by ages 20-34 years old with 84,516 or 30.54%; then by ages 50-64 with 46,858 or 16.93%; 65 or higher years of age with 19,980 or 7.22%; aged 19 or lower with 13,468 respondents with an equivalent of 4.87%; and 533 or 0.19% for those who did not specify.

D1. Age	TOTAL	Equivalent Percentage
1. 19 or lower	13,468	4.87%
2. 20-34	84,516	30.54%
3. 35-49	111,392	40.25%
4. 50-64	46,858	16.93%
5. 65 or higher	19,980	7.22%
6. Did not specify	533	0.19%
TOTAL	276,747	100.00%

As for data relating to sex, most of the respondents are male with 182,033 or 65.78% followed by female with 93,222 responses or 33.68%. A total of 1,492 or 1% did not specify.

D2. Sex	TOTAL	Equivalent Percentage
1. Male	182,033	65.78%
2. Female	93,222	33.68%
3. Did not specify	1,492	1%
TOTAL	276,747	100.00%

As for the data for the region of residence of the clients who availed the police services in the NHQ, majority of the clients came from the National Capital Region (NCR) totaling to 129,857 which is 46.92%. All other regions were also represented. Meanwhile, 17,738 clients did not specify their region of residence.

D3. Region	TOTAL	Equivalent Percentage
1. NCR	129,857	46.92%
2. Region I	9,936	3.59%
3. Region II	6,858	2.48%
4. Region III	21,201	7.66%
5. Region IV-A	32,870	11.88%
6. Region IV-B	3,151	1.14%
7. Region V	5,696	2.06%

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8. Region VI	6,372	2.30%
9. Region VII	10,730	3.88%
10. Region VIII	3,302	1.19%
11. Region IX	4,118	1.49%
12. Region X	5,018	1.81%
13. Region XI	6,164	2.23%
14. Region XII	6,190	2.24%
15. Region XIII	2,139	0.77%
16. CAR	2,233	0.81%
17. BARMM	3,174	1.15%
18. Did not specify	17,738	6.41%
TOTAL	276,747	100.00%

Customers were also categorized in terms of type – citizen, business, or government. Majority of the clients who were classified as citizens obtained a score of 162,016 or 58.54%, followed by business with 79,586 or 28.76%, then by government with 35,035 responses or 12.66%. However, 110 or 0.04% of the respondents did not specify.

Customer Type	TOTAL	Overall Percentage
D4. Citizen	162,016	58.54%
D4. Business	79,586	28.76%
D4. Government	35,035	12.66%
D4. Did not specify	110	0.04%
TOTAL	276,747	100.00%

All in all, majority of the respondents were responsive and accommodating in accomplishing the survey forms. There were only a few clients who did not respond to some of the questions in the survey. The distributed survey forms were returned as accomplished by the customers.

B. Count of CC and SQD Results

For the period covered of the administered surveys, majority of the respondents know the existence of the Citizen's Charters (CC) of the PNP offices/units concerned with a total of 276,553 responses or 99.92%, and with not aware, there were only 196 responses or 0.07%.

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Meanwhile, among those who are aware about the CCs, 261,544 or 94.51% were able to see respective CCs; while 231 or 0.08% claimed the CCs were not visible to see.

As to the CC's helpfulness, 259,442 or 93.75% of the total responses indicated that the CCs were helpful as guide in their transactions.

Citizen's Charter Answers	TOTAL	EQUIVALENT PERCENTAGE
CC1. Which of the following describes your awareness of the CC?		
1. I know what a CC is and I saw this office's CC.	246,150	88.94%
2. I know what a CC is but I did not see this office's CC.	15,703	5.67%
3. I learned of the CC only when I saw this office's CC.	14,698	5.31%
4. I do not know what a CC is and I did not see this office's CC.	196	0.07%
Total	276,747	100.00%
CC2. If aware of CC, would you say that the CC of this office was...?		
1. Easy to see	261,544	94.51%
2. Somewhat easy to see	14,896	5.38%
3. Difficult to see	76	0.03%
4. Not visible at all	231	0.08%
Total	276,747	100.00%
CC3. If aware of CC, how much did the CC help you in your transaction?		
1. Helped very much	259,442	93.75%
2. Somewhat helped	17,058	6.16%
3. Did not help	247	0.09%
Total	276,747	100.00%

According to the SQD0 table below, majority of the clients of the PNP offices/units concerned were highly satisfied with the services they received. A total of 209,355 clients responded with "strongly agree" and 50,568 responded "agree" on the quality of services provided. This is an indication of satisfaction among the clients. However, there were 537 who responded with "neither agree nor disagree"; 12 for "strongly disagree"; and only 3 answered "N/A".

SQD	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall
SQD0	209,355	50,568	537	0	12	3	260,475	99.79%

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The breakdown of the data below indicates that majority of the respondents were satisfied on the availed services as the figures showed for SQDs 1-8, obtaining most of the responses under “strongly agree” and “agree”, recording an overall score of **99.37%**.

No.	Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	TOTAL	Overall Percentage
1	Responsiveness	217,366	57,558	1,811	2	9	0	276,746	99.34%
2	Reliability	218,328	56,613	1,793	2	9	1	276,746	99.35%
3	Access and Facilities	218,415	57,247	1,074	2	9	0	276,747	99.61%
4	Communication	218,144	56,658	1,827	4	7	106	276,746	99.34%
5	Costs	209,896	65,497	1,112	2	12	227	276,746	99.59%
6	Integrity	224,321	49,692	2,632	2	2	98	276,747	99.05%
7	Assurance	231,415	43,455	1,805	3	10	59	276,747	99.34%
8	Outcome	228,073	46,777	1,867	5	12	13	276,747	99.32%
	Overall	1,765,958	433,497	13,921	22	70	504	2,213,972	99.37%

C. Overall Score Per Service

The data below shows the distribution of the overall ratings of each of the services rendered by the PNP NHQ offices/units to their transacting public.

No.	External Services	Overall Rating
DI		
1	Issuance of DI Clearance	99.99%
Sub-Total		99.99%
FG		
1	Drug Test (LTOPF);	99.99%
2	Blood Determination	100%
3	DNA Examination (Non-Criminal);	97.71%
4	Examination of Altered Erased Documents	100%
5	Examination of Imprint Documents	100%
6	Signature Identification	99.94%
7	Fingerprint Services	98.32%
8	Macro-etching of Motor Vehicle applying for PNP Clearance at HPG	99.99%
9	Macro-etching of Motor Vehicle for Purposes of Lifting of Alarm/Verification/ Re-stamping	100%
10	Polygraph Examination	100%
11	Firearms Stenciling and Testing	99.98%
Sub-Total		99.63%

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HPG		
1	Processing and Issuance of Motor Vehicle Clearance Certificate	99.98%
2	Issuance of Certificate for Nationwide Alarm	100%
3	Issuance of Certificate for Non-Recovery	100%
4	Issuance of Certificate for Lifting	100%
5	Issuance of Certificate for Re-Stamping	100%
6	Issuance of Certificate for Deletion/Correction of Entry	100%
Sub-Total		99.997%
PCADG		
1	Walk-in Management Complaint	100.00%
Sub-Total		100.00%
PRBS		
1	Commutation of Accumulated Leave (CAL) Claim	95.94%
2	Lump Sum/Outright/Direct Pension Claim	92.54%
3	Activation of First Pension	94.12%
4	PNP Transfer of Pension (TOP) Claim	92.76%
5	INP Transfer of Pension (TOP) Claim	92.85%
6	Activation of First Pension (Beneficiaries of retired INP Personnel)	91.25%
Sub-Total		93.24%
PTCFOR Secretariat		
1	Issuance of PTCFOR	99.98%
Sub-Total		99.98%
SOSIA		
1	Authority to Purchase Firearms (ATPF)	98.70%
2	Application for New License to Operate of Private Security Agency (PSA) and Company Guard Force (CGF)	98.28%
3	Application for Renewal License to Operate of Private Security Agency (PSA) and Company Guard Force (CGF)	99.28%
4	Application for New Government Security Force (GSF) License to Operate	100.00%
5	Application for License to Exercise Security Profession (LESP) New and Renewal (Online)	100.00%
6	Change of Business Status from Single Proprietorship to Corporation as PSA	100.00%
7	Change of Licensee/Business Address and/or Business Name of Business Name of PSA	100.00%
8	Issuance of New and Renewal of License to Operate (LTO) of Private Security Training Agency (PSTA)	100.00%
9	Issuance of License to Exercise Security Profession (LESP) of Training Director, Training Officer, Training Instructor	100.00%

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10	Issuance of Inspection Report (Pre-Licensing of LTO)	98.04%
11	Issuance of Letter of Authority to Conduct Training	99.47%
12	Issuance of Certificate of Registration and Inventory (CRI)	100.00%
13	Issuance of Authority to Wear Special Set of Uniform (SSU)	99.87%
14	Conduct of Pre-Licensing Inspections to Private Security Service Providers (PSSPs)	99.53%
15	Issuance of Certificate on Non-Pending Case	99.86%
16	Application for New License to Operate (LTO) for Private Security Agency (Canine Services)	100.00%
17	Application for Renewal of License to Operate (LTO) for Private Security Agency (Canine Services)	100.00%
18	Application for New and Renewal of License to Operate for Private Security Canine Training Centers (PSCTCs)	100.00%
19	Canine Team Evaluation Test	100.00%
20	Letter of Authority to Conduct Training	100.00%
Sub-Total		99.65%
FEO		
1	License to Own and Possess Firearms (Individual)	97.11%
2	Firearm Registration (Individual)	99.32%
3	License to Own and Possess Firearms (Juridical)	95.77%
4	Firearm Registration (Juridical)	97.82%
5	Warehouse Receiving of Newly Manufactured Locally-Made Firearms	97.05%
6	Warehouse Receiving of Imported Firearms	93.67%
7	Authority to Transport Firearms and Ammunition (ATTTA) & Withdrawal of Newly Purchased Firearms	98.73%
8	Issuance of Certification to Law Enforcement Agencies, Prosecutors, Public Attorney's Offices and Firearm Licensees relative to letter request	99.70%
9	Issuance of Firearms Certification for various competent courts relative to Subpoena/order	99.84%
10	Issuance of Firearms Record Verification (FRV) for Company Guard Forces/Private Security Agencies/ GGU's	100.00%
11	Issuance of Computer printout of Individual firearms license for renewal (FIMS)	99.80%
12	RCSU Issuance of IFRV	98.30%
13	License to Manufacture (New-Main & Additional Site)	100.00%
14	License to Deal – New (Main & Branch)	100.00%
15	License to Deal – Renewal/Amendment)	100.00%
16	Gunsmith's License – New (Renewal/Amendment/Main/Branch)	100.00%

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17	Permit to Import firearms and its parts, ammunition and its components, airgun/airsoft, bullet proof vest/vestment and other regulated items:	99.06%
18	Permit to export firearms and its parts, ammunition and its components, airgun/airsoft, bullet proof vest/vestment and other regulated items	96.88%
19	Certificate of Balance	99.12%
20	Printing ID for License to Own and Possess Firearms (LTOPF)	99.98%
21	Printing ID for Firearms Registration (FR) - Individual	99.57%
22	Alteration and Correction of Record Entry - Individual	100.00%
23	Alteration and Correction of Record Entry - Individual (with Resolution)	99.81%
24	Tagging CCSDAF – Individual and Juridical Entities	91.67%
25	Alteration and Correction of Record Entry – Juridical Entities	100.00%
26	Permit to Transport Firearms for Individual	98.88%
27	Permit to Transport Firearms for Licensed Sports Shooter (Local Competition)	98.34%
28	Permit to Transport Firearms for Licensed Local Sports Shooter (Going Outside the Country)	96.77%
29	Permit to Transport Firearms for Licensed Foreign Sports Shooters (Entering the Country)	94.59%
30	Permit to Transport Firearms for Foreign Diplomats/Dignitaries or their Security Forces	94.23%
31	Permit to Transport Firearms for Gov't Entities: National Government Agencies/ Law Enforcement Agencies/ Local Government Units/ Government Owned and Controlled Corporations	97.06%
32	Permit to Transport Firearms for Private Entities: Private Security Agencies (PSAs)	95.92%
33	Permit to Transport Firearms for Private Entities: Licensed Dealer/ Manufacturer (Local Transport)	98.63%
34	Conduct Sports Shooting Competition (Level 1, 2 & 3)	90.48%
35	Authority for Gun Club to Conduct Gun Safety & Responsible Gun Ownership Seminar (GSRGOS)	100.00%
36	Gun Club Accreditation	95.00%
37	Shooting Range Accreditation (New/Amendment)	92.00%
38	Shooting Range Accreditation (Renewal)	100.00%
39	Shooting Range Accreditation for Government-Owned/Operated (New)	100.00%
40	Shooting Range Accreditation for Government-Owned/Operated (Renewal)	100.00%
41	Shooting Range Accreditation for Colleges/Universities (New)	100.00%
42	Shooting Range Accreditation for Colleges/ Universities (Renewal)	100.00%

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43	Shooting Range Accreditation for Security Training Centers (Renewal)	100.00%
44	License to Own and Operate Reloading Machine	100.00%
45	Airsoft/Air Gun Registration	98.06%
46	Validation of Gun Safety and Responsible Gun Ownership Seminar (GSRGOS) Certificate	99.47%
47	Certificate of Inspection	100.00%
48	Request for Tagging of Wanted Lost	94.83%
49	Request for Change of FA Status from License Blocked "LB"/License Revoked "LR" (thru System Automation because of Non-renewal) to Firearms to Licensee "FL"	93.62%
50	Request for Change of FA Status from License Revoked "LR (because of FLRRB Resolution or Pendency of Case) to Firearms to Licensee "FL"	93.62%
51	Request for Change of FA Status from Under Investigation "UI" to Firearms to Licensee "FL"	93.62%
52	Request for Correction of Entry	93.94%
53	Request for Denial of Ownership/Cancellation of Registration	96.49%
54	Request for Revocation of License	100.00%
55	Request for Classification of Firearms	100.00%
56	Dealer's License (New) – Controlled Chemicals	100.00%
57	Purchaser's License (New) – Controlled Chemicals	94.12%
58	Manufacturer's License (Renewal) – Controlled Chemicals	100.00%
59	Dealer's License (Renewal) – Controlled Chemicals	97.96%
60	Purchaser's License (Renewal) – Controlled Chemicals	98.66%
61	Manufacturer's License (Amendment) – Controlled Chemicals	100.00%
62	Dealer's License (Amendment) – Controlled Chemicals	100.00%
63	Purchaser's License (Amendment) – Controlled Chemicals	95.24%
64	Purchaser's License for Accredited DTI-Small Enterprises, DOH, DepEd/CHED/TESDA and DOST (New) – Controlled Chemicals	100.00%
65	Purchaser's License for Accredited DTI-Small Enterprises, DOH, DepEd/CHED/TESDA and DOST (Renewal) – Controlled Chemicals	97.73%
66	Permit to Import Controlled Chemicals (PICC) for Manufacturer	96.67%
67	Permit to Import Controlled Chemicals (PICC) for Dealer	96.67%
68	Permit to Import Controlled Chemicals (PICC) for Purchaser	100.00%
69	Permit to Export Controlled Chemicals (PECC) for Manufacturer	97.56%

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70	Permit to Purchase and Move Controlled Chemicals (PPMCC)	99.76%
71	Special Permit to Purchase and Move Controlled Chemicals (SPPMCC)	100.00%
72	Permit to Unload Controlled Chemicals (PTUCC)	100.00%
73	Permit to Transport Controlled Chemicals (PTTCC)	99.07%
74	Permit to Transfer Controlled Chemicals (PTCC)	100.00%
75	Dealer's License (New) – Explosives and Explosive Ingredients	100.00%
76	Purchaser's License (New – Explosives and Explosive Ingredients	100.00%
77	Manufacturer's License (Renewal) – Explosives and Explosive Ingredients	97.92%
78	Dealer's License (Renewal) – Explosives and Explosive Ingredients	100.00%
79	Purchaser's License (Renewal – Explosives and Explosive Ingredients	98.15%
80	Dealer's License (Amendment) – Explosives and Explosive Ingredients	100.00%
81	Purchaser's License (Amendment) – Explosives and Explosive Ingredients	100.00%
82	Foreman Blaster's License (New) – Explosives and Explosive Ingredients	97.92%
83	Foreman Blaster's License (Renewal) – Explosives and Explosive Ingredients	98.38%
84	Permit to Import (Manufacturer) – Explosives and Explosive Ingredients	100.00%
85	Permit to Import (Dealer) – Explosives and Explosive Ingredients	95.00%
86	Permit to Import (Purchaser) – Explosives and Explosive Ingredients	97.50%
87	Permit to Export (Manufacturer or Dealer) – Explosives and Explosive Ingredients	95.24%
88	Permit to Purchase/Transfer and Move – Explosives and Explosive Ingredients	96.45%
89	Special Permit to Purchase and Move – Explosives and Explosive Ingredients	99.24%
90	Permit to Unload – Explosives and Explosive Ingredients	100.00%
91	Manufacturer's License (Renewal) – Firecrackers and Pyrotechnic Devices	97.14%
92	Dealer's License (Renewal) – Firecrackers and Pyrotechnic Devices	94.24%
93	Fireworks Display Operator's License (New) – Firecrackers and Pyrotechnic Devices	95.83%

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94	Fireworks Display Operator's License (Renewal) – Firecrackers and Pyrotechnic Devices	97.75%
95	Permit to Import (Manufacturer only) – Firecrackers and Pyrotechnic Devices	100.00%
96	Retailer's Permit – Firecrackers and Pyrotechnic Devices	100.00%
97	Special Permit for Fireworks Display – Firecrackers and Pyrotechnic Devices	97.83%
98	Permit to Transport – Firecrackers and Pyrotechnic Devices	99.68%
99	Permit to Purchase and Move Explosive Ingredients – Firecrackers and Pyrotechnic Devices	99.82%
100	Permit to Unload Explosive Ingredients – Firecrackers and Pyrotechnic Devices	100.00%
101	Request verification and Certification (for court purposes)	97.35%
102	Request verification of explosives, military ordnance (for law enforcement agencies)	98.74%
103	Request for comprehensive evaluation and analysis report	97.86%
104	Issuance of Radio Message (Memo type) re Transportation and movement of explosive/explosives ingredients and/or controlled chemical for 2 nd , 3 rd and so on delivery	99.72%
Sub-Total		98.11%
OVERALL		98.83%

In reference to the rating per service above, the data indicated that respondents were satisfied with their transactions with the PNP NHQ offices/units concerned whereby they gave responses that ranged from Very Satisfactory to Outstanding towards the services rendered to them.

As a result, PNP recorded an Overall Score of **98.83%** with the adjectival equivalent of “**Outstanding**”.

V. Results of the Agency Action Plan reported for FY 2023:

With the objective of improving the delivery of services to various clients, the eight PNP NHQ offices/units with their regional counterparts continued to strive to innovate on their systems and procedures towards customer satisfaction. To obtain the feedback from the public, these offices/units have implemented the Client Satisfaction Measurement as feedback mechanism pursuant to ARTA MC No. 2023-05. This MC provides the guidelines on how to gauge the satisfaction of the general public on the services rendered by a government agency using the required feedback tool.

The CSM tool is a survey administered to the clients after a transaction. After a thorough data analysis, the results were obtained scientifically, interpreted and analyzed. In this connection, the results of the CSM for 2024 were reflected in this CSM report. Relatedly, the following were achieved:

- A. Administered the CSM survey to clients who availed PNP external services at the NHQ-based offices, Police Regional Offices (PROs), and other PNP units;
- B. Response rate for 2024 has improved with 20.55% compared to the 2023 which was 14.73%; and
- C. Some PNP offices/units have streamlined and digitalize their feedback mechanisms such as conducting the survey through the use of online platforms.

VI. Continuous Agency Improvement Plan for FY 2025:

The NHQ Sub-Committee for the PNP External Frontline Services of the PNP Committee on Anti-Red Tape underscores the importance of continuous implementation of the Client Satisfaction Measurement by the eight NHQ-based and other PNP units nationwide with external services in 2025 to gauge the customer satisfaction in order to improve the delivery of services being availed by the public.

In this regard, the sub-committee shall ensure the following:

- A. Continuous administration of the CSM survey to clients who will avail external services from PNP units nationwide;
- B. Inclusion of CSMR of other PNP offices/units in the submission of annual CSM report for 2025 to ARTA;
- C. Improve the response rate for 2025 by maximizing the number of turned-in accomplished survey forms over the number/volume of transactions; and
- D. Introduce the use of other platforms for online CSM surveys.

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Philippine National Police
PNP Committee on Anti-Red Tape (CART)
Sub-Committee on PNP Internal Frontline Services

Client Satisfaction Measurement Report
Consolidated
2024

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Annex A. Survey Questionnaire Used

Annex B. List of PNP Central Offices/Units

Annex C. CSM Results Per Office

I. OVERVIEW

Pursuant to the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) Nos. 2022-05 and 2023-05, government agencies shall administer the Client Satisfaction Measurement (CSM) survey to clients who have completed a transaction with the Agency. Per Section 6.7.1 of ARTA M.C. No. 2019-002, the CSM shall assess the overall satisfaction and perception of applicants or requesting parties on the government services accessed. Further, the CSM shall provide the details on the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

With the PNP's commitment for client satisfaction guaranteed services, it is also significant to measure the level of satisfaction of the stakeholders. In line with this, the four (4) PNP offices/units that render internal services namely the Directorate for Personnel and Records Management (DPRM), Directorate for Human Resource and Doctrine Development (DHRDD), PNP Finance Service (FS) and PNP Health Service (HS) which are members of the Sub-Committee for the PNP External Frontline Services at the National Headquarters of the PNP Committee on Anti-Red Tape (CART) had administered surveys from January to December 2024 to measure the quality of services provided to their clients who availed various police services.

In summary, the data indicated that the Citizen's Charter (CC) awareness of the clients got a total score of 99.80%; CC visibility with 91.94%; and for CC Helpfulness, 91.67. As for the response rate, the score is 46.23%. Meanwhile, the PNP garnered an overall score of 95.13% for the satisfaction in all of the internal services.

Table 1. Summary of Results (PNP Internal Frontline Critical Services)

	Score
CC Awareness:	99.80%
CC Visibility:	91.94%
CC Helpfulness:	91.67%
Response Rate	46.23%
Overall Score:	95.13%

II. SCOPE

The PNP offices/units concerned had conducted their surveys from January to December 2024 administered through modes of paper and pen to clients who visited their offices/units located at Camp BGen Rafael T Crame, Quezon City.

As reported, for 2024, there were 1,466,730 transactions availed by the PNP clients. Meanwhile, there were 678,075 clients who answered the survey. The Agency's internal services covered in the CSM were the following:

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Table 2. List of services surveyed, responses, and total number of transacting clients

No.	Internal Services	Responses	Total Transactions
DPRM			
1	Authentication of CSC Attested Appointment copies of all 2nd Level PCOs nationwide and PNCOS promoted at the Command Group and Directorates of the PNP National Headquarters	6,075	6,095
2	Authentication of PNP personnel records	365,137	379,047
3	Authentication/Certification of Attested Appointment, Notice of Step Increment, and Notice of Salary Adjustments	68	73
4	Automation on the Conferment of Awards, Issuance of Medalya ng Mabuting Asal through the PNP Online Awards System (POAS)	7,810	16,653
5	Processing of Foreign Travel Authority to be approved by CPNP and NAPOLCOM	189	197
6	Issuance of Certificate of Declared Legal Beneficiaries	35,256	37,904
7	Issuance of Service Records	20,828	25,419
8	Issuance of Breakdown of Leave Credits (BLC) for Compulsory Retired, Optionally Retired, and other modes of separation	6,775	6,791
9	Issuance of DLOD Clearance	17,764	18,285
Sub-Total		459,902	490,464
DHRDD			
1	Doctrine Development	57	16
2	Certification of In-Service Training	15	8
3	Availment of Mandatory Career Courses for PCOs and PNCOs	1,458	22,481
4	Processing of Foreign Travel Authority	83	84
Sub-Total		1,879	23,127
PNP FS			
1	Issuance of Certificate of Firearms/Property Accountability Deduction from Retirement Benefits	568	728
2	Issuance of Certification of Non-Payment of Reimbursement of Hospitalization Expenses (RHE)	218	279
3	Issuance of Certificate of Compensation	2,822	3,618
4	Issuance of Certificate of Last Payment	5,297	6,790

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5	Authentication of Certificate of Last Payment	3,783	4,850
6	Submission of correct and complete requirements for Request for the Refund of Loan Deduction and Capital Contribution Overpayment (walk-in)	946	1,213
7	Authentication of Payslip	13,799	17,690
8	Authentication of Financial History	3,450	4,422
9	Issuance of Official Receipts	9,494	12,171
10	Issuance of Certificate of Deduction and Remittance to PhilHealth	1,314	1,684
11	Issuance of Certificate of Deduction and Remittance to PAG-IBIG	12	16
12	Issuance of Certificate of Deduction and Remittance to GSIS	556	713
13	Printing and Authentication of BIR Form No. 2316	7,355	9,429
14	Releasing of BIR Form No. 2307	158	202
	Sub-Total	49,772	63,804
	PNP HS		
1	Annual Physical Examination	8,511	43,742
2	Enhanced Monitoring of Police Overall Wellness	23,600	125262
3	Physical Examination Medical and Dental	8,890	38782
4	Medical Evaluation	464	1068
5	Medical Evaluation for Physical Fitness Test	27,554	163,434
6	Validation of Medical Certificate	4,411	8941
7	Processing of Reimbursement of Hospitalization Expenses	917	1083
8	OPD Medical Consultation and Treatment	22,437	36517
9	Emergency Room Medical Consultation and Treatment	679	22406
10	Dental Consultation and Treatment	15,841	59463
11	Psychiatric and Psychological Examination	29,234	180035
12	Mental Health Services	23,984	208602
	Sub-Total	166,522	889,335
	OVERALL TOTAL	678,075	1,466,730

III. METHODOLOGY

a. Mode of Survey Implemented

The survey questionnaires and the client satisfaction measurement questionnaire (English and Tagalog version) were conducted on-site and the mode of survey implemented was through paper and pen questionnaire in the

office. It is an after-service avilment survey that will assess the overall satisfaction and perception of clients on the government service they availed of.

The survey forms were handed out and collected by the assigned PNP personnel immediately at the end of the transaction. Survey forms and survey boxes were available in all the concerned PNP offices/units

b. Feedback and Collection Mechanism

The survey questionnaire in English and Tagalog was prepared in order to gather clients' opinions and feedback on various services. The survey questionnaire was based on the services being offered by the offices and how the clients viewed those services. The questions were guided and harmonized with CSM prescribed eight (8) Service Quality Dimensions (SQDs) consisting of the following: Responsiveness, Reliability, Access and Facilities, Communication, Costs, Integrity, Assurance, and Outcome.

The clients who availed of the services are requested to answer a prepared survey questionnaire in English or Tagalog version to include the purposes as well as the context of the survey questionnaire that was properly explained to the respondents. The survey questionnaires were collected right after the respondents were done accomplishing them.

The majority of surveys that are conducted for CC purposes are based on information that is collected from the sample population as opposed to the full population. As the sample is only representative of the full population, it is likely that some error will occur, not in terms of the calculation but in terms of the sampling. That is, a sampling error will emerge because the survey did not include everyone that exist within a given population. The Margin of Error (MOE) measures the maximum amount by which the sample results may differ from the population. As most responses to survey questions can be presented in terms of percentages, it makes sense that the MOE is also presented as a percentage.

c. Scoring System

Table 3 shows that the 5-Point Likert Scale was used for the overall satisfaction rating question that determine the level of agreement or disagreement of customers/clients and the scale was used in analyzing the data gathered by getting the mean or limit. Table 3 shows the Rating Scale type of response used with numbers 1-2-3-4-5 representing "Strongly Disagree" with the score of 1 as the lowest, "Disagree" with 2, "Neither Agree nor Disagree" with 3, "Agree" with 4, and "Strongly Agree" with a score of 5 as the highest, respectively.

Table 3. 5-Point Likert Scale

Scale	Rating
5	Strongly Agree (SA)
4	Agree (A)
3	Neither Agree nor Disagree (NA/D)
2	Disagree (D)
1	Strongly Disagree (SD)

The Overall score for the 8 SQDs were computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers} + \text{Number of 'Agree' answers}}{\text{Total Number of Respondents} - \text{Number of 'N/A' answers}}$$

The percentage of respondents that rated “Agree” and “Strongly Agree” for all eight (8) SQDs shall be used to compute the Overall Score. Agencies shall strive to achieve an overall percentage of 80% higher, or a rating of “Satisfactory” or higher. Interpretations of the results shall be shown us follows in Table 4:

Table 4. Interpretation of the Results

Scale	Rating
Below 60.0%	Poor
60.0% - 79.9%	Fair
80.0% - 89.9%	Satisfactory
90.0% - 94.9%	Very Satisfactory
95.0% - 100%	Outstanding

IV. Data and Interpretation

a. Client Demographic

Table 5 shows the age and gender distribution of the respondents, by number and percentage. The following are the results:

As to age distribution, the majority of the clients/respondents is 347,084 or 51.19% were 31 to 40 years old. This group was followed by 162,846 clients/respondents, or 24.02% aged 41 to 50 years old age range and one hundred seventeen thousand one hundred eighty-seven (117,187) or 17.28% were 21 to 30 years old. Additionally, forty-four thousand seven hundred ninety-one (44,791) or 6.61% were 51 years old or higher while six thousand one hundred sixty seven (6,167) or 0.91%, did not specify their age.

As to gender distribution, the study sample was predominantly male. Out of 677,902 clients/respondents, 500,442 are male or equivalent to 73.80%, while the remaining 177,460 are female, or equivalent to 26.17%.

Table 5. Demographic Profile of the Respondents According to Age and Sex

D1. Age and D2 Sex	Internal	
	No.	Percentage
1. 21-30	117,187	17.28%
2. 31-40	347,084	51.19%
3. 41-50	162,846	24.02%
4. 51 or higher	44,791	6.61%
5. Did not specify	6,167	0.91%
1. Male	500,442	73.80%
2. Female	177,460	26.17%
3. Did not specify	173	0.03%

Table 6 shows the demographic profile of the respondents according to customer type wherein all transactions for government services whose client is a government employee with a 100% or 678,075.

Table 6. Demographic Profile of the Respondents According to Customer Type

Customer Type	Internal	
	Respondent	Percentage
D4. Citizen	0	0
D4. Business	0	0
D4. Government	678,075	100%
D4. Did not Specify	0	0

b. Count of CC and SQD results

Table 7 shows the count of Citizen Charter (CC) in terms of awareness, visibility, and helpfulness. The following are the results:

For the awareness, the highest number of responses is Number 1: I know what a CC is and I saw this office's (Alam ko ang CC at nakita ko ito sa napuntahang opisina) with 611,043 or 90.11%, followed by Number 3: I learned of the CC only when I saw the office's CC (Nalaman ko ang CC nang makita ko ito sa npuntahang opisina) with 48,968 or 7.22%. Additionally, Number 2: I know what a CC is but I did NOT see this office's CC (Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina) with 9,432 or 1.39%, and Number 4: I do not know what a CC is and I did not see one in this office (Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina) with 8,632 or 1.27%.

For the visibility, the highest number of responses is Number 1: Easy to see (Madaling Makita) with 623,393 or 91.94% followed by number 2: Somewhat easy to see (Medjo madaling makita) with 41,522 or 6.12% and Number 5: Not Applicable (N/A) with 10,684 or 1.58%. Additionally, Number 3: Difficult to see (Mahirap Makita)

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with 1,344 with 0.20% and Number 4: Not visible at all (Hindi makita) with 1,132 with 0.17%.

For the helpfulness, the highest number of responses is Number 1: Helped very much (Sobrang nakatulong) with 621,563 or 91.67%, followed by Number 2: Somewhat helped (Nakatulong naman) with 45,110 or 6.65%. Additionally, Number 4: Not Applicable (N/A) with 10,951 or 1.62% and Number 3: - Did not help (Hindi nakatulong) with 451 or 0.07%.

The above results indicate that the clients/respondents were fully aware of the CC; the CC were visible at the main entrance or at the most conspicuous place of the PNP offices/units concerned; and the CC were helpful to the clients/respondents.

Table 7. Count of Citizen's Charter (CC) in terms of Awareness, Visibility, and Helpfulness

Citizen's Charter (CC) Answer	Responses	Percentage
CC1. Which of the following best describes your awareness of CC? (Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?)		
1. I know what a CC is and I saw this office's CC. (Alam ko ang CC at nakita ko ito sa na puntahang opisina.)	611,043	90.11%
2. I know what a CC is but I did NOT see this office's CC. (Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina)	9,432	1.39%
3. I learned of the CC only when I saw the office's CC. (Nalaman ko ang CC nang makita ko ito sa napuntahang opisina)	48,968	7.22%
4. I do not know what a CC is and I did not see one in this office. (Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina)	8,632	1.27%
CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...? (Kung alam ang CC (Nag-stek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...?)		
1. Easy to see (Madaling Makita)	623,393	91.94%
2. Somewhat easy to see (Medjo madaling makita)	41,522	6.12%
3. Difficult to see (Mahirap makita)	1,344	0.20%
4. Not visible at all (Hindi makita)	1,132	0.17%
5. Not Applicable (N/A)	10,684	1.58%
CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1, gaano nakatulong ang CC sa transaksyon mo?)		
1. Helped very much (Sobrang nakatulong)	621,563	91.67%

ANNEX A: Client Satisfaction Measurement Report (CSMR)

2. Somewhat helped (Nakatulong naman)	45,110	6.65%
3. Did not help (Hindi nakatulong)	451	0.07%
4. Not Applicable (N/A)	10,951	1.62%

Table 8 shows the results of SQDO: I am satisfied with the service that I availed (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.) wherein 678,075 total responses of the clients/respondents is breakdown into: strongly agree with 591,560 followed by agree with 80,256 while neither agree or disagree with 3,129, disagree with 200, strongly disagree with 1,894 and not applicable with 1,036. The overall score of 99.08% is interpreted as Outstanding. Therefore, almost all of the clients/respondents strongly agreed are satisfied with the internal services.

Table 8. Results of SQDO: I am satisfied with the service that I availed. (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall	Interpretation
SQDO	591,560	80,256	3,129	200	1,894	1,036	678,075	99.08%	Outstanding

Table 9 shows that the PNP offices/units concerned obtained an Outstanding overall rating with a percentage of 97.64%. This shows that clients/respondents strongly agree on the responsiveness, reliability, access and facilities, communication, costs, integrity, assurance, and outcome of the internal services delivered by responsible and committed personnel of the PNP.

Table 9. Results of SQD1-8

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A	Total Responses	Overall	Interpretation
Responsiveness	442,100	218,859	9,210	1,357	1,998	4,552	678,076	98.13%	Outstanding
Reliability	454,093	211,665	7,695	199	1,563	2,860	678,075	98.60%	Outstanding
Access and Facilities	414,072	201,831	8,948	895	2,077	50,253	678,076	98.10%	Outstanding
Communication	420,843	238,067	9,079	284	1,458	8,343	678,074	98.38%	Outstanding
Costs	68,125	37,050	2,533	2,915	3,866	563,585	678,074	91.86%	Very Satisfactory
Integrity	496,573	178,289	10,450	335	1,503	3,925	681,075	98.19%	Outstanding
Assurance	480,760	187,484	5,176	177	1,448	2,030	678,075	98.85%	Outstanding
Outcome	589,695	75,993	6,341	253	1	4,411	678,694	99.02%	Outstanding
Overall	3,356,261	1,348,238	60,432	6,415	13,914	639,959	4,748,145	97.64%	Outstanding

Table 10 shows the distribution of the overall ratings of the internal services rendered by the PNP offices/units concerned transacting public.

Table 10. Overall Score Per Service

No.	Internal Services	Overall Rating
	DPRM	
1	Authentication of CSC Attested Appointment copies of all 2nd Level PCOs nationwide and PNCOS promoted at the Command Group and Directorates of the PNP National Headquarters	96.97%

ANNEX A: Client Satisfaction Measurement Report (CSMR)

2	Authentication of PNP personnel records	96.33%
3	Authentication/Certification of Attested Appointment, Notice of Step Increment and Notice of Salary Adjustments	96.15%
4	Automation on the Conferment of Awards Issuance of Medalya ng Mabuting Asal through the PNP Online Awards System (POAS)	94.26%
5	Processing of Foreign Travel Authority to be approved by CPNP and NAPOLCOM	95.94%
6	Issuance of Certificate of Declared Legal Beneficiaries	96.01%
7	Issuance of service records	93.87%
8	Issuance of Breakdown of Leave Credits (BLC) for Compulsory Retired, Optional Retired, and other mode of separation	99.76%
9	Issuance of DL0D Clearance	97.15%
Sub-Total		96.27%
DHRDD		
1	Doctrine Development	91.37%
2	Certification of In-Service Training	90.81%
3	Availment of Mandatory Career Courses for PCOs and PNCOs	94.58%
4	Processing of Foreign Travel Authority	94.58%
Sub-Total		92.84%
PNP FS		
1	Issuance of Certificate of Firearms/Property Accountability Deduction from Retirement Benefits	96.20%
2	Issuance of Certification of Non-Payment of Reimbursement of Hospitalization Expenses (RHE)	95.87%
3	Issuance of Certificate of Compensation	95.68%
4	Issuance of Certificate of Last Payment	96.36%
5	Authentication of Certificate of Last Payment	95.20%
6	Submission of correct and complete requirements for Request for the Refund of Loan Deduction and Capital Contribution Overpayment (walk-in)	96.54%
7	Authentication of Payslip	96.60%
8	Authentication of Financial History	96.82%
9	Issuance of Official Receipts	95.98%
10	Issuance of Certificate of Deduction and Remittance to PhilHealth	96.06%
11	Issuance of Certificate of Deduction and Remittance to PAG-IBIG	95.62%
12	Issuance of Certificate of Deduction and Remittance to GSIS	95.48%
13	Printing and Authentication of BIR Form No. 2316	96.58%
14	Releasing of BIR Form No. 2307	95.28%
Sub-Total		96.02%
PNP HS		
1	Annual Physical Examination	93.56%
2	Enhance Monitoring of Police Overall Wellness	95.26%
3	Physical, Examination Medical and Dental	95.68%
4	Medical Evaluation	96.48%

ANNEX A: Client Satisfaction Measurement Report (CSMR)

5	Medical Evaluation for Physical Fitness Test	94.82%
6	Validation of Medical Certificate	95.46%
7	Processing of Reimbursement of Hospitalization Expenses	94.34%
8	OPD Medical Consultation and Treatment	96.72%
9	Emergency Room Medical Consultation and Treatment	97.42%
10	Dental Consultation and Treatment	95.66%
11	Psychiatric and Psychological Examination	94.42%
12	Mental Health Services	94.56%
Sub-Total		95.37%
OVERALL TOTAL		95.13%

Based on the service ratings provided above, the data shows that respondents expressed satisfaction with their transactions at the PNP NHQ offices/units, with ratings ranging from "Very Satisfactory" to "Outstanding" for the services they received.

As a result, PNP recorded an Overall Score of 95.13% with the adjectival equivalent of "Outstanding".

V. Results of Agency Action Plan reported for FY 2024:

In pursuit of improving the overall quality of service delivery to various clients, the four PNP NHQ offices/units have continuously worked on refining and innovating their internal systems, processes, and procedures to better meet the needs of the public and enhance customer satisfaction. Recognizing the importance of direct feedback in this process, these offices/units have adopted the Client Satisfaction Measurement (CSM) as an essential feedback mechanism. This initiative is in compliance with ARTA Memorandum Circular No. 2024-05, which provides clear guidelines for government agencies to effectively measure public satisfaction with the services they provide. The CSM tool allows these offices/units to collect valuable insights from clients, ensuring that improvements are data-driven and aligned with public expectations. Through this mechanism, the PNP NHQ aims to foster transparency, responsiveness, and continuous service enhancement, while also fulfilling the regulatory requirements set forth by ARTA.

The CSM tool is a survey administered to the clients after a transaction. After a thorough data analysis, the results were obtained scientifically, interpreted and analyzed. In this connection, the results for CSM for 2024 were reflected in this CSM report.

VI. Continuous Agency Improvement Plan for FY 2025

The NHQ Sub-Committee for PNP Internal Services, under the PNP Committee on Anti-Red Tape, emphasizes the need for the continued implementation of the Client Satisfaction Measurement by the four PNP offices/units in 2025. This ongoing

effort aims to assess customer satisfaction and enhance the quality of services provided to the public.

In this regard, the sub-committee shall ensure the following:

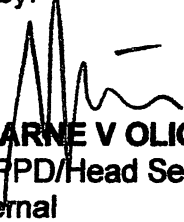
1. Continuous administration of the CSM survey to clients transacting with PNP NHQ offices/units, as mandated by the Authority for the year 2025;
2. Enhance the response rate for 2025 by ensuring a higher retrieval of accomplished survey forms in proportion to the overall volume of client transactions.

Prepared by:



PMAJ MARTIN M BACLAYO
Acting Assistant Chief/ARTA Focal Person

Verified by:



PCOL AARNE V OLQUIANO
Chief, PRPD/Head Secretariat,
PNP Internal

ANNEX

“B”

(Bersyon para sa On-site Sarbey)

(Ilagay ang logo at pangalan ng ahensya dito)

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)Petsa: _____ Kasarian: Lalaki Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng tsek (✓) sa itinalagang kahon ng iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...






1. Madaling makita 4. Hindi makita
 2. Medyo madaling makita 5. Hindi angkop
 3. Mahirap makita

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

1. Sobrang nakatulong 3. Hindi nakatulong
 2. Nakatulong naman 4. Hindi angkop

PANUTO:

Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasangayon	 Hindi sumasangayon	 Walang kinikilingan	 Sumasangayon	 Labis na sumasangayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						

Control No: _____

Annex B: CSM Questionnaire

SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. <i>(Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)</i>						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o “walang palakasan”, sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMATI!

(Bersyon para sa Online Sarbey)

(Ilagay ang logo at pangalan ng ahensya dito)

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)Petsa: _____ Kasarian: Lalaki Babae Edad: _____

Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng **tsek (✓)** sa itinalagang kahon ng iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...






1. Madaling makita 4. Hindi makita
 2. Medyo madaling makita 5. N/A
 3. Mahirap makita

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

1. Sobrang nakatulong 3. Hindi nakatulong
 2. Nakatulong naman 4. N/A

PANUTO:

Para sa SQD 0-8, lagyan ng **tsek (✓)** ang hanay na pinakaangkop sa iyong sagot.

						N/A
	Lubos na hindi sumasan gayon	Hindi sumasang ayon	Walang kinikilingan	Sumasan gayon	Labis na sumasa ngayon	Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						

Control No: ____

Annex B: CSM Questionnaire

SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. <i>(Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)</i>						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o “walang palakasan”, sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____

MARAMING SALAMATI!

Control No: _____

(On-Site Version)

(Insert agency logo here) (Insert agency name here)
HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____

INSTRUCTIONS: Please place a **Check mark (✓)** in the designated box that corresponds to your answer on the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office, including its requirements, fees, and processing times among others.






- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is, and I saw this office's CC.
 - 2. I know what a CC is, but I did NOT see this office's CC.
 - 3. I learned of the CC only when I saw this office's CC.
 - 4. I do not know what a CC is, and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
 - 2. Somewhat easy to see
 - 3. Difficult to see
 - 4. Not visible at all
 - 5. Not Applicable

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
 - 2. Somewhat helped
 - 3. Did not help
 - 4. Not Applicable

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

Control No: _____

(Online Version)

(Insert agency logo here) (Insert agency name here)

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Age: _____

Region of residence: _____ Service Availed: _____






INSTRUCTIONS: Please place a **Check mark (✓)** in the designated box that corresponds to your answer on the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office, including its requirements, fees, and processing times among others.

- CC1** Which of the following best describes your awareness of a CC?
- 1. I know what a CC is, and I saw this office's CC.
 - 2. I know what a CC is, but I did NOT see this office's CC.
 - 3. I learned of the CC only when I saw this office's CC.
 - 4. I do not know what a CC is, and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

- CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
- 1. Easy to see
 - 2. Somewhat easy to see
 - 3. Difficult to see
 - 4. Not visible at all
 - 5. N/A

- CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
- 1. Helped very much
 - 2. Somewhat helped
 - 3. Did not help
 - 4. N/A

INSTRUCTIONS: For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office's website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I am confident my online transaction was secure.						
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!

ANNEX

“C”



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



ZERO BACKLOG CERTIFICATION

Pursuant to Republic Act No. 11032: An Act Prompting Ease of Doing Business and Efficient Delivery of Government Services, amending for the Purpose Republic Act No. 9845, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes.

I, **PGEN ROMMEL FRANCISCO D MARBIL**, Filipino, of legal age, the Chief, Philippine National Police (PNP), the person responsible in ensuring compliance with Section 1, Rule VI of IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The eight (8) PNP offices/units providing External Services and four (4) PNP offices/units providing Internal Services, adhere to the responsibility to render fast, efficient, convenient, and reliable service;
- 2) The said PNP offices/units does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter; and
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032.

This certification is being issued to attest to the fact that the PNP has no backlog transactions for the covered period.

IN WITNESS THEREOF, I have hereunto set my hand this 6th of March, 2025 in Camp Rafael T Crame, Quezon City, Philippines.

PGEN ROMMEL FRANCISCO D MARBIL
Chief, Philippine National Police

ANNEX

“D”



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



CERTIFICATE OF COMPLIANCE

Year: 2025

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **PGEN ROMMEL FRANCISCO D MARBIL**, Filipino, of legal age, **Chief, Philippine National Police**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The Philippine National Police, including its offices/units concerned, has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2025, 2nd Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

√	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
√	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
√	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;



Annex D: Certificate of Compliance

- b. Government services offered (Internal Services):
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total; and
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanism; and
 - e. List of Offices.
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



ROMMEL FRANCISCO D MARBIL
Police General
Chief, PNP



BAGONG PILIPINAS



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OCPNP Signed 2023 S102580



S102580

"Sa Bagong Pilipinas, Ang Gusto ng Pulis, Ligtas Ka!"

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



CERTIFICATE OF COMPLIANCE Year: 2025

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **PGEN ROMMEL FRANCISCO D MARBIL**, Filipino, of legal age, **Chief, Philippine National Police**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The Philippine National Police, including its offices/units concerned, has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2025, 2nd Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

√	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
√	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
√	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;



Management System
ISO 9001:2016

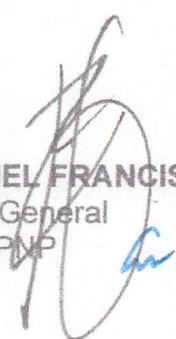


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Annex D: Certificate of Compliance

- b. Government services offered (External Services):
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;
 - vii. Processing time per step and total; and
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaint's mechanism; and
 - e. List of Offices.
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.


ROMMEL FRANCISCO D MARBIL
Police General
Chief, PNP



Management
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ANNEX

“E”

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
1. Directorate for Intelligence (DI)	PNP DI Clearance (10 minutes)		
2. Office of the Chief, Permit to Carry Firearms Outside of Residence Secretariat (PTCFOR)	Issuance of Permit to Carry Firearms Outside of Residence Card (2 hours and 10 minutes)		
3. Forensic Group (FG)			
a. Deoxyribonucleic Acid Laboratory Division			DNA Examination (Non-Criminal) (30 days, 1 day, 6 minutes)
b. Physical Identification Division – Macro Etching Stations (PID-MES)	Processing and Issuance of Macro-Etching Certificate (1 hour)	Processing and Issuance of Physical Identification Report on Macro-Etching Examination of Motor Vehicles with Tampered Engine and/or Chassis Numbers (3 days and 40 minutes)	
		Processing and Issuance of Physical Identification Report on Macro-Etching Examination of Motor Vehicles with Non-Tampered Engine and/or Chassis Numbers	
c. Fingerprint Identification Division	Fingerprinting Services (45 minutes)		
d. Questioned Document Examination Division		Altered or Erased Identification (9 days, 1 hour, 15 minutes)	Signature Identification (10 Days, 1 hour and 15 minutes)
		Counterfeit Documents/Bills Identification (9 days, 1 hour, 15 minutes)	Handwriting Identification (15 days, 1 hour, and 15 minutes)
			Imprint Document Examination (15 days, 1 hour, and 15 minutes)
e. Firearms Identification Division		Stenciling and Test Firing of Firearm for Registration (3 hours and 25 minutes)	

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
f. Medico-Legal Division		Semen Determination (Non-Criminal) (5 days)	Autopsy (non-criminal) (30 days)
		Blood Determination (Non-Criminal) (5 days)	
g. Chemistry Division			Drug Test (LTOFP/ PTCFOR) (2-6 days)
h. Polygraph Division			Polygraph Examination (6 hours and 10 minutes)
4. Highway Patrol Group (HPG)			
a. Motor Vehicle Clearance Division	Processing and Issuance of Motor Vehicle Clearance Certificate (2 hours)		
b. Office of the Motor Vehicle Complaint Section			Issuance of Certificate of Nationwide Alarm (CNA) (14 days and 2 hours)
			Issuance of Certificate of Lifting of Alarm (18 days and 20 Minutes)
			Issuance of Certificate of Non-Recovery (CNR) (11 days and 8 minutes)
			Issuance of Certificate of Re-stamping (13 days and 26 minutes)
			Issuance of Certificate of Deletion/Correction of Entry (15 days and 15 minutes)
5. Police Community Affairs and Development Group (PCADG)			
a. Complaints and Referral Monitoring Center (CRMC)	Walk-In Complaint Management Process (1 day)		

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Ireport Mo Kay Tsip (SMS) 0917-8475757 Complaint – Management Process (10 minutes)		
6. PNP Retirement and Benefit Administration Service (PRBS)			
a. Retirement Claims & Fund Management	Processing of CAL through PARPS for Compulsorily and Optionally Retiring/Retired PNP Personnel (2 hours and 5 minutes) Processing of CAL through the Manual Method for Separated PNP Personnel (2 hours and 5 minutes)		
b. Pension And Gratuity Division	Lump Sum/Outright Pension Claim (1 hour and 36 minutes) Activation of First Pension (50 minutes) PNP Transfer of Pension (TOP) Claim (2 days) Back-Earned Pension Claim (Beneficiaries of Retired PNP Personnel/ Transferee) (2 hours and 50 minutes) INP Transfer of Pension Claim (5 hours and 40 minutes) Back-Earned Pension Claim (Retiree/beneficiaries of INP Personnel) (2 hours and 50 minutes) Activation of First Pension (Beneficiary of Retired INP Personnel) (4 hours and 40 minutes)		

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Accounting of PNP Pensioners (5 hours and 20 minutes) Issuance of PNP Pensioners Identification Card: Issuance of Retiree Pensioner ID (1hour and minutes) Issuance of PNP Pensioners Identification Card: Issuance of Transferee Pensioner ID (30 minutes) Issuance of PNP Pensioners Identification Card: Retiree and Transferee Replacement of PNP Pensioner ID (Walk-In Only) (25 minutes)		
7. Supervisory Office for Security and Investigation Agencies (SOSIA)			
a. Agency Licensing Section, Security Licensing Division		Authority to Purchase Firearms (ATPF) (5 days) Application for New License to Operate of Private Security Agency (PSA) & Company Guard Force (CGF) (4 days) Application for Renewal License to Operate of Private Security Agency (PSA) and Company Guard Force (CGF) (4 days)	
		Application for New Government Security Force License (GSF) to Operate (LTO) (4 days)	

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
		Application for Renewal of Government Security Force (GSF) License to Operate (LTO) (4 days)	
		Change of Business Status from Single Proprietorship to Corporation as PSA (4 days)	
b. Personnel Licensing Section, Security Licensing Division	Application for License to Exercise Security Profession (LESP) New and Renewal (Online) (1 hour and 20 minutes per application folder)		
c. Records Section, Security Licensing Division	SEC/DTI Endorsement for Private Security Agency (PSA) (3 days)		
d. Accreditation and Authority Section (AAS), Security Training Management Division (STMD)	Issuance of License to Exercise Security Profession (LESP) of Training Director, Training Officer, Training Instructor (1 day)	Issuance of New and Renewal of License to Operate (LTO) of Private Security Training Agency (PSTA) (7 days)	
	Issuance of Letter of Authority to Conduct Training (2 days)		
e. Supervision and Inspection Section, Security Training Management Division	Issuance Inspection Report (Pre-Licensing of LTO) (1 day)		
f. Inspection and Enforcement Section (IES), Enforcement Management Division (EMD)	Conduct of Pre-Licensing Inspection to Private Security Service Providers (PSSPs) (Day, 4 Hours and 5 Minutes)	Issuance of Certificate of Registration and Inventory (CRI) (4 days and 2 hours)	
g. Plans and Policy Section (PPS), Enforcement Management Division (EMD)		Issuance of Authority to Wear Special Set of Uniform (SSU) (6 Days, and 45 Minutes)	

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
h. Complaints, Investigation and Detection (CIDS), Enforcement Management Division	Issuance of Certificate of Non-Pending Case (6 Hours and 20 Minutes)		
i. Registration and Accreditation Section, Security Canine Management Division	Application for New License to Operate (LTO) for Private Security Agency (Canine Services) (2 Days, 5 Hours and 30)		
	Application for Renewal of License to Operate (LTO) for Private Security Agency (Canine Services) (2 Days, 5 Hours and 30 Minutes)		
	Application for New and Renewal of License to Operate for Private Security Canine Training Centers (PSCTCs) (2 Days, 5 Hours and 30 Minutes)		
	Change of Business Address and Licensee for Private Security Agency (Canine Services) (PSACS) (2 Days and 1 Hour)		
	Change of Business Address and Licensee for Private Security Canine Training Center (PSCTC) (2 Days and 1 Hour)		
j. Evaluation Section, Security Canine Management Division (SCMD)		Canine Team Evaluation Test (3 Days, 5 253 Hours and 30 Minutes)	
k. Plans and Training Development Section, Security Canine Management Division (SCMD)	Issuance of Letter of Authority to Conduct Training (2 Days and 10 Hours)		
8. Firearms and Explosives Office (FEO)			

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
a. Firearm Licensing Division (FLD)		License to Own and Possess Firearms (LTOPF) – Individual (6 days and 5 hours) Firearms Registration – Individual (6 days and 5 hours)	
b. Juridical Section, Firearm Licensing Division (FLD)		License to Own and Possess Firearms (LTOPF) – Juridical (New and Renewal) (7 days) Firearms Registration-Juridical (New Purchase / Transfer/Renewal of Firearms) (7 days)	
c. Storage Section, Firearms Licensing Division (FLD)		Warehouse Receiving of Newly Manufactured Locally Made and Imported Firearms (6 days and 6 hours) Issuance of Withdrawal & Authority to Transport Firearms and Ammunition (ATTFA) of Newly Purchased Firearms (1 day and 7 hours)	
d. Records Section, Firearms Licensing Division (FLD)	Issuance of Firearms Record Verification (FRV) for Company Guard Forces (CGFs)/Private Security Agencies (PSAs) (3 days, 1 hour 30 and 20 mins) Issuance of Computer printout of firearms license for renewal – Firearms Information Management System (FIMS) (45 minutes)	Issuance of Certification to Law Enforcement Agencies, Prosecutors, Public Attorney's Offices and Firearm Licensees relative to letter request (6 days, 1 hour and 30 minutes) Issuance of Firearms Certification for various competent courts relative to Subpoena/order (6 days and 1 hour)	
e. Permits and Other Licenses Section, Firearms Licensing Division	Registration of Bullet Proof Vest/Vestment (3 days)	Certificate of Balance (4 days, 3 hours and 30 minutes)	License to Manufacture (New-Main & Additional Site) (21 Days)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	SEC Endorsement (3 days)		License to Deal – (New- Main & Branch) (16 Days)
			License to Deal in (Renewal/Amendment) (4 days and 30 minutes)
			Gunsmith's License (4 days and 30 minutes)
			Permit to import firearms and its parts, ammunition and its components, airgun/airsoft, bullet proof vest/vestment and other regulated items DEALER (15 days, 7 hours)
			Permit to export firearms and its parts, ammunition and its components, airgun/airsoft, bullet proof vest/vestment and other regulated items MANUFACTURER (17 Days)
f. Computer Section, Firearms Licensing Division (FLD), Firearms Explosives Office (FEO)	Printing ID for License to Own and Possess Firearms (LTOPF) (1 day, 4 hours & 30 minutes)	Alteration and Correction of Record Entry - Individual (4 days and 1 hour)	Request for comprehensive evaluation and analysis report (20 days)
	Printing ID for Firearms Registration (FR) – Individual (1 day, 4 hours & 30 minutes)	Alteration and Correction of Record Entry – Juridical Entities (4 days and 1 hour)	
g. Special Concerns Section (SCS), Education and Enforcement Management Division (EEMD)	Permit to Transport Firearms for Individual (Licensed Citizen) (2 days, 1 hour and 5 minutes (Total Activity Time))	Gun Club Registration (4 days)	
	Permit to Transport Firearms for Licensed Sports Shooter (Local Competition) 2 days, 1 hour and 5 minutes (Total Activity Time)	Shooting Range Accreditation (New/Amendment) (4 days)	

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Permit to Transport Firearms for Licensed Local Sports Shooter (Going Outside the Country) 2 days, 1 hour and 5 minutes (Total Activity Time)	Shooting Range Accreditation (Renewal) (4 days)	
	Permit to Transport Firearms for Licensed Foreign Sports Shooters (Entering the Country) 2 days, 1 hour and 5 minutes (Total Activity Time)	Shooting Range Accreditation for Government-Owned/Operated (New) (4 days)	
	Permit to Transport Firearms for Foreign Diplomats/Dignitaries or their Security Forces 2 days and 55 minutes (Total Activity Time)	Shooting Range Accreditation for Government-Owned/Operated (Renewal) (1 day and 40 Minutes)	
	Permit to Transport Firearms for Gov't Entities: National Government Agencies (NGAs)/Law Enforcement Agencies (LEAs)/Local Government Units (LGUs)/Government Owned and Controlled Corporations (GOCCs) 2 days and 55 minutes (Total Activity Time)	Shooting Range Accreditation for Colleges/Universities (New) (4 days)	
	Permit to Transport Firearms for Private Entities: Private Security Agencies (PSAs) 2 days, 1 hour and 5 minutes (Total Activity Time)	Shooting Range Accreditation for Colleges/Universities (Renewal) (4 days)	

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Permit to Transport Firearms for Private Entities: Licensed Dealer/Manufacturer (Local Transport) 2 days, 1 hour and 5 minutes (Total Activity Time)	Shooting Range Accreditation for Security Training Centers (New) (4 days)	
	Permit to Transport Firearms for Private Entities: Licensed Dealer/Manufacturer (Import/Export) 2 days, 1 hour and 5 minutes (Total Activity Time)	Shooting Range Accreditation for Security Training Centers (Renewal) (4 days)	
	Conduct Sports Shooting Competition (Level 1, 2 & 3) 2 days, 1 hour and 5 minutes (Total Activity Time)	License to Own and Operate Ammunition Reloading Machine (4 days)	
	Authority for Gun Club to Conduct Gun Safety & Responsible Gun Ownership Seminar (GSRGOS) 2 days and 55 minutes (Total Activity Time)		
	Airsoft/Airgun Registration (2 days, 1 Hour and 5 Minutes)		
	Validation of Gun Safety and Responsible Gun Ownership Seminar (GSRGOS) Certificate (50 minutes)		
	Request verification and Certification (for court purposes) (6 hours & 55 minutes)		

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Request verification of explosives, explosive accessories and/or military ordnance (for law enforcement agencies) (6 hours & 55 minutes)		
h. Inspection and Enforcement (I & E) Section, Education and Enforcement Management Division (EEMD)		Certificate of Inspection (5 days)	
i. Complaint Investigation and Detection Section (CIDS), Education and Enforcement Management Division (EEMD)			Request for Tagging of Lost Firearm (19 days and 3 hours and 30 minutes)
			Request for Change of Firearm Status from License Blocked "LB"/License Revoked "LR" due to non-renewal to Firearms Released to Licensee "FL" (19 days, 3 hours and 20 minutes)
			Request for Restoration of License to Own and Possess Firearm (LTOPF) and Firearm Registration from License Revoked "LR" (FLRRB Resolution due to Pendency of Case) to Firearms Released to Licensee "FL" (19 days, 3 hours and 20 minutes)
			Request for Change of Firearm Status from Under Investigation "UI" to Firearms to Licensee "FL" (19 days, 3 hours and 20 minutes)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
			Request for Correction of Entry of License to Own and Possess Firearm (LTOPF) and Firearm Registration (19 days, 3 hours and 20 minutes)
			Request for Denial of Ownership (19 days, 3 hours and 20)
j. Arbitration Section (AS) / Complaint Investigation and Detection Section (CIDS), Education and Enforcement Management Division (EEMD)		Manufacturer's License (Renewal) (5 days)	Request for Revocation of License (19 days, 4 hours and 35 minutes)
			Request for Classification of Firearms (18 days, 7 hours and 30 minutes)
k. Licensing and Permit Section, Explosives Management Division (LPS, EMD)	Permit To Transport (PTT) (2 days & 50 minutes)	Dealer's License (Renewal) (4 days)	Manufacturer's License (new) (19 days)
	Special Permit for Fireworks Display (SPFD) (2 days & 50 minutes)	Purchaser's License (Renewal) (5 days)	Dealer's License (new) (19 days)
	Retailer's Permit (2 days & 50 minutes)	Purchaser's License for Accredited Department of Trade and Industry (DTI)-Small Enterprises, DOH, CHED/DepEd/TESDA, DOST-certified analytical/testing laboratories and DOH-certified hospitals (New) (6 days)	Purchaser's License (new) (13 days)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
		Purchaser's License for Accredited Department of Trade and Industry (DTI)-Small Enterprises, DOH, CHED/DepEd/TESDA, DOST-certified analytical/testing laboratories and DOH-certified hospitals (Renewal) (5 days)	Manufacturer's License (Amendment) (12 days & 4 hours)
		Purchaser's License for Accredited Department of Trade and Industry (DTI)-Small Enterprises, DOH, CHED/DepEd/TESDA, DOST-certified analytical/testing laboratories and DOH-certified hospitals (Amendment) (4 days & 4 hours)	Dealer's License (Amendment) (12 days & 4 hours)
		Purchaser's License for Department of Trade and Industry (DTI)-Micro Enterprises and Barangay Certified Farmers (New) (4 days)	Purchaser's License (Amendment) (12 days & 4 hours)
		Purchaser's License for Department of Trade and Industry (DTI)-Micro Enterprises and Barangay Certified Farmers (Renewal) (5 days)	Permit to Import Controlled Chemicals (PICC) for Manufacturer (19 days)
		Purchaser's License for Department of Trade and Industry (DTI)-Micro Enterprises and Barangay Certified Farmers (Amendment) (4 hours & 40 minutes)	Permit to Import Controlled Chemicals (PICC) for Dealer (19 days)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
		Permit to Purchase and Move Controlled Chemicals (PPMCC) (5 days)	Permit to Import Controlled Chemicals (PICC) for Purchaser (13 days)
		Permit to Transfer Controlled Chemicals (PTTCC) (4 days & 4 hours)	Permit to Export Controlled Chemicals (PECC) for Manufacturer (18 days & 4 hours)
		Permit To Transport Controlled Chemicals (PTCC) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Manufacturer's License (new) (19 days)
		Permit to Unload Controlled Chemicals (PTUCC) (6 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Dealer's License (New) (19 days)
		Special Permit to Purchase and Move Controlled Chemicals (SPPMCC) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Purchaser's License (New) (13 days)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
		Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Manufacturer's License (Renewal) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Manufacturer's License (Amendment) (12 days & 4 hours)
		Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Dealer's License (Renewal) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Dealer's License (Amendment) (12 days & 4 hours)
		Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Purchaser's License (Renewal) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Purchaser's License (Amendment) (12 days & 4 hours)
		Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Foreman Blaster's License (Renewal) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Foreman Blaster's License (New) (13 days)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
		Permit to Purchase/Transfer and Move Explosives/Explosive Ingredients (PPME) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Permit to Import (Manufacturer) (19 days)
		Permit to Unload Explosive/Explosive Ingredients (PTUE) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Permit to Import (Dealer) (19 days)
		Special Permit to Purchase and Move Explosive/Explosive Ingredients (SPPME) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Permit to Import (Purchaser) (13 days)
		Permit to Purchase and Move Explosive Ingredients (PPMEIs) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Permit to Export (Manufacturer) (18 days & 4 hours)
		Permit to Unload Explosive Ingredients (PTUEIs) (5 days)	Application of Licenses and Permits for Explosives/Explosive Ingredients (EEIs) Permit to Export (Dealer) (18 days & 4 hours)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
			Application of Licenses and Permits for Firecrackers and Pyrotechnic Devices (FCPDS) Manufacturer's License (New) (13 days)
			Application of Licenses and Permits for Firecrackers and Pyrotechnic Devices (FCPDS) Manufacturer's License (Renewal) (13 days)
			Application of Licenses and Permits for Firecrackers and Pyrotechnic Devices (FCPDS) Dealer's License (New) (13 days)
			Application of Licenses and Permits for Firecrackers and Pyrotechnic Devices (FCPDS) Dealer's License (Renewal) (13 days)
			Application of Licenses and Permits for Firecrackers and Pyrotechnic Devices (FCPDS) Fireworks Display Operator's License (New) (13 days)
			Application of Licenses and Permits for Firecrackers and Pyrotechnic Devices (FCPDS) Fireworks Display Operator's License (Renewal) (13 days)

Annex E: List of Existing External and Internal Frontline Services

EXTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
			Application of Licenses and Permits for Firecrackers and Pyrotechnic Devices (FCPDS) Permit to Import (Manufacturer only) (13 days)
I. Technical Support Section, Explosives Management Division (TSS, EMD)		Issuance of coordination memo for Regional Directors, Police Regional Offices (RDs, PROs) where the transportation/movement transcend re Transportation and movement of explosive/explosives ingredients and/or controlled chemicals. – NO FEE (5 days)	

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INTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
1. Directorate for Personnel and Records Management (DPRM)			
a. PNCO Placement and Promotion Division (PNCOD)	Authentication of Civil Service Commission (CSC) Attested Appointments (21 minutes)		
b. Non- Uniformed Personnel Affairs Division (NUPAD)	Authentication/Certification of Attested Appointment, Notice of Step Increment (NOSI), and Notice of Salary Adjustments (NOSA) (21 minutes)		
c. Morale and Welfare Division	Automation on the Conferment of Awards, Issuance of Medalya ng Mabuting Asal through the PNP Online Awards System (POAS) (1 day)		
d. Personnel Plans and Policies Division (PPPD)			Processing of Foreign Travel Authority to Be Approved by CPNP and Napolcom (10 Days, 2 Hours and 10 Minutes)
e. Discipline, Law and Order Division (DLOD)	Issuance of DLOD Clearance (2 days)		
f. Records Management Division	Updating and Issuance of Personal Data Sheet (PDS)/ General Information Sheet (GIS) (1 hour and 40 minutes)	Issuance of Optional Retirement Order of PNP Non-Uniformed Personnel (7 days)	Authentication and Production of Philippine National Police General and Special Orders, Statement of Asset, Net Worth and Liabilities and Police Personnel File (18 days and 45 mins)
	Issuance of Service Record to Active and Inactive PNP personnel (15 minutes)	Issuance of Amendment of Retirement Order of PNP Personnel (5 days)	Correction of Entry and Changing of Birth Records of PNP Personnel (19 days and 40 minutes)

Annex E: List of Existing External and Internal Frontline Services

INTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Issuance of Certificate of Declared Legal Beneficiaries (1 hour and 17 Minutes)	Processing of Applications for Local Leaves of PNP Personnel Assigned with NHQ for the Issuance of Leave Orders (5 days)	Processing of Applications for Leave Abroad for the Approval, Issuance of Travel Authority, and Leave Abroad Orders (29 days, 20 hours, and 25 minutes)
		Processing of Issuance of Breakdown of Leave Credits (BLC) and Cumulation of Leave Credits (CLC) Orders of Inactive PNP Personnel for Commutation of Accumulated Leave Credits Claims (4 days and 7 hours)	Processing of Applications for Study Leave for the Approval, Issuance of Leave Orders, and Issuance of Reassignment Orders to PHAU, DPRM (19 days, 11 hours, and 66 minutes)
		Processing of Applications for Leave of Heads of PNP Units/Directors for the Approval and Issuance of Leave Orders (9 days, 9 hours, and 8 minutes)	
		Processing of Authentication of Breakdown of Leave Credits (15 minutes)	
		Preparation, Issuance, and Publication of NHQ Issued Orders to all members of the Philippine National Police and Verification of Issued Orders from different PNP Units/personnel concerned (2 hours)	
2. Directorate for Human Resource and Doctrine Development (DHRDD)			

Annex E: List of Existing External and Internal Frontline Services

INTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
a. Individual Training Program Development Division			Availment of Mandatory Career Course for Police Commissioned Officers (PCOs) and Police Non-Commissioned Officers (PNCOs) (47 days and 10 hrs)
			Processing of Foreign Travel Authority (10 days and 7 hours)
			Processing of In-Country Sponsored Training (3 hours)
b. Unit Training Program Development Division	Certification of In-service Training (Specialized Course/Seminar) (4 days)		
3. Finance Services			
a. Disbursement Division	Issuance of Certificate of Firearms/Property Accountability Deduction from Retirement Benefits (40 minutes)		
	Issuance of Certificate of Non-Payment of Reimbursement of Hospitalization Expenses (RHE) (35 minutes)		
	Issuance of Certificate of Compensation (10 minutes)		
	Issuance of Certificate of Last Payment (1 hour)		
	Authentication of Certificate of Last Payment (5 minutes)		

Annex E: List of Existing External and Internal Frontline Services

INTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Issuance of Certificate on Cancellation/Non-Cancellation of Remittances (26 minutes)		
	Issuance of Certificate of Salary Overpayment (1 hour)		
	Authentication of Certificate of Salary Overpayment (5 minutes)		
	Submission of correct and complete requirements for Request Letter for the Refund of Loan Deduction and Capital Contribution Overpayment (walk-in) (2 days, 1 hour and 18 minutes)		
b. Financial Information Management Division	Authentication of Payslip (5 minutes)		
	Authentication of Financial History (5 minutes)		
	Reset of Online Payslip Password (5 minutes)		
	Issuance of Certificate of Salary Verification (11 minutes)		
c. Finance Service Unit 14 (FSU-14)	Issuance of Official Receipts (3 minutes)		
d. Revenue and Collection Division	Issuance of Certificate of Deduction and Remittance to PhilHealth (10 minutes)		

Annex E: List of Existing External and Internal Frontline Services

INTERNAL FRONTLINE SERVICES			
Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
	Issuance of Certificate of Deduction and Remittance to PAG-IBIG (10 minutes)		
	Issuance of Certificate of Deduction and Remittance to GSIS (30 minutes)		
	Printing and Authentication of BIR Form No. 2316 (11 minutes)		
	Releasing of BIR Form No. 2307 (3 minutes)		
e. Offices of the Administrative Division	Authentication of 201 File Documents issued by PNP Finance Service (5 minutes)		
4. Health Service			
a. Philippine National Police General Hospital (PNPGH) - Physical Examination (PE) Section			Annual Physical Examination (APE) (2 days and 48 minutes)
			Enhanced Monitoring of Police Overall Wellness (EMPOw) (1 hour, 18 minutes)
			Physical, Medical and Dental Examination (PMDE) (5 days)
			Medical Evaluation for Fidelity Bond, Fit/Unfit for PNP Service/Duties/Strenuous Activities Medical Evaluation for Physical Fitness Test (PFT) (5 days)

INTERNAL FRONTLINE SERVICES

Offices/Units	Simple Transactions	Complex Transactions	Highly Technical Application
	3 Days	7 Days	20 Days
			Validation Of Medical Certificate (1 day and 15 minutes)
			Processing of Reimbursement of Hospitalization Expenses (RHE) (12 days and 12 minutes)
			Outpatient Department (OPD) Medical Consultation and Treatment (3 hours, 24 minutes, and 45 secs)
			Emergency Room (ER) Medical Consultation and Treatment (6 hours and 19 minutes)
			Dental Consultation and Treatment (1 hour and 50 minutes)
			Psychiatric and Psychological Examination (PPE) (1 day 8 hours, 10 minutes)
			Mental Health Services (4 hours and 17 minutes)

ANNEX

“F”

Annex F Process Mapping

I. OBJECTIVE:

To document and analyze each step of a government service to identify redundancies, simplify procedures, and improve service delivery efficiency, pursuant to the guidelines of the Anti-Red Tape Authority (ARTA) and Republic Act No. 11032.

II. STEP-BY-STEP

1. Select one process/service to map (e.g., issuance of permits, certificate, etc.);
2. Gather the personnel who actually do the steps (receiving officer, section/division chiefs);
3. List every step in chronological order (what has been done, who does it, inputs, outputs, and where the decision happens);
4. Record processing times and any forms required for each step;
5. Identify issues: duplications, waits, manual handoffs, and approvals that can be simplified;
6. Produce a Process Map Table

7. PROCESS MAPPING TABLE:

Step No.	Office/Personnel Responsible	Activity/Task	Documents/ Requirements	Processing Time	Remarks/ Issues Identified
<i>Sample Inputs</i>					
1	Receiving Officer	Receive client request	Request Form	5 Minutes	<i>This pertains to the steps in the process. Example, write "Duplicate with step No.2" if you think step No. 1 mirrored the process and data in step No. 2</i>

8. PROCESS MAPPING OUTPUT:

The results of the process mapping shall serve as the basis for creating or updating the Process Flowchart and Citizens' Charter entries for each frontline service

9. RESPONSIBLE PERSON/UNIT:

CART Focal Person, and Quality Management Team, in coordination with the concerned division/section.

ANNEX

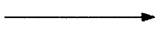

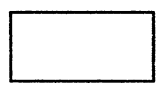
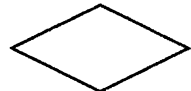

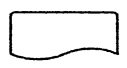
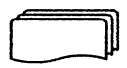
“G”

Annex G Process Flow Chart

I. OBJECTIVE:

To visually illustrate the simplified step-by-step flow of a government service or internal procedure, based on the results of process mapping, ensuring uniformity, efficiency, and compliance with RA 11032

II. FLOW CHART SYMBOLS:

SHAPE	NAME	DESCRIPTION
	Flowline (arrowhead)	Shows the process's order of operation. A line coming from one symbol and pointing at another.
	Terminal (Start/End)	Indicates the beginning and ending of a program or sub-process. Represented as a stadium, oval, or rounded rectangle. They usually contain the word "start" or "End", or another phrase signaling the start or end of a process, such as "submit..." or "receive ..."
	Process	Represents a set of operations that changes value, form, or location of data. It is represented as a rectangular shape.
	Decision	Shows a conditional operation that determines which one of the two paths the program will take. The operation is commonly a yes/no question or true/false test. Represented as a diamond (rhombus) shape.
	On-page connector	Pairs of labeled connectors replace long or confusing lines on the flowchart page. Represented by a small circle with a letter inside.
	Document	Single documents represented a rectangle with a wavy base, and
		Multiple documents represented as a stack of rectangles with wavy bases.

III. STEP-BY-STEP:

1. Start with Process Mapping;
2. Decide the target process – from the mapping, remove redundant steps, combine when possible, and clarify responsibility;
3. Choose flowchart style – a clear, simple visual showing steps, responsible PNP personnel, and decision points. Keep labels short and include processing time and required documents near each step if space allows;
4. Select symbols;
5. Draft flowchart – sketch from top to bottom, or left to right

IV. RESPONSIBLE PERSON/UNIT:

CART Focal Person, and Quality Management Team in coordination with the concerned division/section.

V. SAMPLE PROCESS FLOW CHART

