



Republic of the Philippines  
National Police Commission  
PHILIPPINE NATIONAL POLICE  
POLICE REGIONAL OFFICE 2  
**SANTIAGO CITY POLICE OFFICE**  
Victory Norte, Santiago City



**Receiving SMS Complaint and Request For Police Assistance**

**Schedule of Availability:**

Monday to Sunday  
24 Hours Service without breaks

**Client / Requesting Party:**

General Public

**Documentary Requirements:**

None

**Concerned Office:**

Operation and Plans Section/ Tactical Operation Center

**Duration:** 15 minutes

**How to Avail the Service:**

Step	Applicant	Service Provider	Office/Person Responsible	Forms	Fees	
1	Send complaint and/or request for assistance to 0917-8406374	Evaluates the completeness of the complaint and/or request then assigns a code number or reference file number to the report then inputs them into the SMS daily report.	SMS Operator	None	P1.00 per text	5 mins
		Refers the complaint to the concerned unit or agency through SMS	Concerned unit/or Office			3 min
		Receives acknowledgment				1 min
		Notifies the client that his/her complaint or request is sent to the concerned office for their appropriate action and informs the client of the results accordingly.	SMS Operator			5 min
END OF TRANSACTION						TOTAL: 15 min

**Receiving of Walk-in Complaint**

**Schedule of Availability:**

Monday to Sunday  
24 Hours Service without breaks

**Client / Requesting Party:**

General Public

**Documentary Requirements:**

Requirements are depending on the nature of the complaint

**Concerned Office:**

Investigation Section

**Duration:** 1 hour

**How to Avail the Service:**

Step	Applicant	Service Provider	Office/Person Responsible	Forms	Fees	
1	Fill out a complaint sheet		Action Officer	Complaint Sheet		—
2	Submit the complaint sheet together with the required documents	Evaluates completeness of the complaint	Investigator on Duty	None	None	20 min
		Makes referral to concerned unit or agencies				20 min
		Routes the referral to Chief of Office for his/her signature	Chief of Office			5 min
		Signs the referral	Records Custodian			5 min
		Sends the referral to the concerned unit or agencies	Investigator on Duty			5 min
		Notifies the complainant that his/her complaint is already referred to concerned units for their appropriate action and informs the complainant of the result accordingly.				5 min
END OF TRANSACTION						TOTAL: 50 min

**Police Clearance**

**Schedule of Availability:**

Monday to Friday  
8:00 am to 5:00 pm without noon break

**Client / Requesting Party:**

All Interested Parties

**Documentary Requirements:**

- Community Tax certificate
- Barangay Clearance

**Concerned Office:**

Duty Desk Officer

**Duration:** 1 hour, 15 mins

**How to Avail the Service:**

Step	Applicant	Service Provider	Office/Person Responsible	Forms	Fees	
1	Fill out a request form Submit the Form with the required documents to the Desk Officer	Provides the Request Form	Duty Desk Officer	Request Form	None	10 min
		Records the request in the logbook and refers the client to the designated Action PNCO at the Clearance Section				10 min
2		Verifies the authenticity of the documents submitted and prepares the clearance	Clearance PNCO			15 min
3	Place your thumb mark on the space provided for and claim the clearance	Approves and signs the clearance	Chief of Office			20 min
4	Pay the Police Clearance fee at the Clearance PNCO	Releases the clearance	Clearance PNCO			20 min
END OF TRANSACTION						TOTAL: 1 hr, 15 min

For your inquiries, suggestions or comments, please call (078) 305-2353 or text as at 0917-8406374 / 0908-3770126