



POLICE REGIONAL OFFICE 4A (CALABARZON) OFFICE OF THE REGIONAL COMPTROLLERSHIP DIVISION



CITIZEN'S CHARTER STATEMENT

Procedures Pertaining to Individual Claims/Benefits Transactions

Schedule of availability of service:

Monday to Friday (8:00 A.M. - 5:00 P.M.)

Who may avail the service:

All PNP personnel who are entitled for Personal Services (PS) Claims

Requirements:

1. Disbursement Vouchers with complete requirements with endorsement letter from the COP/Unit Head to the Provincial/Battalion Finance Section addressed to PD/BC, RPSB.
2. Disbursement Vouchers with endorsement letter from the PD/BC, RPSB/GD, RHSG addressed to RD, PRO 4A (Attn: RPHRDD).
3. Processed Disbursement Vouchers from the Regional Finance Service Office 4A (RFSO 4A).

STEPS	ACTIVITY	DURATION	SECTION/PERSON IN CHARGE	FEES
Step 1	Receive the Disbursement Vouchers (DV) from the requesting PNP personnel or its representative.	2 minutes	Asst. Budget and Fiscal PNCO for PS	N/A
Step 2	Prepare request for verification of claim/s addressed to Finance Service (FS), PNP, NHQ, Camp Crame.	5 minutes	Budget and Fiscal /Management Section	N/A
Step 3	Forward the request for verification of claims/s to FS.	Immediately follow	Budget and Fiscal PNCO for PS	N/A
Step 4	Verification of Claims from Finance Service, PNP, NHQ, Camp Crame.	As soon as obtained	Budget and Fiscal PNCO for PS	N/A
Step 5	Prepare request for fund addressed to the Director for Comptrollership.	5 minutes	Asst. Budget and Fiscal PNCO for PS	N/A
Step 6	Forward the request for fund to the Director for Comptrollership (DC).	Immediately follow	Budget and Fiscal PNCO for PS	N/A
Step 7	Notice of Fund Availability (NFA) from DC.	As soon as obtained	Accounting Section	N/A
Step 8	Preparation of Obligation Request (OR).	Immediately follow	Asst. Budget and Fiscal PNCO for PS	N/A
Step 9	Notice of Cash Allocation (NCA) from DC.	As soon as obtained	Budget and Fiscal PNCO for PS	N/A
Step 10	Funding of Personal Claim/s.	5 minutes	Budget and Fiscal PNCO for PS	N/A
Step 11	Journalization of Personal Claim/s.	5 minutes	Accounting Section	N/A
Step 12	Preparation/Issuance of Check.	5 minutes	RFSO 4A	N/A
Step 13	Pre-audit of DV with Check.	5 minutes	Budget and Fiscal /Management Section	N/A
Step 14	Recording of DV with Check.	2 minutes	Asst. Budget and Fiscal PNCO for PS	N/A
Step 15	Counter check of the DV with Check prior to Chief, RCD's signature.	2 minutes	Deputy Chief, RCD	N/A
Step 16	Signature of Chief, RCD to the check.	1 minute	Chief, RCD	N/A
Step 17	Forwarded to RFSO 4A for releasing of personal service claim/s to PNP personnel or its representative.	Immediately follow	RFSO 4A	N/A

Basic Requirements:

1. Unit Endorsement (Original copy)
2. Processed Disbursement Voucher (Original copy)
3. Processed Payroll - for more than two (2) claimants (Original copy)
4. Order of Entitlement (Photocopy and authenticated by issuing office/unit)
5. Service Record from ORPHRDD (Photocopy and authenticated by issuing office/unit)

Additional requirements:

Salary and Long Pay Differential Claim

- a. Verification from ITMS (2013 and earlier) and FS (2014 onwards)
- b. RFSO 4A authenticated Pay Slips

Bonus/ Salary and Allowances Claim (Back Pay)

- a. Verification from ITMS (2013 and earlier) and FS (2014 onwards)
- b. Appellate Court Decision/Resolution - Original Copy or Authenticated copy from issuing office
- c. Certificate of Non-Payment from RFSO 4A
- d. Duty Status issued by unit's/office Admin Officer
- e. Restoration Order issued by ORPHRDD

Replacement Clothing Allowance (RCA) Claim

- a. Individual Clothing Settlement issued by Logistics Section of PPO/RPSB
- b. Quarterly Inspection Report issued by Finance/Logistics Section of PPO/RPSB
- c. Certificate of Non-Payment from RFSO 4A

Reimbursement of Hospitalization Expenses (RHE) Claim

- a. Investigation Report from ORIDMD or unit's Investigation Section
- b. Original copy of Official Receipts (OR) (hospital bills and professional fees)
- c. Authenticated copy of PNP ID from ORPHRDD
- d. Claimants Payroll Account Number (LandBank of the Philippines)
- e. Original copy of Medical Certificate from Hospital
- f. Sick call slip and sick leave order from ORPHRDD

Special Financial Assistance (SFA) Claim

- a. Certificate of Legal Beneficiary/ies issued by DPRM
- b. Authenticated copy of latest Pay Slip
- c. Certificate of Non-Payment from RFSO 4A
- d. Certificate of Last Payment from FS
- e. Line of Duty Status
- f. Marriage Contract from NSO
- g. Death Certificate
- h. Letter Order from ORPHRDD

Procedures in Requesting Clearance for Purpose of Relief/Reassignment to other Unit/Designation and Retirement

Schedule of availability of service:

Monday to Friday (8:00 A.M. - 5:00 P.M.)

Who may avail the service:

All PNP personnel

Requirements:

1. Request letter from PNP personnel addressed to Chief, Finance Section or Chief of Police stating the reason for seeking the clearance.
2. Recommendation from Chief, Finance Section or Chief of Police addressed to Provincial Director or BC, RPSB 4A.
3. Recommendation from Provincial Director or BC, RPSB 4A addressed to Chief, RCD.

STEPS	ACTIVITIES	DURATION	PERSON IN CHARGE	FEES
Step 1	Receive the complete requirements from the requesting PNP personnel or its representative	2 minutes	Admin PNCO	N/A
Step 2	For notation of Chief Clerk, RCD	2 minutes	Chief Clerk, RCD	N/A
Step 3	For notation of Chief Budget and Fiscal Section, RCD	2 minutes	Chief Budget and Fiscal Section, RCD	N/A
Step 4	For notation of Deputy Chief, RCD	2 minutes	Deputy Chief, RCD	N/A
Step 5	For approval of Chief, RCD	5 minutes	Chief, RCD	N/A
Step 6	Releasing of clearance to requesting PNP personnel or its representative	5 minutes	Admin PNCO	N/A