



**POLICE REGIONAL OFFICE CALABARZON
OFFICE OF THE REGIONAL CHIEF DIRECTORIAL STAFF**



CITIZEN'S CHARTER

PNP MISSION

The PNP shall enforce the law, prevent and control crimes, maintain peace and order and ensure public safety and internal security with the active support of the community.

PNP VISION

Imploring the aid of the Almighty, by 2030, we shall be a highly capable, effective, and credible police service working in partnership with a responsive community towards the attainment of a safer place to live, work, invest and do business.

Type of Frontline Service	Fees	Forms	Processing Time	Person-in-Charge
Receipt of Communications from the National Headquarters, Regional Directorial Staff, and other Agencies	None	None	1 to 3 minutes	Action/Admin PNCO
Response to Queries and/or Assistance of Visitors	None	None	1 to 3 minutes	Chief Clerk/Secretary Regional Staff
Information Technology Section				
- Trouble-shooting of computers	none	Trouble-shooting form	2 to 3 hours	IT PCO/PNCO
- Uploading of announcements, etc. in the regional website	none	Letter Request Office	10 to 15 minutes	IT PCO/PNCO
- Response to queries and/or assistance re IT services	None	None	Maximum of 1 hour	IT PCO/PNCO

How to Avail of the Service

Receipt of Communications from the National Headquarters, Regional Directorial Staff, and other Agencies

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Approach the Action PNCO stationed at the immediate entrance of the Office.	Provide the necessary information or action as requested by the guest/visitor.	1 to 3 minutes	Action/Admin PNCO	None	None
2	Get the communication duly received by the Action PNCO/Admin PNCO	Communication received will be then forwarded to the Regional Directorial Staff concerned for their appropriate action.	Will take several days (Depending on the action requested)	SRS/RCDS	None	None

How to Avail of the Service

Response to Queries and/or Assistance of Visitors

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Approach the Action PNCO stationed at the immediate entrance of the Office.	Refer the client to the Chief Clerk/Secretary Regional Staff	1 to 3 minutes	Chief Clerk/Secretary Regional Staff	None	None
2	Tell the Chief Clerk/Secretary Regional Staff of their query or assistance being requested.	Refer the client to the concerned Regional Directorial Staff or will be provided with the information if they are authorized to.	1 to 5 minutes	Chief Clerk/Secretary Regional Staff	None	None

How to Avail of the Service

Trouble-shooting of computers

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Secure Trouble-Shooting Form from the IT Section located at the Multi-purpose Center of PRO 4A, fill-in the required data.	Check the entries in the form and ask for the computer unit.	1 to 3 minutes	IT PCO/PNCO	none	Trouble-Shooting Form
2	Hand-over the defective computer unit for assessment.	Assess the defective unit, look for the defects and advise the client of possible solutions.	1 to 15 minutes	IT PCO/PNCO	None	None
3	Provide the IT PCO/PNCO of their preferred option/solution as suggested.	Repair the defective unit according to the option/solution provided by the client.	2 hours to 1 day (Depending on the severity of damage)	IT PCO/PNCO	None	None

How to Avail of the Service

Uploading of announcements, etc. in the regional website

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit the softcopy of announcement/data to be uploaded in the website.	Upload the announcement/data submitted by the requesting unit/office to the PRO's website.	10 to 15 minutes	IT PCO/PNCO	none	none

How to Avail of the Service

Response to Queries and/or Assistance re IT Services

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Approach the IT PCO/PNCO and give their query or assistance they would like to ask re IT services.	Respond to the query or provide the assistance being asked by the client	1 to 10 minutes	IT PCO/PNCO	None	None