



1. People's Law Enforcement Board (PLEB), Citizen's Complaint

The PLEB has the power to hear and decide citizen's complaints formally filed or referred against any uniformed member of the PNP pursuant to Section 2, Rule 11 of the Memorandum Circular No. 2016-002 re: *Revised Rules of Procedure Before the Administrative Disciplinary Authorities and the Internal Affairs Service of the Philippine National Police*.

Office or Division:	PEOPLE'S LAW ENFORCEMENT BOARD			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government and G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Sworn Statement/Notarized Complaint Affidavit accompanied by a Certificate of Non-Forum shopping, Affidavits of Witnesses and documentary evidence, if any. [Submit in seven (7) copies/sets]		Prepared by the Complainant himself or with the assistance of a public lawyer or private counsel. If the complaint is verbally made, an authorized officer of this office may assist the complainant in preparing his/her complaint-affidavit and other documents in support thereof.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office lobby	1. Give the Log Book to the client	None	3 Minutes	Patricia T. Bautista, Records Clerk
2. Submit seven (7) sets of the required documents to receiving area *Make sure to wait the received copy of the submitted documents	2. Receive the required documents and check for completeness 2.1 Give the received copy of the documents to the complainant/s and inform him/her that we will notify him/her thru his/her	None	10 Minutes	Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II

	contact information to file Formal Charge after Initial Evaluation of the Complaint.			
	3. Case Raffling	None	10 Minutes	Patricia T. Bautista, Records Clerk
	4. Initial Evaluation of the Complaint	None	30 Minutes	Assigned Board of the Board/Officer of the Day/Executive Officer
3. Complainant may file a Motion for PREVENTIVE SUSPENSION (Not exceeding 90 days)	5. PLEB may request superior officer for PREVENTIVE SUSPENSION (The Board will conduct deliberation)	None	2 hours	Members of the Board where the case was raffled, Gliceria M. Millo, Stenographer and Janice S. Bakiki, Clerk
4. Filing of Formal Charge	6. Receive Formal Charge and inform the complainant that the PLEB will issue Summons to the Respondent/s within three (3) days from receipt of the Formal Charge or docketing of the complaint	None	5 Minutes	Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II
	7. Docket the complaint and turn over to the assigned Encoder/Board Secretary	None	3 Minutes	Patricia T. Bautista, Records Clerk
	8. Issue Summons to the respondent/s	None	Within 3 days from receipt of the Formal Charge	Assigned Encoder/Board Secretary
5. Filing of Answer of the Police Officer/s	9. Receive Answer and check	None	5 Minutes	Edilberto M. Arcega, Legal Researcher

<p>(Respondent/s of the Case) *Make sure to wait the received copy of the submitted documents <i>[The Respondent/s may file their Answer seven (7) working days from receipt of the summons. Respondent/s must furnish the Complainant/s thru personal service, registered mail or private courier before filing.]</i></p>	<p>for completeness.</p>			<p>and/or Joanna Marie A. Salalila, Clerk II</p>
	<p>10. Turn over to the assigned Encoder/Board Secretary for the issuance of Notice of Pre-Hearing Conference/Subp oena to both parties</p>	<p>None</p>	<p>15 Minutes</p>	<p>Assigned Encoder/Board Secretary</p>
	<p>11. Delivery of Notice of Pre-Hearing Conference/Subp oena</p>	<p>None</p>	<p>Assigned process server must serve the notices within twenty four (24) hours from receipt of the documents</p>	<p>Assigned Process Server Dist I. – Renevy B. De Luna Dist II – Randy F. Cavite Dist. III and IV – Ernesto G. De Leon District V – Randy F. Cavite District VI - Norberto R. Isidro</p>
<p>6. Attendance of both parties with their respective counsel, witnesses, if any, is required *PNP member must</p>	<p>12. Pre-hearing conference <i>[Within fifteen (15) days from receipt of the Answer the Board</i></p>	<p>None</p>	<p>At least (2) hours</p>	<p>Members of the Board where the case was raffled, Gliceria M. Millo, Stenographer, Janice S. Bakiki,</p>

be in complete uniform	<i>Members shall conduct the pre-hearing conference for the purpose of: (a) defining and simplifying the issues of the case; (b) entering into admissions and/or stipulation of facts; (c) marking of exhibits after proper identification by the parties/signatories ; and (d) threshing out other matters relevant to the case]</i>			Clerk and Assigned Encoder Dist I. – Roxan B. Dela Cerna Dist II – Donjon M. Valino Dist. III and IV – Joanna Marie A. Salalila District V – Donjon M. Valino District VI – Josefina P. Gamba and Enrico P. Limlengco
7. Submission of Position Papers of both parties [Fifteen (15) days from termination of the pre-hearing conference]	13. Receive the Position Papers and check for completeness [The Board may conduct clarificatory hearing within five (5) days from receipt of the position paper of the parties after the expiration of the period to file the same]	None	10 Minutes	Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II
	14. Submit the case for Resolution 14.1. Issuance of Decision	None	Sixty (60) days from the time the case is filed 1 hour	Board Members
	15. Delivery of	None	Assigned	Assigned Process

	Decision		process server must serve decision within twenty four (24) hours from receipt of the documents	Server Dist I. – Renevy B. De Luna Dist II – Randy F. Cavite Dist. III and IV – Ernesto G. De Leon District V – Randy F. Cavite District VI - Norberto R. Isidro
8. Filing of Motion for Reconsideration [The Party adversely affected by the decision may file a motion for reconsideration within ten (10) days from receipt of a copy of the decision]	16. Receive the required documents and check for completeness	None		Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II
9. Filing of Notice of Appeal [NAPOLCOM RAB (Regional Appellate Board) Appeals from the decision of the PLEB shall be taken by the party adversely affected by filing a NOTICE OF APPEAL. Copy furnished the other party, within ten (10) days from receipt of a copy of the decision]	17. Receive the required documents and check for completeness	None		Edilberto M. Arcega, Legal Researcher and/or Joanna Marie A. Salalila, Clerk II

2. People’s Law Enforcement Board (PLEB) Clearance

The PLEB Clearance or Certification is issued to any Philippine National Police (PNP) member indicating the pendency or non-pendency of an administrative case against PNP Member.

Office or Division:	PEOPLE’S LAW ENFORCEMENT BOARD
Classification:	Simple

Type of Transaction:	G2G – Government to Government and G2C - Government to Citizen			
Who may avail:	PNP members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be in complete PNP Uniform 2. One (1) photocopy of PNP I.D.		PNP Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Office lobby	1. Give the Log Book to the client	None	3 Minutes	Patricia T. Bautista, Records Clerk
2. Submit the required document and fill-out the Application Form and the Order of Payment *Make sure to ask for Certified True Copy when needed	2. Receive the required document and check for completeness 2.1 Issue the Order of Payment if the required document was given 2.2 Start processing the request		5 Minutes	Clearance Officers Patricia T. Bautista Ernesto G. De Leon Josefina Gamba Donjon M. Valino
3. Pay the required fees at the City Treasury Office by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	PHP 50/Clerance or Certification and PHP 10/page of Certified True Copy	10 Minutes	City Treasurer's Office
Return to the PLEB Office for the processing and release of Clearance or Certification	4. Check the Official Receipt 4.1 Issue the Certificate or Clearance to the PNP member		15 Minutes	Clearance Officers Patricia T. Bautista Ernesto G. De Leon Josefina Gamba Donjon M. Valino