



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	1 minute	Administrative Aide or Process Server
2. The complainant will narrate his/her complaint and put it in writing afterwards.	2. Interview the complainant and explain whether his/her case can proceed. The administrative procedures will also be explained to the complainant	None	30 minutes to 1 hour.	Chief Administrative Officer, Board Secretary, and/or Senior Administrative Assistant
3. Submit seven (7) sets of the required documents to receiving area *Make sure to wait for	3. Receive the required documents and check for completeness	None	15 minutes	Senior Administrative Assistant

the received copy of the submitted documents	<p>3.1 Give the “receiving copy” of the documents to the complainant/s and inform him/her that we will review his/her complaint and will notify him/her through his/her contact information for the proper disposition of the complaint.</p> <p>3.2 If the complaint has probable cause, the Board Secretary will prepare a formal charge and the case will submit for raffling.</p>			
	4. Raffle of Case/s	None	5 minutes	Senior Administrative Assistant
	5. Docket the complaint and turn it over to the assigned Encoder	None	3 minutes	Administrative Assistant
4. Complainant may file a Motion for PREVENTIVE SUSPENSION (Not exceeding 90 days)	6. The Board will conduct deliberation regarding the motion.	None	2 hours	Members of the Board where the case was raffled
	7. Issue Summons to the respondent/s	None	15 minutes	Senior Administrative Assistant
5. Filing of Counter-Affidavit/Answer (Respondent/s of the Case) *Make sure to wait for the “receiving copy”	8. Receive Counter-Affidavit/Answer and check for completeness.	None	15 minutes	Senior Administrative Assistant

<p>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 through personal service, registered mail, or private courier before filing.]</i></p>				
	<p>9. Turn over to the assigned Encoder for the issuance of Notice for Clarificatory Hearing</p>	None	15 minutes	Process Server
	<p>10. Delivery of Notice for Clarificatory Hearing</p>	None	Assigned process server must serve the notices within twenty four (24) hours from receipt of the documents	Process Server or Driver
<p>6. Attendance of both parties is required. They may be assisted by their respective counsel and bring their witnesses, if available. *PNP member must be in complete uniform</p>	<p>12. Pre-hearing conference <i>[Within fifteen (15) days from receipt of the Counter-Affidavit/Answer the Board Members shall conduct the pre-hearing conference for the purpose of: (a) defining and simplifying the issues of the case; (b) entering</i></p>	None	<p>At least (2) hours. *Multiple hearing days may be calendared as necessary.</p>	<p>Members of the Board where the case was raffled, Board Secretary, Senior Administrative Assistant (Stenographer), and Process Server</p>

	<i>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>			
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	15 minutes	Senior Administrative Assistant or Process Server
	14. Submit the case for Resolution 14.1. Issuance of Decision	None	Sixty (60) days from the time the case was filed	Members of the Board where the case was raffled
	15. Delivery of Decision	None	Assigned process server must serve the notices within twenty four (24) hours from receipt	Process Server

			of the documents	
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	15 minutes	Senior Administrative Assistant or Process Server
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 furnish 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	15 minutes	Senior Administrative Assistant or Process Server

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			
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	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client	1. Give the Log	None	1 minute	Process Server or

Log Book in the Office lobby	Book to the client			Driver
2. Submit the required document and fill-out the Application Form and the Order of Payment *Make sure to ask for Certified True Copy if needed	2. Receive the required document and check for completeness 2.1 Issue the Order of Payment if the required document is given 2.2 Start processing the request		5 minutes	Administrative Aide, Process Server, or Driver
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment. *Make sure to secure Official Receipt, it will be issued upon payment	3. Accept the payment based on the Order of Payment 3.1 Issuance of the Official Receipt	PHP 50/Clerance or Certification and PHP 10/page of Certified True Copy	15 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	Administrative Aide, Process Server, or Driver