



## 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*.

<b>Office or Division:</b>	PEOPLE'S LAW ENFORCEMENT BOARD	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)	
<b>Who may avail:</b>	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Complaint Sheet (1) Original Copy <b>Remarks:</b> <i>Submitted at the People's Law Enforcement Board Office or via e-mail at <a href="mailto:PLEB@quezoncity.gov.ph">PLEB@quezoncity.gov.ph</a></i>		People's Law Enforcement Board - People's Law Enforcement Board
2.Certificate of Non-Forum Shopping (1) Original Copy <b>Remarks:</b> <i>Submitted at the People's Law Enforcement Board Office or via e-mail at <a href="mailto:PLEB@quezoncity.gov.ph">PLEB@quezoncity.gov.ph</a></i>		People's Law Enforcement Board - People's Law Enforcement Board
3.Sworn Statement/Notarized Complaint Affidavit (1) Original Copy And (6) Photo Copy <b>Remarks:</b> <i>The complaint shall contain the following:</i> <ul style="list-style-type: none"> <li>• Full Name, Address, and Contact Information of the Complainant</li> <li>• Full Name, Rank, and Station or Assignment of the respondent/s</li> <li>• A narration of the material facts which show specifically the act or omission attributable to the particular respondent/s constituting the offense allegedly committed, the place, date, and time of the commission of the offense</li> </ul>		Applicant / Client

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Submission of a. Accomplished Complaint Sheet b. Certificate of Non-Forum Shopping c. 3. Complaint Affidavit (subscribed and sworn)	2. Receive and evaluate documents	None	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 the received copy of the submitted documents	3. Receive the required documents and check for completeness. 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. If the complaint has probable cause, the Board Secretary will prepare a formal charge and the case will submit for raffling. Raffle of Case/s. Docket the complaint and turn it over to the	None	25 minutes	Senior Administrative Assistant

	<p>assigned Encoder.</p> <p>3.1 If the complaint has no probable cause, the Board Secretary shall issue a letter of "no probable cause" to the complainant.</p> <p>3.2 Issue Summons to the respondent/s</p>		<p>3 days</p> <p>3 days</p>	<p>Board Secretary</p> <p>Senior Administrative Assistant</p>
<p>4. Filing of Counter-Affidavit/Answer (Respondent/s of the Case) *Make sure to wait for the "receiving copy" of the submitted documents [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.]</p>	<p>4. Receive Counter-Affidavit /Answer and check for completeness.</p> <p>4.1 Turn over to the assigned Encoder for the issuance of Notice for Clarificatory Hearing</p> <p>4.2 Delivery of Notice for Clarificatory Hearing</p> <p>4.3 Pre-hearing conference/ Hearing</p>	None	<p>15 minutes</p> <p>15 minutes</p> <p>2 days</p> <p>2 hours</p>	<p>Senior Administrative Assistant</p> <p>Process Server</p> <p>Process server or Driver</p> <p>Members of the Board where the case was raffled, Board Secretary, Senior administrative Assistant (Stenographer), and Process server</p>

	4.4 Submit the case for resolution. Case resolved		60 days	Members of the Board where the case was raffled
	4.6. Delivery of Decision		2 days	Process server or Driver

## 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.

<b>Office or Division:</b>	PEOPLE'S LAW ENFORCEMENT BOARD		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2G (Government to Government)		
<b>Who may avail:</b>	Philippine National Police (PNP) Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Standard Requirement  1. Philippine National Police ID (1) Photo Copy <b>Remarks:</b> <i>Police officer/s must wear their Philippine National Police uniform</i>  Walk-in or Online  1. Philippine National Police Identification Card (PNP ID)		Applicant/ Client	
Authorization Letter  1. Authorization Letter (1) Original Copy  <b>Remarks:</b>		Applicant/ Client	

<i>If the requestor is requesting through an authorized representative, the assigned person must have an authorization letter</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the Office lobby	1. Give the Log Book to the client	None	1 minute	Process Server or 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	None	5 minutes	Administrative Aide, Process Server, or Driver
	2.1 Issue the Order of Payment if the required document is given		3 minutes	Administrative Aide, Process Server
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, then issue Official Receipt	<b>Standard Fees</b> Breakdown: PLEB Clearance Fee: PHP 50 <hr/> Total: PHP 50  <b>Possible Fees</b> Breakdown: Authentication Fee: PHP 10	15 minutes	Cashier ; Any of requesting office / division
4. Release of Clearance or Certification	4. Issue the Certificate or Clearance to the PNP member	None	15 minutes	Administrative Aide, Process Server, or Driver

### 3. Request for Certified True Copies

Request for Certified True Copies of case records

<b>Office or Division:</b>	PEOPLE'S LAW ENFORCEMENT BOARD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2G (Government to Government)			
<b>Who may avail:</b>	Parties and those who are privy to the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (Original copy) 2. Photocopy of the document to be certified (optional)		PLEB Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter with attachments (if any)	1. Receive and produce the requested documents	None	30 minutes	Process Server or Driver
2. Pay the required fees	2.1 Accept payment based on the Order of Payment and issuance of Official Receipt  2.2 Issuance of the requested Certified True Copy	Php10.00 per page	15 minutes	2.1 Cashier/City Treasurer's Office  2.2 Administrative Aide or Process Server

## 4. Transcript of Stenographic Notes

Transcript of Stenographic Notes (TSN) is a written transcript of a proceeding attached to the case record.

<b>Office or Division:</b>	PEOPLE'S LAW ENFORCEMENT BOARD			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2G (Government to Government)			
<b>Who may avail:</b>	Parties of the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (Original copy) 2. Photocopy of the document to be certified (optional)		PLEB Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter with attachments (if any) <i>Notes/Instruction: Transcript of stenographic notes is available twenty (20) days from request.</i>	1. Receive the submitted request letter.	None	5 minutes	Administrative Aide or Process Server
2. Release of requested Transcript of Stenographic Notes (TSN)	2. Issue the requested Transcript of Stenographic Notes (TSN)	None	10 minutes	Administrative Aide or Stenographer