

PEOPLE'S LAW ENFORCEMENT BOARD

VISION

Peace, order and harmonious relationship between the people of Caloocan City and the Philippine National Police.

MISSION

Genuine public service through quality, effective, fair, impartial and speedy adjudication of justice.

FRONTLINE SERVICE	CITIZEN'S COMPLAINT			
STEP 1	Clients accomplish complaint sheet.			
STEP 2	Receive accomplished complaint sheet.			
SERVICE PROVIDER/S	- NORMAN S. IBASCO		- JAIME D. G. DELA CRUZ	
TIME FRAME	5 minutes			
REQUIRED DOCUMENT/S	1. Accomplished Complaint Sheet		2. Certification	
STEP 3	Attach complaint affidavit.			
SERVICE PROVIDER/S	- ROGELIO A. CRUZ		- NORMAN S. IBASCO	
TIME FRAME	1 minute			
REQUIRED DOCUMENT/S	1. Accomplished Complaint Affidavit		2. Supporting documents	
STEP 4	Docket, file, and record complaint.			
SERVICE PROVIDER/S	NORMAN S. IBASCO			
TIME FRAME	2 minutes			
REQUIRED DOCUMENT/S	1. Accomplished Complaint Sheet		3. Complaint Affidavit	
	2. Certification		4. Supporting documents	
STEP 5	Conduct initial evaluation by the Chief of Office.			
SERVICE PROVIDER/S	- NORMAN S. IBASCO		- LUIS S. ABEL	
TIME FRAME	1 day			
REQUIRED DOCUMENT/S	1. Accomplished Complaint Sheet		3. Complaint Affidavit	
	2. Certification		4. Supporting documents	
STEP 6	Serve subpoenas and summons.			
SERVICE PROVIDER/S	- NORMAN S. IBASCO		- NESTOR R. GUILAS - JOSEPH Q. SAMANIEGO	
TIME FRAME	2 days			
REQUIRED DOCUMENT/S	Notice of Hearing and Summon			
STEP 7	Undergo adjudication process (hearing and investigation).			
SERVICE PROVIDER/S	MEMBERS OF THE BOARD (DISTRICTS I AND II)			
TIME FRAME	40 days			
REQUIRED DOCUMENT/S	1. Case Folder		2. Reply of Respondents	
	3. Supporting documents			
STEP 8	Prepare decisions/ resolutions by the Chief of Office and Members of the Board.			
SERVICE PROVIDER/S	- LUIS S. ABEL		- MEMBERS OF THE BOARD (DISTRICTS I AND II)	
TIME FRAME	15 days			
REQUIRED DOCUMENT/S	Case Folder			
STEP 9	Release, serve decisions/ resolutions.			
SERVICE PROVIDER	PLEB PROCESS SERVERS			
DURATION	60 days			
REQUIRED DOCUMENT/S	1. PNP ID	3. Community	Tax	5. Documentary Stamp

	2. 1x1 ID picture	Certificate	
		4. Official Receipt	
REQUIRED FEES	Per clearance – PhP 20.00		
FRONTLINE SERVICE	ISSUANCE OF PLEB CLEARANCE/ CERTIFICATION		
STEP 1	Client secure Application Form and Order of Payment.		
STEP 2	- Receive Application Form - Issue Order of Payment.		
SERVICE PROVIDER/S	- ROGELIO A. CRUZ	- JOSEPH Q. SAMANIEGO	
TIME FRAME	1 minute		
REQUIRED DOCUMENT/S	Philippine National Police Identification Card		
STEP 3	Pay and get Official Receipt.		
SERVICE PROVIDER/S	CITY TREASURER'S OFFICE		
TIME FRAME	Dependent on the queuing		
REQUIRED DOCUMENT/S	Order of Payment		
STEP 4	Prepare clearance/ certification.		
SERVICE PROVIDER/S	- JOSIE D. TAYAO	- JOSEPH Q. SAMANIEGO	
TIME FRAME	2 minutes		
REQUIRED DOCUMENT/S	1. Accomplished Application Form	4. Documentary Stamps	
	2. Official Receipt	5. 1x1 ID picture	
	3. Community Tax Certificate		
STEP 5	Verify records		
SERVICE PROVIDER/S	- NORMAN S. IBASCO	- NESTOR R. GUILAS	
TIME FRAME	2 minutes		
REQUIRED DOCUMENT/S	1. Clearance/ Certification	2. Application Form	
STEP 6	Approve and sign clearance/ certification by the Chief of Office.		
SERVICE PROVIDER/S	LUIS S. ABEL		
TIME FRAME	1 minute		
REQUIRED DOCUMENT/S	Verified Clearance/ Certification		
STEP 7	Release clearance/ certification.		
SERVICE PROVIDER/S	- ROGELIO A. CRUZ	- JANET S. TUBOS	
	- JAIME D. G. DELA CRUZ		
DURATION	10 minutes		
REQUIRED DOCUMENT/S	1. PNP ID	3. Community Tax Certificate	5. Documentary Stamp
	2. 1x1 ID picture	4. Official Receipt	
REQUIRED FEES	Per clearance – PhP 20.00		

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

Email Address: ***plebcaloocan@yahoo.com***

Telephone Numbers: **(02) 310 – 2230**
(02) 288 – 8811 loc. 2244