



PNP FORENSIC GROUP

CITIZEN'S CHARTER

2022 (First Edition)



I. Mandate:

RA 6975 Sec.35 NAPOLCOM Resolution 96-058:

The PNP Forensic Group was established to enhance police operational efficiency and effectiveness by providing laboratory examination, evaluation and identification of pieces of physical evidence involved in crimes with emphasis on their medical, chemical, biological and physical nature.

Regional, Provincial and City Forensic Units shall be established as may be necessary in all regions and cities of the country.

II. Vision:

By 2020, The PNP Forensic Group shall be highly competent and trusted forensic laboratory for the effective delivery of justice

III. Mission:

Provide scientific investigation and other technical support to the PNP offices, other investigative agencies and the public through forensic examination, field work, scene of crime operation (SOCO), training and research.

IV. Service Pledge:

Guided by its Mission and Vision, the PNP Forensic Group is committed to provide quality services to the public and the criminal justice system with integrity, honesty, thoroughness, openness and timelines through a robust and certified ISO 9001:2015 Quality Management System.

To ensure customer satisfaction, the PNP Forensic Group commits to:

- Provide quality scientific investigation and forensic services;
- Utilize standard-based laboratory examination procedures;
- Maintain the integrity of examinations and result and the documentation to support analytical data;
- Instill culture of Discipline, Excellence and Integrity among its personnel; and
- Focus on continual improvement of its processes to ensure continuing accuracy and precision of examinations to enable reliable and interpretable results.



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DNA Laboratory Division/Section



1. DNA Examination (Non-Criminal)

Provides the highest quality of forensic services that meet customer needs by providing highly reliable, timely and accurate scientific analysis of evidential material and court testimonies.

Office or Division:		DNA Laboratory Division/Section		
Classification:		Highly Technical		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, other investigative agencies and civilians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request or Court Order (3 copies)		Requesting Party/Concerned Court		
Proof of Identification of the requester or any authorized representative (3 copies)		Requesting Party/Concerned Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to DNA Laboratory Division/Section.	1.1 Assess and check completeness of documentary requirements. 1.2 Issue an Order of Payment. 1.3 Receive the Letter Request. 1.4 Record and assign Case Number.	None	60 minutes	<i>Client; and DNA Laboratory Receiving Personnel Designated by C, DNA</i>
2. Pay necessary fee at the nearest Landbank of the Philippines(LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 20,000.00 per specimen	None	<i>Action Officer LBP</i>
3. Present the Special Bank Receipt.	Receive the SBR.	None	5 minutes	<i>Client; and DNA Laboratory Receiving Personnel Designated by C, DNA</i>



4. Fill-in the Consent Form.	Evaluate the Consent Form.	None	20 minutes	<i>Client; and DNA Laboratory Receiving Personnel Designated by C, DNA</i>
5. Submit individual for collection of biological specimen.	Collect biological specimen for analysis.	None	20 minutes	<i>Client; and DNA Laboratory Staff Designated by C, DNA</i>
	6.1 Conduct DNA examination. 6.2 Analyze and interpret the result of DNA examination. 6.3 Prepare, encode, review, print and sign the DNA Laboratory Report.	None	Thirty (30) working days from the start of conducting the DNA examination	<i>Chief, DNA Laboratory Forensic Group; and DNA Analyst Designated by C, DNA</i>
	7. Sign the DNA Laboratory Report.	None	1 day	<i>Director, Forensic Group or his/her authorized representatives</i>
8. Present Requesting Party's copy of stamped letter request to claim the DNA Laboratory Report.	8. Release the DNA Laboratory Report.	None	20 minutes	<i>Records Custodian Designated by C, DNA</i>
TOTAL:		PHP 20,000 per specimen	15,005 minutes (31.26 working days)	

**Personnel-in-Charge: PCOL REYNALDO T CALAOA
C, DLD**



Physical Identification



1. Macro-Etching of Motor Vehicle Applying for PNP Motor Vehicle Clearance at Highway Patrol Group (HPG)

Test performed on engine/chassis/ number of motor vehicle for transfer of ownership, change, color, change body design, change engine/chassis and record check.

Office or Division:		Physical Identification Division/Section		
Classification:		Complex		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Bank Receipt		HPG		
2. Endorsement for Macro-etching Examination		HPG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the referral slip and photocopies of Special Bank Receipt (SBR), Official Receipt and the motor vehicle's Certificate of Registration.	Check completeness of the documentary requirements.	None	20 minutes	Duty Macro-Etching Examiner Designated by C, PID
2. Submit motor vehicle for macro-etching examination.	2.1. Conduct stencil of engine and chassis number of motor vehicle. Photograph the subject vehicle. Apply chemical on the metal surface where the engine and chassis number is located.	None	120 minutes	



	Prepare and sign the Macro-Etching Certificate.	None	15 minutes	
	2.2. Review and approve the Macro-Etching Certificate.	None	15 minutes	<i>Chief, PID Forensic Group; or Station Head Designated by C, PID</i>
3. Claim the Macro-Etching Certificate.	Release the Macro-Etching Certificate.	None	10 minutes	<i>Duty Macro-Etching Examiner Designated by C, PID</i>
TOTAL:		None	180 minutes for NOT TAMPERED RESULT 7,200 minutes for TAMPERED RESULT	

**Personnel-in-Charge: PCOL PINKY S ACOG
C, PID**



2. Macro-Etching of Motor Vehicle for Purpose of PNP Motor Lifting of Alarm /Verification /Re-stamping

Examination performed for the restoration/determination of tampered engine/chassis number for lifting of alarm, verification and re-stamping.

Office or Division:		Physical Identification Division/Section		
Classification:		Complex		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Special Bank Receipt		FG PID		
2. Letter Request (4 copies)		HPG		
3. Police Report or Spot Report		Investigating Agency/HPG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request.	Check completeness of documentary requirements and receive the Letter Request.	None	15 minutes	<i>Duty Personnel, PID</i> Designated by C, PID
2. Proceed to Physical Identification Div/Sec and present other copies of Letter Request.	Accept and assess the sufficiency of requirements then issue an Order of Payment.	None	25 minutes	<i>Duty Physical Identification Div/Sec</i> Designated by C, PID
3. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (worktime not included).	PHP 200.00 per specimen	None	<i>Action Officer LBP</i>
4. Submit the following: a. Special Bank Receipt (SBR); b. Photocopy of Official Receipt; and	Receive documents, records and assign a case number. Return one (1) copy of stamped Letter Request	None	20 minutes	<i>Duty Physical Identification Div/Sec</i> Designated by C, PID



c. Certificate of Registration of motor vehicle.				
5. Submit the motor vehicle for macro-etching examination.	5.1. Conduct stencil of engine and chassis number of motor vehicle. Photograph the subject vehicle. Apply chemical on the metal surface where the engine and chassis number is located. Prepare and signs the Final Laboratory Report.	None	2820 minutes	<i>Duty Examiner Designated by C, PID</i>
	5.2. Review and approve the Final Laboratory Report.	None	1,440 minutes	<i>Chief, Physical Identification Div/Sec Forensic Group</i>
	5.3. Sign the Final Laboratory Report.	None	1,440 minutes	<i>Regional Chief/District Chief/Chief of Office Forensic Group</i>
6. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	1,440 minutes	<i>Duty Personnel, PID Designated by C, PID</i>
TOTAL:		PHP 200.00 per specimen	7,200 minutes	

**Personnel-in-Charge: PCOL PINKY S ACOG
C, PID**



Fingerprint Identification



1. Fingerprinting Services

Fingerprint services applies to PNP, AFP, other investigative agencies, courts, judicial entity private individual or company.

Office or Division:		Fingerprint Identification Division/Section		
Classification:		Simple		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of letter request/ endorsement letter from government agencies		Unit/Office		
2. Copy of fingerprint card (provided by FPID)		FG FPID		
3. Copy of fingerprint card from concerned foreign embassy (if provided)		Concerned Foreign Embassy		
4. 2x2 recent colored pictures (2 pieces)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from FPID.	Issue order of payment.	None	5 minutes	<i>FPID Receiving Duty Personnel</i> Designated by C, FPID
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 200.00	None	<i>Action Officer</i> LBP
3. Present the Special Bank Receipt (SBR) to FPID. Fill-out a request form and fingerprint card.	Provide request form and fingerprint card.	None	10 minutes	<i>FPID Designated Fingerprint Examiner</i> Designated by C, FPID
4. Submit the filled-out request form and accomplished fingerprint card	4.1. Conduct fingerprinting.	None	20 minutes	<i>FPID Designated Fingerprint Examiner</i> Designated by C, FPID



with two (2) pieces 2x2 recent colored picture to FPID. Submit also accomplished copy of fingerprint card from concerned embassy (if provided)	4.2. Record check/ verification (AFIS inquiry).	None	15 minutes	<i>AFIS Section Latent/Ten-print Operator Designated by C, FPID</i>
5. Claim Fingerprint Card.	Release one (1) copy of accomplished fingerprint card.	None	10 minutes	<i>FPID Designated Fingerprint Examiner Designated by C, FPID</i>
TOTAL:		Fixed PHP 200.00	60 minutes	

**Personnel-in-Charge: PCOL JOHN AUDIE F ANTONIO
C, FPID**



Questioned Document Examination



1. Examination of Altered or Erased Documents

Examination performed to determine if there are changes made in a document.

Office or Division:		Questioned Document Examination Division/Section		
Classification:		Complex		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Court Order (4 copies)		Requesting Party		
2. Original copy of the altered or erased document		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Questioned Document Div/Sec.	Check completeness of documentary requirements and receive the letter request accept, assess the sufficiency of the documentary requirements then issue an Order of Payment.	None	2 hours	<i>Duty Questioned Document Div/Sec Designated by C, QDED</i>
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 2,000.00 per 10 specimens	None	<i>Action Officer LBP</i>
3. Present Special Bank Receipt (SBR).	3.1. Receive SBR, record and assign a case number. C, QDED to designate Examiner for the case.	None	1 day 1 hour and 30 minutes	<i>QD Examiner Designated by C, QDED</i>



	<p>Conduct preliminary examination and instrumentation.</p> <p>Photograph specimen, develops, prints and charting.</p> <p>Prepare the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalize and sign the report.</p>			
	3.2. Review and approve Final Laboratory Report.	None	1 day	<i>Chief, QD Div/Sec Forensic Group</i>
	3.3. Sign the Final Laboratory Report.	None	4 hours	<i>Regional Chief/ District Chief/ Chief of Staff Forensic Group</i>
4. Present Requesting Party's copy of letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	30 minutes	<i>Records Custodian Designated by C, QDED</i>
TOTAL:		PHP 2,000.00 per 10 specimens	3 days to 10 days	

**Personnel-in-Charge: NUP LEYNET V AGUILA
C, QDED**



2. Examination of Counterfeit Bills

Examination performed to determine the bills are counterfeit or not.

Office or Division:		Questioned Document Examination Division/Section		
Classification:		Complex		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Court Order (4 copies)		Requesting Party		
2. Original copy of the counterfeited bill		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Questioned Document Div/Sec.	Check completeness of documentary requirements and receive the letter request accept, assess the sufficiency of the documentary requirements then issue an Order of Payment.	None	2 hours	<i>Duty Questioned Document Div/Sec Designated by C, QDED</i>
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 2,000.00 per 10 specimens	None	<i>Action Officer LBP</i>
3. Present Special Bank Receipt (SBR).	3.1. Receive SBR, record and assign a case number. C, QDED to designate Examiner for the case.	None	1 day 1 hour and 30 minutes	<i>QD Examiner Designated by C, QDED</i>



	<p>Conduct preliminary examination and instrumentation.</p> <p>Photograph specimen, develops, prints and charting.</p> <p>Prepare the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalize and sign the report.</p>			
	3.2. Review and approve Final Laboratory Report.	None	1 day	<i>Chief, QD Div/Sec Forensic Group</i>
	3.3. Sign the Final Laboratory Report.	None	4 hours	<i>Regional Chief/ District Chief/ Chief of Staff Forensic Group</i>
4. Release report and maintain file copy.	Release the Final Laboratory Report.	None	30 minutes	<i>Records Custodian Designated by C, QDED</i>
TOTAL:		PHP 2,000.00 per 10 Specimen	3 days to 15 days	

**Personnel-in-Charge: NUP LEYNET V AGUILA
C, QDED**



3. Handwriting Identification

Examination performed to determine the authenticity of handwriting in a document.

Office or Division:		Questioned Document Examination Division/Section		
Classification:		Highly Technical		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Court Order (4 copies)		Requesting Party		
2. Original copy of the altered or erased document		Requesting Party		
3. Original copy of at least five (5) pages of extended handwriting of similar writing style of subject individual		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Questioned Document Div/Sec.	Check completeness of documentary requirements and receive the letter request accept, assess the sufficiency of the documentary requirements then issue an Order of Payment.	None	2 hours	<i>Duty Questioned Document Div/Sec Designated by C, QDED</i>
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 3,500.00 per specimen	None	<i>Action Officer LBP</i>
3. Present Special Bank Receipt (SBR).	3.1. Receive SBR, record and assign a case number. C, QDED to designate Examiner for the case.	None	13 days 1 hour and 30 minutes	<i>QD Examiner Designated by C, QDED</i>



	<p>Conduct preliminary examination and instrumentation.</p> <p>Photograph specimen, develops, prints and charting.</p> <p>Prepare the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalize and sign the report.</p>			
	3.2. Review and approve Final Laboratory Report.	None	1 day	Chief, QD Div/Sec Forensic Group
	3.3. Sign the Final Laboratory Report.	None	4 hours	Regional Chief/ District Chief/ Chief of Staff Forensic Group
4. Present Requesting Party's copy of letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	30 minutes	Records Custodian Designated by C, QDED
TOTAL:		PHP 3,500.00 per specimen	15 days to 1 month	

**Personnel-in-Charge: NUP LEYNET V AGUILA
C, QDED**



4. Signature Identification

Examination performed to determine the authenticity of signature in a document.

Office or Division:		Questioned Document Examination Division/Section		
Classification:		Highly Technical		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (4 copies)		Requesting party		
2. Original copy of the questioned document.		Requesting party		
3. Original copy of at least eight (8) different documents bearing similar writing style and standard signatures which were executed 5-years before and/or after the execution of the questioned signature.		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Questioned Document Div/Sec.	Check completeness of documentary requirements and receive the letter request accept, assess the sufficiency of the documentary requirements then issue an Order of Payment.	None	2 hours	<i>Duty Questioned Document Div/Sec</i> Designated by C, QDED
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 2,000.00 per 10 specimen	None	<i>Action Officer</i> LBP
3. Present Special Bank Receipt (SBR).	3.1. Receive SBR, record and assign a case number.	None	8 days 1 hour and 30 minutes	<i>QD Examiner</i> Designated by C, QDED



	<p>C, QDED to designate Examiner for the case.</p> <p>Conduct preliminary examination and instrumentation.</p> <p>Photograph specimen, develops, prints and charting.</p> <p>Prepare the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalize and sign the report.</p>			
	3.2. Review and approve Final Laboratory Report.	None	1 day	<i>Chief, QD Div/Sec Forensic Group</i>
	3.3. Sign the Final Laboratory Report.	None	4 hours	<i>Regional Chief/ District Chief/ Chief of Staff Forensic Group</i>
4. Present Requesting Party's copy of letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	30 minutes	<i>Records Custodian Designated by C, QDED</i>
TOTAL:		PHP 2,000.00 per 10 specimen	10 days to 1 month	

**Personnel-in-Charge: NUP LEYNET V AGUILA
C, QDED**



5. Examination of Imprint Documents

Examination performed to determine if there is imprint tampering to document.

Office or Division:		Questioned Document Examination Division/Section		
Classification:		Complex		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Court Order (4 copies)		Requesting party		
2. Original copy of the altered or erased document		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Questioned Document Div/Sec.	Check completeness of documentary requirements and receive the letter request accept, assess the sufficiency of the documentary requirements then issue an Order of Payment.	None	2 hours	<i>Duty Questioned Document Div/Sec</i> Designated by C, QDED
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 2,000.00 per specimen	None	<i>Action Officer</i> LBP
3. Present Special Bank Receipt (SBR).	3.1. Receive SBR, record and assign a case number. C, QDED to designate Examiner for the case. Conduct preliminary examination and instrumentation.	None	13 days 1 hour and 30 minutes	<i>QD Examiner</i> Designated by C, QDED



	<p>Photograph specimen, develops, prints and charting.</p> <p>Prepare the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalize and sign the report.</p>			
	3.2. Review and approve Final Laboratory Report.	None	1 day	<i>Chief, QD Div/Sec Forensic Group</i>
	3.3. Sign the Final Laboratory Report.	None	4 hours	<i>Regional Chief/ District Chief/ Chief of Staff Forensic Group</i>
4. Present Requesting Party's copy of letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	30 minutes	<i>Records Custodian Designated by C, QDED</i>
TOTAL:		PHP 2,000.00 per specimen	10 days to 15 days	

**Personnel-in-Charge: NUP LEYNET V AGUILA
C, QDED**



6. Examination of Miscellaneous Documents

Examination performed to Dating Examination, Preternatural Paper Characteristics, Envelope Tampering, Sequence of Entry, and Paper and Ink Examination Comparison.

Office or Division:		Questioned Document Examination Division/Section		
Classification:		Highly Technical		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Court Order (4 copies)		Requesting party		
2. Original copy of the altered or erased document		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Questioned Document Div/Sec.	Check completeness of documentary requirements and receive the letter request accept, assess the sufficiency of the documentary requirements then issue an Order of Payment.	None	2 hours	<i>Duty Questioned Document Div/Sec Designated by the C, QDED</i>
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 2,000.00 per specimen	None	<i>Action Officer LBP</i>
3. Present Special Bank Receipt (SBR).	3.1. Receive SBR, record and assign a case number. C, QDED to designate Examiner for the case.	None	13 days 1 hour and 30 minutes	<i>QD Examiner Designated by the C, QDED</i>



	<p>Conduct preliminary examination and instrumentation.</p> <p>Photograph specimen, develops, prints and charting.</p> <p>Prepare the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalize and sign the report.</p>			
	3.2. Review and approve Final Laboratory Report.	None	1 day	<i>Chief, QD Div/Sec Forensic Group</i>
	3.3. Sign the Final Laboratory Report.	None	4 hours	<i>Regional Chief/ District Chief/ Chief of Staff Forensic Group</i>
4. Present Requesting Party's copy of letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	30 minutes	<i>Records Custodian Designated by C, QDED</i>
TOTAL:		PHP 2,000.00 per specimen	15 days to 1 month	

**Personnel-in-Charge: NUP LEYNET V AGUILA
C, QDED**



Firearms Identification



1. Firearms Stenciling and Testing

The conduct of stenciling and test firing of firearms for registration, transfer of ownership, new firearm for registration (firearms and ammunition dealer), and firearms from gunsmiths.

Office or Division:	Firearms Identification Division/Section
Classification:	Simple
Type of Transaction:	G2B, G2C, G2G
Who may avail:	Private individuals and Gun dealers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a. Firearm Registration/Renewal (Individual)</p> <ol style="list-style-type: none"> 1. Written request from the applicant for the conduct of testing for purpose of registration Form (Template) to be provided by the Firearms Identification Division (FAID), PNP Forensic Group; 2. Photocopy of License to Own and Possess Firearm (LTOPF) of the applicant; 3. Photocopy of Permit to Transport Firearm (PTT) issued by the Firearms and Explosives Office (FEO), Civil Security Group (CSG) or Permit to Carry Firearm Outside Residence (PTCFOR) of subject firearm; 4. Photocopy of Firearm License/Registration; <p>*Additional requirements for Renewal of Juridical</p> <ol style="list-style-type: none"> 1. Photocopy of License to Operate (LTO) for PSAs, GGUs, and CGFs; 2. Photocopy of Special Power of Attorney 3. Photocopy of Certificate of Registration. 	<ol style="list-style-type: none"> 1. Requesting party 2. Applicant 3. FEO, CSG 4. Applicant <p>Applicant</p>
b. Transfer of Ownership	



<ol style="list-style-type: none"> 1. Letter request from C, FEO or his authorized representative; 2. Photocopy of LTOPF of the applicant; 3. Photocopy of PTT issued by FEO, CSG; 4. Photocopy of firearms license of previous owner; 5. Photocopy of Deed of Sale or Absolute Deed of Donation; 	<ol style="list-style-type: none"> 1. C, FEO 2. Applicant 3. FEO, CSG 4. Previous Owner 5. Previous Owner 			
<p>c. New Firearm for Registration (Firearms and Ammunition Dealer)</p> <ol style="list-style-type: none"> 1. Letter request from C, FEO or his authorized representative; 2. List of firearms and its serial number, caliber, make, model and type of firearm; and 3. Photocopy of PTT issued by FEO, CSG 4. Photocopy of Firearms Classification Board Resolution 5. (Rifles are classified as small arms and can no longer converted from semi-automatic to full automatic mode of firing) 	<ol style="list-style-type: none"> 1. FEO, CSG 2. Dealer 3. FEO, CSG 4. Dealer 5. Dealer 			
<p>d. Firearms from Gunsmith</p> <ol style="list-style-type: none"> 1. Letter request from gunsmith; 2. Photocopy of approval of the CPNP for repair; 3. Photocopy of certificate for repair of firearm/s (work order) from gunsmith; 4. Photocopy of PTT issued by FEO, CSG 5. Photocopy of firearm license/registration; 	<ol style="list-style-type: none"> 1. Gunsmith 2. FEO, CSG 3. Applicant 4. FEO, CSG 5. Applicant 			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Firearms Identification Division/ Section	1.1. Check completeness of documentary requirements and	None	30 minutes	<i>Duty Firearms Identification Div/Sec</i>



and present the requirements base on the type of request listed above.	receive and record request.			Designated by C, FAID
	1.2. Issue an Order of Payment.	None		<i>Chief, Firearms Identification or his/her authorized personnel</i> Forensic Group
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	Receive payment and issue special bank receipt (SBR).	None	None	<i>Action Officer</i> LBP
3. Present SBR to FAID/FAIS.	3.1. Receive SBR and assign the ballistics stenciling and testing control number.	None	175 minutes per firearm	<i>Firearms Examiners/ Firearms Technician</i> Designated by C, FAID
	3.2. Conduct stencil tracing of FA.			
	3.3. Prepare standard cartridges and testing tube/ bullet water recovery system.			
	3.4. Conduct test firing.			<i>Chief, FAID and Chief, Firearms Testing & Stenciling Section</i> Forensic Group
	3.5. Prepare and signs the firearms ballistics testing and stencil certificate.			
	3.6. Review and approve the ballistics testing and stencil certificate.			
	3.7. Sign the ballistics testing and stencil certificate.			
4. Present requesting party's copy of stamped letter	Release the ballistic testing and stencil certificate	None	15 minutes	<i>Duty Firearms Examiner</i> Designated by C, FAID



request to claim certificate.				
TOTAL:		None	220 minutes	

**Personnel-in-Charge: PLTCOL ARMIN A GUERRERO
OIC, FAID**



Medico-Legal



1. Autopsy (Non-Criminal)

An autopsy is a comprehensive study of a dead body, performed by a trained physician employing recognized dissection procedure and techniques.

Office or Division:		Medico-Legal Division MELO (RFU, PFU, DFU)		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who may avail:		Family or immediate relative of the victim Concerned embassy in case of foreign national		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (3 copies)		Requesting Party		
2. Certification of Identification and Consent for Autopsy from the family		Requesting Party		
3. Clinical Abstract (if it is a hospital death) to be submitted before the release of report		Concerned Physician/Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request.	Check completeness of documentary requirements and receive the Letter Request.	None	5 minutes	<i>Message Center Forensic Group</i>
2. Proceed to Medico-Legal Division/ Section and present other copies of Letter of Request.	Assess, accept requirements and issue an Order of Payment.	None	10 minutes	<i>Duty Medico-Legal Officer Designated by C, MLD</i>
3. Pay necessary fee at any nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 1,200.00	None	<i>Action Officer LBP</i>
4. Present Special Bank Receipt (SBR).	Record and assign a Case Number.	None	10 minutes	<i>Duty Medico-Legal Officer Designated by C, MLD</i>
5. Fill out and sign the certification of identification, consent for	Inform the requesting party on the procedure to be conducted to include, if	None	40 minutes	<i>Duty Medico-Legal Officer Designated by C, MLD</i>



autopsy and provide other documents such as Clinical Abstract or hospital records in case of hospital death.	necessary, the Histopathological Exam (or microscopic exam of tissues collected from different body organs of the cadaver) in which case the requesting party will be informed that the final report will be released after 28 working days while Autopsy Exam requiring Toxicological Exam, report will be released after 1 month.			
	Conduct autopsy.		120 minutes	<i>Duty Medico-Legal Officer</i> Designated by C, MLD
6. Claim the Death Certificate (Return after 7 working days).	6.1. Prepare, sign and issue the death certificate.	None	30 minutes	<i>Duty Medico-Legal Officer</i> Designated by C, MLD
	6.2. Draft autopsy report.		30 minutes	<i>Duty Medico-Legal Officer</i> Designated by C, MLD
	6.3. Encode final autopsy report.		20 minutes	<i>Duty Encoder</i> Designated by C, MLD
	6.4. Review and approve autopsy report.		15 minutes	<i>Chief, Medico-Legal Division</i> Forensic Group
	6.5. Sign the autopsy report.		5 minutes	<i>Regional Chief/ District Chief/ Chief of Staff</i> Forensic Group
7. Claim Official Autopsy Report.	7. Release the autopsy report.	None	15 minutes	<i>Message Center</i> Forensic Group
TOTAL:		Fixed PHP 1,200.00	300 minutes	

**Personnel-in-Charge: NUP HECTOR F SORRA
C, MLD**



2. Ano-Genital Examination

Genital Examination is a procedure conducted to alleged victims of sexual abuse.

Office or Division:		Medico-Legal Division MELO (RFU, PFU, DFU)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Relative of the victim/private individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (3 copies)		Requesting Party		
2. Manifestation of Consent		Requesting Party		
3. Valid ID		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request.	Check completeness of documentary requirements and receive the Letter Request.	None	10 minutes	Message Center Forensic Group
2. Proceed to Medico-Legal Division/ Section and present other copies of Letter of Request.	Assess, accept requirements and issue an Order of Payment.	None	15 minutes	Duty Medico-Legal Officer Designated by C, MLD
3. Pay necessary fee at any nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 1,000.00	None	Action Officer LBP
4. Present Special Bank Receipt (SBR).	Record and assign a Case Number.	None	25 minutes	Duty Medico-Legal Officer Designated by C, MLD
5. Sign consent for examination and other documents as required by the law (if alleged victim is a	5.1. Perform genital examination. Prepare, encode and print laboratory report.	None	60 minutes	



minor, the nearest kin or companion can sign the consent on behalf of the victim). Return after 6 working days.	5.2. Review and approve the laboratory report.		10 minutes	<i>Chief, Medico-Legal Division Forensic Group</i>
	5.3. Sign the laboratory report.		30 minutes	<i>Regional Chief/ District Chief/ Chief of Staff Forensic Group</i>
6. Present Requesting Party's copy of stamped letter request with valid ID to claim the laboratory report. (Letter of Authorization is a required when obligation to claim is delegated to another person.)	Release the laboratory report.	None	15 minutes	<i>Message Center Forensic Group</i>
TOTAL:		Fixed PHP 1,000.00	165 minutes	

**Personnel-in-Charge: NUP HECTOR F SORRA
C, MLD**



3. Semen Determination (Non-Criminal)

The examination is useful in the detection for the presence of semen.

Office or Division:		Medico-Legal Division Serology Section (RFU, PFU, DFU)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Private Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (3 copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request.	Check completeness of documentary requirement and receive the Letter Request.	None	10 minutes	<i>Message Center Forensic Group</i>
2. Proceed to Medico-Legal Division/ Section and present other copies of Letter Request.	Assess, accept documentary requirement and issue an Order of Payment.	None	15 minutes	<i>Duty Serologist Designated by C, MLD</i>
3. Pay necessary fee at any nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 500.00 per specimen	None	<i>Action Officer LBP</i>
4. Present Special Bank Receipt (SBR).	4.1. Record and assign a Case Number.	None	150 minutes	<i>Duty Serologist Designated by C, MLD</i>
	4.2. Inform the requesting party of the procedure to be conducted.			
	4.3. Specimen documentation and sampling.			
	4.4. Perform the immune-chromatographic test.			



	4.5. Prepare the final laboratory report.			
	4.6. Review and approve the final report.		10 minutes	<i>Chief, Medico-Legal Forensic Group</i>
	4.7. Sign the final report.		15 minutes	<i>Chief of Staff/ Regional Chief/ District Chief/ Provincial Chief Forensic Group</i>
5. Present the stamped letter request and Special Bank Receipt (SBR).	Release the final laboratory report.	None	15 minutes	<i>Message Center Forensic Group</i>
TOTAL:		PHP 500.00 per specimen	215 minutes	

**Personnel-in-Charge: NUP HECTOR F SORRA
C, MLD**



4. Blood Determination (Non-Criminal)

The determination of human blood is accomplished through screening and confirmatory test.

Office or Division:		Medico-Legal Division Serology Section (RFU, PFU, DFU)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Private Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (3 copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request.	Check completeness of documentary requirement and receive the Letter Request.	None	10 minutes	<i>Message Center Forensic Group</i>
2. Proceed to Medico-Legal Division/ Section and present other copies of Letter Request.	Assess, accept documentary requirement and issue an Order of Payment.	None	15 minutes	<i>Duty Serologist Designated by C, MLD</i>
3. Pay necessary fee at any nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 500.00 per specimen		<i>Action Officer LBP</i>
4. Present Special Bank Receipt (SBR).	4.1. Record and assign a Case Number.	None	150 minutes	<i>Duty Serologist Designated by C, MLD</i>
	4.2. Inform the requesting party of the procedure to be conducted.			
	4.3. Specimen documentation and sampling.			
	4.4 Perform the screening test for the presence of blood.			



	a. If the result is NEGATIVE, final laboratory report is prepared.			
	b. If the result is POSITIVE, the confirmatory test, immune-chromatographic test is performed.			
	4.5. Prepare the final laboratory report.			
	4.6. Review and approve the final report.			
	4.7. Sign the final report.		10 minutes	<i>Chief, Medico-Legal Forensic Group</i>
			15 minutes	<i>Chief of Staff / Regional Chief / District Chief / Provincial Chief Forensic Group</i>
5. Present the stamped letter request and Special Bank Receipt (SBR).	Release the final laboratory report.	None	15 minutes	<i>Message Center Forensic Group</i>
TOTAL:		PHP 500 per specimen	215 minutes	

Personnel-in-Charge: NUP HECTOR F SORRA C, MLD



Chemistry



1. Drug Test (PNP Drug Test and Civilian Drug Test)

Examination performed to determine the presence of certain illegal drugs for purposes of schooling, training, re-assignment, restoration and entry to government agency.

Office or Division:		Chemistry Division/Section		
Classification:		Simple		
Type of Transaction:		G2C, G2G		
Who may avail:		Members of the PNP and AFP and Other Law Enforcement Agencies Civilians who are applicants for PNP NUP Position		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unit/Office Endorsement (4 copies)		Unit/Office		
2. Valid Identification Card (government issued)		Requesting party		
3. Waiver for Voluntary Submission for the Conduct of Non-Criminal Drug Test		FG Drug Testing Area		
4. Special Bank Receipt		Landbank of the Philippines		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request.	Check completeness of documentary requirements then receives Unit/Office Endorsement and advises client to proceed to Chemistry Division.	None	10 minutes	<i>Duty Receiving Personnel</i> Designated by C, Chemistry Division
2. Proceed to the Chemistry Division and present documents.	Assess the requirements and issues order of payment (OP).	None	15 minutes	<i>Duty Receiving Personnel</i> Designated by C, Chemistry Division
3. Fill- up the issued OP, go to the Landbank of the Philippines (LBP) and pay the necessary fees.	LBP is an entity outside of the PNP organization (<i>work time not included</i>).	PHP 300.00	None	<i>Action Officer</i> LBP



4. Submit special bank receipt (SBR).	Receive SBR.	None	5 minutes	<i>Duty Receiving Personnel</i> Designated by C, Chemistry Division
5. Fill up the Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test.	Guide client in accomplishing the Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test. Receives and records the request in appropriate logbooks.	None	15 minutes	<i>Duty Receiving Personnel</i> Designated by C, Chemistry Division
6. Submit to urine collection procedures.	Provide specimen/urine bottle and assists applicant/s for urine collection.	None	120 minutes	<i>Duty Receiving Personnel/ Authorized Specimen Collector (ASC)</i> Designated by C, Chemistry Division
7. Get personal copy of Unit/Office Endorsement (Copy of Receipt) and SBR.	7.1. Release requesting party's/applicant's personal copy of the request (copy of receipt) and SBR.	None	5 minutes	<i>Duty Receiving Personnel</i> Designated by C, Chemistry Division
	7.2. Perform screening test.		120 minutes	<i>Duty Forensic Chemist/ Forensic Chemical Officer (FOCO)/ Duty Forensic Examiner</i> Designated by C, Chemistry Division
	7.3.1 If Negative: Prepares laboratory report.		1440 minutes	<i>Duty Personnel</i> Designated by C, Chemistry Division
	7.3.2 If Positive: Performs confirmatory test on submitted urine sample.		7200 minutes	<i>Duty Forensic Chemist/ Forensic Chemical Officer (FOCO)</i> Designated by C, Chemistry Division
	7.4. Prepares and signs final laboratory report.		1080 minutes	Designated by C, Chemistry Division



	7.5. Reviews and approves final laboratory report.		60 minutes	<i>Chief, Chemistry Division/Section Forensic Group</i>
	7.6. Signs laboratory report.		1440 minutes	<i>Command Group (NHQ) or District/Regional/ District Chief Forensic Group</i>
8. Claim Laboratory Report.	Releases laboratory report.	None	None	<i>Duty Personnel Designated by C, Chemistry Division</i>
TOTAL:		Fixed PHP 300.00	4310 minutes (IF NEGATIVE) 10070 minutes (IF POSITIVE)	

Personnel-in-Charge: NUP LALAIN O RODRIGO
C, Chemistry Division



2. Drug Test (LTOPF/ PTCFOR)

Examination performed to determine the presence of certain illegal drugs on applicants for license to own and possess firearms and permit to carry firearms outside residence for the presence of certain illegal drugs.

Office or Division:		Chemistry Division		
Classification:		Simple		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Applicants for License to Own and Possess Firearms and Permit to Carry Firearms Outside Residence		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card (government issued)		Requesting Party		
2. Waiver for Voluntary Submission for the Conduct of Non-Criminal Drug Test (2 copies)		FG Drug Testing/ One Stop Shop (OSS)		
3. Original Official Receipt from PNP Finance Disbursing Office /Special Bank Receipt		Landbank of the Philippines/PNP Finance Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay necessary fees.	Finance Disbursing Office is a separate office of the PNP/LBP is an entity outside of the PNP organization (work time not included).	PHP 300.00	None	<i>Disbursing Officer</i> Finance Service; or <i>Action Officer</i> LBP
2. Proceed to the One Stop Drug Test Area.	Issue queueing number and Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test.	None	10 minutes	<i>Duty Personnel</i> Designated by C, Chemistry Division
3. Fill out the Waiver for Voluntary Submission for the Conduct on Non-Criminal	Assess submitted Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test and	None	30 minutes	<i>Duty Receiving Personnel</i> Designated by C, Chemistry Division



Drug Test and wait for the queuing number to be called.	drug test official receipt (OR), receives and records details in appropriate logbooks.			
4. Submit to urine collection procedures.	Provide specimen/urine bottle and assists applicant/s for urine collection.	None	120 minutes	<i>Duty Receiving Personnel/ Authorized Specimen Collector (ASC) Designated by C, Chemistry Division</i>
5. Get personal copy of Letter of Request (Copy of Receipt) and SBR.	5.1. Release requesting party's/applicant's personal copy of the request (copy of receipt) and OR.	None	5 minutes	<i>Duty Receiving Personnel Designated by C, Chemistry Division</i>
	5.2. Performs screening test.		120 minutes	<i>Duty Forensic Chemist/ Forensic Chemical Officer (FOCO)/ Duty Forensic Examiner Designated by C, Chemistry Division</i>
	5.3.1 If Negative: Prepare laboratory report (For PTCFOR) / Encode for Clicking (LTOPF)		1440 minutes	<i>Duty Personnel Designated by C, Chemistry Division</i>
	5.3.2 If Positive: Perform confirmatory test on submitted urine sample.		7200 minutes	<i>Duty Forensic Chemist/ Forensic Chemical Officer (FOCO) Designated by C, Chemistry Division</i>
	5.4 Prepare and signs final laboratory report.		1080 minutes	
	5.5. Review and approves final laboratory report.		120 minutes	<i>Chief, Chemistry Division/Section Forensic Group</i>
	5.6. Endorse laboratory reports to Chemistry Records Section		120 minutes	<i>Records Custodian Designated by C, Chemistry Division</i>



6. Claim laboratory report.	Release laboratory report.	None	None	<i>Duty Personnel Designated by C, Chemistry Division</i>
TOTAL:		Fixed PHP 300.00	1725 minutes (IF NEGATIVE - LTOPF) 3045 minutes (IF NEGATIVE -PTCFOR) 8805 minutes (IF POSITIVE)	

**Personnel-in-Charge: NUP LALAIN O RODRIGO
C, Chemistry Division**



Polygraph



1. Polygraph Examination

The polygraph examiner conducts examination on victim/suspect/complainant/witness to confirm or refute conflicting statements involving any suspicious activity or wrongdoing.

Office or Division:		Polygraph Division/Section		
Classification:		Simple		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (3 copies)		Requesting Party		
2. Initial Investigation Report/Facts of the Case		Requesting Party		
3. Affidavit of Complainant or Examinee (if required)		Requesting Party		
4. Notarized Affidavit of Consent, Examinee Suitability Info Sheet and valid ID of the Examinee for polygraph exam		Requesting Party and Examinee		
5. Authorization Letter and Valid ID (for representative)		Examinee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request/requirements and fill-up Polygraph Request Form (PRF).	Receive Letter Request, assess the sufficiency of requirements, issue an Order of Payment and advise client to return on the scheduled time/date of the polygraph examination.	None	40 minutes	<i>Duty Polygraph Personnel</i> Designated by C, Polygraph Division
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (work time is not included).	PHP 600.00	None	<i>Action Officer</i> LBP
3. Personal appearance and present duly Notarized Affidavit of	- Record SBR # - Conduct polygraph examination.	None	5 hours <i>(Note: Processing time of day 2)</i>	<i>Polygraph Examiner</i> Designated by C, Polygraph Division



Consent, Examinee Suitability Information Sheet and valid ID of the scheduled examinee/s on the time/date indicated in the PRF and present SBR.	- Evaluate and score polygraph data. - Prepare and sign polygraph report.		<i>will resume on the date of examination</i>	
4. Ensure all examinees are present on their scheduled polygraph examination.	4.1 Review polygraph data and draft of report.	None	40 minutes	<i>Technical Reviewer Designated by C, Polygraph Division</i>
	4.2 Approve polygraph report (for NHQ).		10 minutes	<i>Chief, Polygraph Division Forensic Group</i>
	4.3 Sign Polygraph Report.		20 minutes	<i>Chief of Staff/ Regional Chief/ District Chief Forensic Group</i>
5. Proceed to Polygraphy Division / Section and present PRF.	Conduct Online Client Satisfaction Survey (OCSS).	None	25 minutes	<i>Duty Polygraph Personnel Designated by C, Polygraph Division</i>
6. Claim Polygraph Report.	Release Polygraph Report.	None	10 minutes	<i>Duty Polygraph Personnel Designated by C, Polygraph Division</i>
TOTAL:		PHP 600.00	445 minutes	

**Personnel-in-Charge: PCOL GORGONIA A SIA
C, Polygraph Division**



FEEDBACK AND COMPLAINTS MECHANISM	
How to Send Feedback	Filling-up of Client Satisfaction Survey
How Feedbacks are Processed	Consolidated, Reviewed and Evaluated
How to File a Complaint	Walk-in, text 2920, Letter complaint
How Complaints are Processed	Evaluated if found with probable cause endorsed to the Investigation Office for subsequent conduct of investigation.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan (CCB) 0908-881-6565 Presidential Complaint Center (PCC): +63(2)-8736-8645/ +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621 Anti-Red Tape Authority complaints@arta.gov.ph 8478-5093



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
National Headquarters Forensic Group	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 local 4216 cl@pnp.gov.ph
Medico-Legal Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 loc. 7241
Chemistry Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 local 7244
DNA Laboratory Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 local 7249
Questioned Document Examination Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 loc. 7243
Fingerprint Identification Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 loc. 7247
Physical Identification Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 loc. 7250
Polygraph Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 loc. 7251
Firearms Identification Division	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 loc. 7238
Quezon City Police District Forensic Unit	QCPD Stn 10, EDSA Quezon City	352-33-37/ qcpdcrimelab@yahoo.com
Eastern Police District Forensic Unit	Nueve de Pebrero St., Mauway, Mandaluyong City	(02) 571-29-09/ epdcl@yahoo.com
Northern Police District Forensic Unit	Caloocan City PS, Samson Road, Sangandaan	937-7563/ npdclo98@gmail.com
Southern Police District Forensic Unit	Camp Bagong Diwa, Lower Bicutan, Taguig City	812-3781/ spdclo@yahoo.com
Manila Police District Forensic Unit	HQS MPD Office, UN Avenue, Ermita, Manila	310-7527/ wpd_clo@yahoo.com
Regional Forensic Unit National Capital Region	Camp Bagong Diwa, Lower Bicutan, Taguig City	ncr_clo@yahoo.com
Regional Forensic Unit 1	Camp Florendo, San Fernando City	(072) 607-64-65/ rclo1@yahoo.com.ph



Regional Forensic Unit 2	Camp Adduru, Tuguegarao City	(078) 3049-442/ rclo02@yahoo.com
Regional Forensic Unit 3	Camp Olivas, San Fernando City, Pampanga	(045) 860-2931 rclo_three@yahoo.com
Regional Forensic Unit 4A (CALABARZON)	Camp Vicente Lim, Canlubang, Laguna	(049) 827-0693/ rclo_4a@yahoo.com
Regional Forensic Unit 4B (MIMAROPA)	Camp Efigenio C Navarro, BrgySuqui, Calapan City	(043) 441-6405/ pnp_rclo4b@yahoo.com
Regional Forensic Unit 5	Camp Simeon Ola, Legazpi City	(052) 0998-598-8078/ rclo5soco@yahoo.com.ph
Regional Forensic Unit 6	Camp Martin Delgado, Iloilo City	(033) 509-9444/ pnp_rclo6@yahoo.com.ph
Regional Forensic Unit 7	Camp Sotero Cabahug, Gorordo Ave, Cebu City	(032) 232-6997/ pnp.rclo7@gmail.com
Regional Forensic Unit 8	Camp Ruperto Kangleon, Palo, Leyte	(053) 323-7730/ 0905-457- 7336/pnprclo8@yahoo.com
Regional Forensic Unit 9	Camp Batalla, Justice RT Lim Blvd, Zamboanga City	(062) 992-1449/ regionalcl9@yahoo.com
Regional Forensic Unit 10	Camp Evangelista, Cagayan de Oro City	(088) 850-7911/ pnprclo10@yahoo.com.ph
Regional Forensic Unit 11	Ecoland, Davao City	(082) 297-8646/ crimelab_davao@yahoo.com
Regional Forensic Unit 12	Camp Fermin Lira, Gen. Santos City	(083) 552-2911/ pnp.rclo12@gmail.com
Regional Forensic Unit 13	Camp Col. Rafael C Rodriguez, Libertad, Butuan City	(085) 816-0502/ 0999-9459-424 rclo13caraga@yahoo.com
Regional Forensic Unit COR	Camp Bado Dangwa, La Trinidad	(074) 09-3903/ crimelab_car@yahoo.com
Regional Forensic Unit ARMM	PC Hill, Cotabato City	(064) 421-2588/ rclo.armm@gmail.com / rclo.armm@yahoo.com



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