



**PNP FORENSIC GROUP**

**CITIZEN'S CHARTER**

**2023 (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 2030, The PNP Forensic Group shall be highly competent and trusted forensic laboratory for the effective delivery of justice through science.

**III. Mission:**

Provide scientific investigation and 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 embracing the culture of Discipline, Excellence and Integrity 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; 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**



## 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.

<b>Office or Division:</b>		DNA Laboratory Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, other investigative agencies and civilians		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.	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	1 hour	<i>Client; and  DNA Laboratory Receiving Personnel Designated by C, DLD</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</i>



				Designated by C, DLD
4. Fill-in the Consent Form.	Evaluate the Consent Form.	None	20 minutes	<i>Client; and DNA Laboratory Receiving Personnel Designated by C, DLD</i>
5. Submit individual for collection of biological specimens.	Collect biological specimen for analysis.	None	20 minutes	<i>Client; and DNA Laboratory Staff Designated by C, DLD</i>
6. DNA Examination Process	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, DLD</i>
7. Notation of Laboratory Report	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	8. Release the DNA Laboratory Report.	None	20 minutes	<i>Records Custodian Designated by C, DLD</i>



Report.				
<b>TOTAL:</b>		<b>PHP 20,000 per specimen</b>	<b>(31 days 2 hours and 4 minutes working days)</b>	

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



## Physical Identification Division





# 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.

<b>Office or Division:</b>		Physical Identification Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Special Bank Receipt		Landbank		
2. Endorsement for Macro-etching Examination		HPG		
3. Official Receipt and Certificate of Registration		Client's Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the referral slip and photocopies of Special Bank Receipt (SBR), Official Receipt and the motor vehicle's Certificate of Registration.	1.1 Check completeness of the documentary requirements.	None	20 minutes	Duty Physical Identification (PI) Examiner designated by Chief, PID
2. Submit motor vehicle for macro-etching examination.	2.1. Conduct stencil of engine and chassis number of motor vehicle.  2.2 Photograph the subject vehicle.	None	135 minutes	



	2.3 Apply chemical on the metal surface where the engine and chassis number is located.			
	2.4 Prepare and sign the Macro-Etching Certificate.		15 minutes	
	2.2. Review and approve the Macro-Etching Certificate.			Chief, PID Forensic Group; or Station Head Designated by C, PID
3. Claim the Macro-Etching Certificate.	Release the Macro-Etching Certificate.	None	10 minutes	Duty Macro-Etching Examiner Designated by C, PID
<b>TOTAL:</b>		<b>None</b>	<b>3 hours for NOT TAMPERED RESULT</b>  <b>5 days for TAMPERED RESULT</b>	

**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.

<b>Office or Division:</b>		Physical Identification Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Special Bank Receipt		Landbank		
2. Endorsement for Macro-etching Examination		HPG		
3. Official Receipt and Certificate of Registration		Client's Copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONS-IBLE</b>
1. Submit the letter request and photocopies of Special Bank Receipt (SBR), Official Receipt (OR) and Certificate of Registration of the motor vehicle	1.1. Check and assess the completeness and sufficiency of the documentary requirements 1.2. Issue an order of payment	None	25 minutes	<i>Duty Personnel, PID Designated by C, PID</i>
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	LBP is an entity outside of the PNP organization (worktime not included).	PHP 350.00 per specimen	None	<i>Action Officer LBP</i>
3. Submit the following: a. Special Bank Receipt (SBR); b. Photocopy of Official Receipt; and c. Certificate of	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 Designated by C, PID</i>



Registration of motor vehicle. d. Letter Request				
4. Submit the motor vehicle for macro-etching examination.	4.1. Conduct stencil of engine and chassis number of motor vehicle.	None	1 day 7 hours & 15 minutes	<i>Duty Examiner Designated by C, PID</i>
	4.2. Photograph the subject vehicle.			
	4.3 Apply chemical on the metal surface where the engine and chassis number is located.			
	4.4 Prepare and signs the Final Laboratory Report.			
	4.5 Review and approve the Final Laboratory Report.	None	1 day	<i>Chief, Physical Identification Div/Sec Forensic Group</i>
	4.6 Sign the Final Laboratory Report.	None	1 day	<i>Regional Chief/District Chief/Chief of Office Forensic Group</i>
5. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	1 day	<i>Duty Personnel, PID Designated by C, PID</i>
<b>TOTAL:</b>		<b>PHP 350.00 per specimen</b>	<b>5 days</b>	

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



## **Fingerprint Identification Division**



## 1. Fingerprinting Services

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

<b>Office or Division:</b>		Fingerprint Identification Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of fingerprint card (provided by FPID)		FG FPID		
2. Copy of fingerprint card from concerned foreign embassy (if provided)		Concerned Foreign Embassy		
3. 2x2 recent colored pictures (2pieces)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply and register online at PNPFG website and pay necessary fee through online payment application or at nearest Landbank of the Philippines (LBP) branch using the generated transaction reference number.	LBP is an entity outside of the PNP organization (work time is not included)	PHP 200.00	None	Action Officer LBP
2. Proceed to FPID Fingerprinting Area. Fill-out fingerprint card.	Check online application, payment and provide fingerprint card	None	15 minutes	FPID Fingerprint Examiner/ Personnel Designated by C, FPID



3. Submit the filled-out request form and accomplished fingerprint card with two (2) pieces 2x2 recent colored picture to FPID. Submit also accomplished copy of fingerprint card from concerned embassy (if provided).	3.1 Conduct fingerprinting.	None	20 minutes	<i>FPID Fingerprint Examiner/ Personnel Designated by C, FPID</i>
4. Claim Fingerprint Card	Release one (1) copy of accomplished fingerprint card	None	10 minutes	
<b>TOTAL:</b>		<b>Fixed PHP 200.00</b>	<b>45 minutes</b>	

**Personnel-in-Charge: PCOL JOSELITO S SAVARES  
C, FPID**



# **Questioned Document Examination Division**





## 1. Signature Identification

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

<b>Office or Division:</b>		Questioned Document Examination Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (4 copies)		Requesting Party		
2. Original copy of the questioned document.		Requesting Party		
3. Original copy of at least five (8) different documents bearing similar writing style and standard signatures which were executed 5-years before and after the execution of the questioned signature.		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Questioned Document Examination Division.	1. Accept, assess, received and record the letter request/ court order and specimen for examination 2. Assign case member and Chief, QDED designate examiner for the case	None	20 minutes	QDED Duty Receiving Personnel
2. Examination proper.	1. Conducts preliminary examination and scientific examination 2. Taking photograph of specimen, prints	None	80 hours may be extended depend on the volume of documents	QDED Examiner Technical report reviewer



	and charting 3.Prepare the report (draft and worksheet) 4. Pass the report to Technical Report Reviewer for review and correction			
	5. Review and approved the final laboratory Report 6.Sign the final Laboratory report	None	20 minutes	C, QDED
3. Pay necessary fees at the nearest Land Band of the Philippines (LBP) Branch	Land Bank of the Philippines is an entity inside the PNP organization (work time is set included)	PHP 2000 for 10 Signatures/ Documents	None	<i>Land Bank of the Philippines admin officer/ Personnel</i>
4. Present Requesting Party's copy of letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	15 minutes	QDED Duty Personnel
<b>TOTAL:</b>		<b>PHP 2000 for 10 Signature/ Documents</b>	<b>10 days and 55 minutes</b> <b>Note:</b> Duration of examination maybe extended depending on the volume of documents submitted for examination	

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



## 2. Handwriting Identification

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

<b>Office or Division:</b>		Questioned Document Examination Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request or Court Order (4 copies)		Requesting Party		
2. Original copy of the questioned document.		Requesting party		
3. Original copy of at least five (5) different documents bearing similar writing style and standard signatures which were executed 5-years before and after the execution of the questioned signature.		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Questioned Document Examination Division	1. Accept, assess, received and record the letter request/ court order and specimen for examination 2. Assign case member and Chief, QDED designate examiner for the case	None	20 minutes	QDED Duty Personnel
2. Examination proper	1. Conducts preliminary examination and scientific examination 2. Taking photograph of	None	120 hours may be extended depend on the volume of	<i>QDED Examiner Technical report reviewer</i>



	specimen, prints and charting 3.Prepare the report (draft and worksheet) 4. Pass the report to Technical Report Reviewer for review and correction		documents  120 hours may be extended depend on the volume of documents	
	5. Review and approved the final laboratory Report 6.Sign the final Laboratory report	None	20 minutes	Chief, QDED
3. Pay necessary fees at the nearest Land Bank of the Philippines (LBP) Branch	Land Bank of the Philippines is an entity inside the PNP organization (work time is set included)	PHP 3500 for 5 pages	None	Land Bank of the Philippines admin officer/ Personnel
4. Present copy of Letter request for release of Laboratory report and withdrawal of documents	Release the Final Laboratory Report.	None	30 minutes	QDED Duty Personnel
<b>TOTAL:</b>		<b>PHP 3,500.00 per 5 pages</b>	<b>15 days 1 hour and 10 minutes</b> Note: Duration of examination maybe extended depending on the volume of documents submitted for examination	

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



### 3. Altered or Erased Identification

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

<b>Office or Division:</b>		Questioned Document Examination Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request or Court Order (4 copies)		Requesting Party		
2. Original copy of the altered or erased document		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Questioned Document Examination Division	1. Accept, assess, received and record the letter request/ court order and specimen for examination 2. Assign case member and Chief, QDED designate examiner for the case	None	20 minutes	QDED Duty Personnel
2. Examination proper	1. Conducts preliminary examination and scientific examination 2. Taking photograph of specimen, prints and charting 3. Prepare the report (draft and worksheet) 4. Pass the report to Technical	None	72 hours may extend depend on the volume of documents	QDED Examiner Technical report reviewer



	Report Reviewer for review and correction			
	5. Review and approved the final laboratory Report 6. Sign the final Laboratory report	None	20 minutes	Chief, QDED
3. Pay necessary fees at the nearest Land Bank of the Philippines (LBP) Branch	Land Bank of the Philippines is an entity inside the PNP organization (work time is set included)	PHP 2000	None	Land Bank of the Philippines admin officer/ Personnel
4. Present copy of Letter request for release of Laboratory report and withdrawal of documents	Release the Final Laboratory Report.	None	15 minutes	QDED Duty Personnel
<b>TOTAL:</b>		<b>PHP 2,000.00</b>	<b>9Days and 45 minutes</b> <b>Note:</b> Duration of examination maybe extended depending on the volume of document's/specimen submitted and the degree of alteration.	

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



## 2. Counterfeit Documents/Bills Identification

Examination performed to determine the bills are counterfeit or not.

<b>Office or Division:</b>		Questioned Document Examination Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request or Court Order (4 copies)		Requesting Party		
2. Original copy of the counterfeited bill		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Questioned Document Examination Division	1. Accept, assess, received and record the letter request/ court order and specimen for examination 2. Assign case member and Chief, QDED designate examiner for the case	None	20 minutes	QDED Duty Personnel
2. Examination proper	1. Conducts preliminary examination and scientific examination 2. Taking photograph of specimen, prints and charting 3. Prepare the report (draft and worksheet) 4. Pass the report to Technical Report Reviewer	None	72 hours may extend depend on the volume of documents	<i>QDED Examiner Technical report reviewer</i>



	for review and correction			
	5. Review and approved the final laboratory Report 6. Sign the final Laboratory report	None	20 minutes	Chief, QDED
3. Pay necessary fees at the nearest Land Bank of the Philippines (LBP) Branch	Land Bank of the Philippines is an entity inside the PNP organization (work time is set included)	PHP 2000	None	Land Bank of the Philippines admin officer/ Personnel
4. Present copy of Letter request for release of Laboratory report and withdrawal of documents	Release the Final Laboratory Report.	None	15 minutes	QDED Duty Personnel
<b>TOTAL:</b>		<b>PHP 2,000.00</b>	<b>9 days 45 minutes</b> <b>Note:</b> Duration of examination maybe extended depending on volume and kinds of document's/bills submitted.	

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





### 3. Imprint Document Examination

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

<b>Office or Division:</b>		Questioned Document Examination Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request or Court Order (4 copies)		Requesting party		
2. Original copy of the altered or erased document		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Questioned Document Examination Division	1. Accept, assess, received and record the letter request/ court order and specimen for examination 2. Assign case member and Chief, QDED designate examiner for the case	None	20 Minutes	<i>QDED Duty Personnel</i>
2. Examination proper	1. Conducts preliminary examination and scientific examination 2. Taking photograph of specimen, prints and charting 3. Prepare the report (draft and worksheet) 4. Pass the report to Technical Report Reviewer	None	120 hours may be extended depend on the volume of documents	QDED Examiner Technical report reviewer



	for review and correction			
	5. Review and approved the final laboratory Report 6. Sign the final Laboratory report	None	20 minutes	Chief, QDED
3. Pay necessary fees at the nearest Land Bank of the Philippines (LBP) Branch	Land Bank of the Philippines is an entity inside the PNP organization (work time is set included)	PHP 2000		Land Bank of the Philippines admin officer/ Personnel
4. Present Requesting Party's copy of letter request to claim the laboratory report.	Release the Final Laboratory Report.	None	30 minutes	QDED Duty Personnel
<b>TOTAL:</b>		<b>PHP 2,000.00 Per specimen</b>	<b>15 days 1 hour and 10 minutes</b>	<b>Note:</b> Duration of examination maybe extended depending on volume and kinds of document's/bills submitted.

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



## **Firearms Identification Division**



## 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.

<b>Office or Division:</b>	Firearms Identification Division/Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B, G2C, G2G
<b>Who may avail:</b>	Private individuals and Gun dealers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>a. Firearm Registration/Renewal (Individual)</b> <ol style="list-style-type: none"> <li>1. Written request from the applicant for the conduct of testing for purpose of registration Form (template) to be provided by Firearms Identification Division (FAID), Forensic Group.</li> <li>2. Photocopy of License to own and Possesses Firearms(LTOPF) of the applicant;</li> <li>3. Photocopy of Firearm License/ registration               <ul style="list-style-type: none"> <li>*Additional requirements for Renewal of Juridical                   <ol style="list-style-type: none"> <li>1. Photocopy of License to Operate (LTO) for PAS's GGU's and CGF's</li> <li>2. Photocopy of special Power of Attorney)</li> </ol> </li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Requesting Party</li> <li>2. Applicant-FEO, CSG</li> <li>3. Applicant-FEO, CSG</li> <li>1. Applicant-FEO, CSG</li> <li>2. Applicant</li> </ol>
<b>b. Transfer of Ownership</b> <ol style="list-style-type: none"> <li>1. Letter request from C, FEO or his authorized representative,</li> <li>2. Photocopy of LTOPF of the Applicant;</li> <li>3. Photocopy of firearm's license of previous owner.</li> <li>4. Photocopy of Deed od Sale or absolute Deed of Donation</li> </ol>	<ol style="list-style-type: none"> <li>1.C, FEO</li> <li>2. Applicant-FEO,CSG</li> <li>3. Previous owner</li> <li>4. Previous owner</li> </ol>
<b>C. New Firearm for Registration (Firearms and Ammunition Dealer)</b> <ol style="list-style-type: none"> <li>1. Letter request from C, FEO or his authorized representative.</li> <li>2. List of Firearms and its serial number, caliber, make, model and type of firearm.</li> </ol>	<ol style="list-style-type: none"> <li>1.FEO, CSG</li> <li>2.Dealer-FEO, CSG</li> </ol>
<b>D.Firearms from Gunsmith</b> <ol style="list-style-type: none"> <li>1. Letter request from gunsmith;</li> <li>2. Photocopy of approval of the C,</li> </ol>	<ol style="list-style-type: none"> <li>1. Gunsmith</li> <li>2. FEO,CSG</li> </ol>



PNP for repair; 3. Photocopy of certificate for repair of firearms/s(work order) from gunsmith; 4. Photocopy of firearms license/ registration;		3. Applicant-FEO, CSG 4. Applicant-FEO, CSG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Firearms Identification Division/ Section and submit letter of request, firearm and other related documents	1.1. Check completeness of documentary requirements Receive and record the request.	None	30 minutes	<i>Duty Firearms Identification Div/Sec</i>
	1.2. Issue an Order of Payment.	None		<i>Chief, Firearms Identification or his/her authorized personnel</i>
2. Proceed to Land Bank of the Philippines (LBP) and pay the necessary fees.	Land bank of the Philippines (LBP) is an entity outside of the PNP Organization)	Pay Php 400.00 (cover the cost of <b>supplies</b> and <b>materials</b> needed for test firing, and stenciling, and maintenance of specimens collected regardless of caliber of firearms) <b>Note:</b> <b>Firearms</b>	Work not included	<i>Action Officer LBP</i>



		<b>dealer or applicant shall provide five (5) rounds of prescribed ammunition.</b>		
3. Present SBR to FAID	3.1. Receives SBR, examines the firearm and assigns the firearm stencil and testing control number.	None	2 hours and 50 minutes per firearm	<i>Firearms Examiner s/ Firearms Technician Designated by C, FAID</i>
	3.2. Conducts stencil tracing of FA.			
	3.3. Prepares standard cartridges and testing tube.			
	3.4. Conducts testfiring.			
	3.5. Prepares firearm Stencil and Test Certificate.			Chief, FAID and Chief, Firearms Testing & Stenciling Section Forensic Group
	3.6. Review and certified correct the certificate.			
	3.7. Notation of certificate.			
4. Present the copy of stamped letter request and claim the certificate.	Releases the certificate	None	5 minutes	<i>Duly assign personnel from stencil and testing section</i>
<b>TOTAL:</b>		None	205 mins or 3 hrs and 25 mins.	

**Personnel-in-Charge: PCOL ARMIN A GUERRERO C, FAID**



## Medico-Legal Division



## 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.

<b>Office or Division:</b>		Medico-Legal Division MELO (RFU, PFU, DFU)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2G		
<b>Who may avail:</b>		Family or immediate relative of the victim Concerned embassy in case of foreign national		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
4. Special Bank Receipt (SBR)		Land Bank of the Philippines		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request.	Check completeness of documentary requirements and receive the Letter Request.	None	5 minutes	<i>Receiving Duty Personnel</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 2,750.00	None	<i>LBP Action Officer</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 autopsy and provide other documents such as Clinical Abstract or hospital records in case of hospital death.	Inform the requesting party on the procedure to be conducted to include, if 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.	None	40 minutes	<i>Duty Medico-Legal Officer</i> Designated by C, MLD
	Conduct autopsy.		2 hours minutes	
6. Claim the Death Certificate	Prepare, sign and issue the death certificate.	None	1 hour	<i>Duty Medico-Legal Officer</i> Designated by C, MLD
7. Claim Official Autopsy Report (Return after 7 working days)	7.1. If With Histopathological Examination and/or Toxicological Examination	None	720 hours	<i>Duty Medico-Legal Officer</i> Designated by C, MLD
	7.2. Review autopsy documents and photographs		8 hours	
	7.3. Prepare Draft Autopsy Report		8 hours	
	7.4. Encode, review, revise, and sign Final Autopsy Report		2 hours	



	7.5. Evaluate, approve, and sign Final Autopsy Report		8 hours	C, MLD
	7.6. Notation of Final Autopsy Report		8 hours	Regional / District / Chief of Staff, FG
8. Present the stamped letter request and Special Bank Receipt (SBR).	Release the Final Autopsy Report		20 minutes	MLD Records Custodian
<b>TOTAL:</b>		<b>Fixed PHP 2,750.00</b>	<b>5 hours (processing time only) *5 hours per cadaver. The time is extended when there are two (2) or more clients served at a time. ** Release of official plain autopsy exam report is after 7 working days.</b>	

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



## 2. Semen Determination (Non-Criminal)

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

<b>Office or Division:</b>		Medico-Legal Division MELO (RFU, PFU, DFU)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Private Individual		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (3 copies)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request/Court Order.	Check completeness of documentary requirements and receive the Letter Request.	None	10 minutes	<i>Message Center Forensic Group</i>
2. Present copies of Letter of Request.	Assess, accept requirements and issue an Order of Payment.	None	15 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 750.00 per specimen	None	<i>Assess, accept documentary requirement and issue an Order of Payment</i>
4. Present Special Bank Receipt (SBR).	4.1. Record and assign a Case Number.	None	15 minutes	<i>Duty Serologist Designated by C, MLD</i>
	4.2. Inform the requesting party of the procedure to be conducted.		2.5 hours	
	4.3. Specimen documentation and sampling.			



	4.4. Perform the immune-chromatographic test.			
	4.5. Prepare the final laboratory report.		120 hours	
	4.6. Review and approve the final report.		10 minutes	Chief, Medico-Legal Forensic Group
	4.7. Sign the final report.		15 minutes	Chief of Staff/ Regional Chief/ District Chief/ Provincial Chief Forensic Group
5. Present the stamped letter request and Special Bank Receipt (SBR).	Release the final laboratory report.	None	20 minutes	MLD Records Custodian
<b>TOTAL:</b>				
		<b>Fixed PHP 750.00</b>	<b>4 Hours</b> *The four hours per processing time is for one subject being served one at a time. The time is extended when there are two or more clients.  ** Release of official Semen Determination report is after 5 working days.	

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



### 3. Blood Determination (Non-Criminal)

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

<b>Office or Division:</b>		Medico-Legal Division Serology Section (RFU, PFU, DFU)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		Private Individual		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (3 copies)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 750.00 per specimen	None	<i>Action Officer LBP</i>
4. Present Special Bank Receipt (SBR).	4.1. Record and assign a Case Number. 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.	None	2.5 hours	<i>Duty Serologist Designated by C, MLD</i>



	<p>a. If the result is <b>NEGATIVE</b>, final laboratory report is prepared.</p> <p>b. If the result is <b>POSITIVE</b>, the confirmatory test, immunochromatographic test is performed.</p>			
	4.5. Prepare the final laboratory report.		120 hours	
	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>MLD Records Custodian</i>



<b>TOTAL:</b>	<b>PHP 500.00 per specimen</b>	<b>4 Hours *The four hours processing time is for one subject being served one at a time. The time is extended when there are two or more clients. ** Release of official Blood Determination report is after 5 working days.</b>	
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**Personnel-in-Charge: NUP HECTOR F SORRA  
C, MLD**



## Chemistry Division





## 1. Drug Test (LTOFP/ PTCFOR)

Examination performed to determine the presence of Methamphetamine and THC-metabolite to applicants for license to own and possess firearms and permit to carry firearms outside residence.

<b>Office or Division:</b>		Chemistry Division		
<b>Classification:</b>		Simple – NEGATIVE Drug Test		
<b>Type of Transaction:</b>		Complex – POSITIVE Drug Test		
<b>Who may avail:</b>		Applicants for License to Own and Possess Firearms and Permit to Carry Firearms Outside Residence		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid Identification Card (government issued)		Requesting Party		
2. Voluntary Submission for the Conduct of Non-Criminal Drug Test Form (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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Drug Test Area, CSG, One- Stop-Shop.	Issue queueing number and Voluntary Submission for the Conduct on Non-Criminal Drug Test Form.	None	10 minutes	<i>Duty Personnel</i> Designated by C, Chemistry Division
3. Fill out the Voluntary Submission for the Conduct on Non-Criminal Drug Test	Assess submitted Voluntary Submission for the Conduct on Non-Criminal Drug Test Form and drug test	None	120 minutes	<i>Duty Receiving Personnel</i> Designated by C, Chemistry Division



Form and wait for the queuing number to be called.	official receipt (OR), receive and record 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 Voluntary Submission for the Conduct of Non-Criminal Drug Test Form (Copy of Receipt) and OR.	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>
	5.2.1 <b>If Negative:</b> Prepare laboratory report (For PTCFOR) /		1,440 minutes	<i>Duty Forensic Chemist/ Forensic Chemical Officer (FOCO)/ Duty Forensic Examiner Designated by C, Chemistry</i>



				Division
	For Updating/ Clicking (LTOPF)		960 minutes	<i>Drug Test Personnel Designated by C, Chemistry Division</i>
	<b>5.2.2 If Positive:</b> Perform confirmatory test on submitted urine sample.		7,200 minutes	<i>Duty Forensic Chemist/ Forensic Chemical Officer (FOCO) Designated by C, Chemistry Division</i>
	5.3 Prepare and sign final Laboratory report		1,080 minutes	<i>Chief, Chemistry Division/Sec tion Forensic Group</i>
	5.4 Review and approves final laboratory report.		30 minutes	<i>Chief, Chemistry Division/Sec tion Forensic Group</i>
6. Claim laboratory report.	Release laboratory report.	None	None	<i>Duty Personnel Designated by C, Chemistry Division</i>
<b>TOTAL:</b>		<b>Fixed PHP 300.00</b>	<b>1,335 minutes (IF NEGATIVE - LTOPF)</b> <b>1,845 minutes (IF NEGATIVE -PTCFOR)</b> <b>18 days and 43 minutes (IF POSITIVE)</b>	

**Personnel-in-Charge: PLTCOL MARK ALAIN B BALLESTEROS**  
**Officer-In-Charge, Chemistry Division**



## **Polygraph Division**



## 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.

<b>Office or Division:</b>		Polygraph Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B, G2C, G2G		
<b>Who may avail:</b>		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (3 copies)		Requesting Party		
2. Initial Investigation Report/Facts of the Case		Requesting Party/ Investigative Bodies		
3. Notarized Affidavit of Consent, Examinee Suitability Info Sheet and valid ID of the Examinee		Requesting Party and Examinee		
5. Authorization Letter and Valid ID ( <i>for representative</i> )		Examinee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter Request  A. Personal  B. Teleconference (email)	Receive Letter request, issue an Order of Payment, and schedule of examinee.  -Conduct teleconference and set schedule of the examinee  -Receive original copies of requests submitted through email	None	40 minutes	<i>Duty Polygraphy Personnel</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 1000.00	None	<i>Action Officer LBP</i>
3-Present Affidavit of Consent, Examinee Suitability, and collect examinee information	- Record SBR # - Conduct pre-test interview	None	5 hours	<i>Polygraph Examiner</i>
Present the examinee for polygraph examination	-Conduct polygraph examination - Evaluate and score polygraph data. - Prepare and sign polygraph report.			
4. Present online satisfaction survey	-Conduct Online Client Satisfaction Survey (OCSMS).	None	30 minutes	<i>Duty Polygraphy Personnel</i>
-Claim Polygraph Result	-Release Polygraph Result			
<b>TOTAL:</b>		<b>PHP 1000.00</b>	<b>6.17 hours</b>	

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



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 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 / Section	PNP Forensic Group, Camp BGen Rafael T Crame, Quezon City	7230401 local 7244
DNA Laboratory Branch	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/ spdcl@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	09924650234 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, Brgy Suqui, 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/ regionalc9@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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