

U.P. DILIMAN POLICE

CITIZEN’S CHARTER

**ISSUANCE OF CERTIFICATION AND POLICE REPORT**

**Schedule of Availability of Service:**

Monday – Friday

8:00 a.m. – 5:00 p.m. without noon break

**Who May Avail of the Service:**

Complainants/victims of various cases filed with the UPDP

**What are the Requirements:**

Any of the following Identification (ID) cards, which must be valid (not expired): Current Office/Company ID; School ID (must be duly validated for the current school year); Passport; BIR ID; Police Clearance; GSIS ID; SSS ID; Driver’s License; PhilHealth ID; Voter’s ID; Postal ID; or Barangay ID. (NOTE: Any other ID card NOT included in the list shall NOT be accepted.)

**Duration: 12 minutes**

**How to Avail of the Service:**

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| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY (Under Normal Circumstances) | PERSON IN-CHARGE | FEES | FORM |
| 1 | Presents valid Identification (ID) Card | Validates Identity | 10 minutes | Administrative Staff | Free |  |

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| 2 | Affixes signature on the space provided on the  Receipt of Certification or Police Report, date and time of receipt | Stamping and signing of “Certified Photo Copy” | 3 minutes | OIC/ AO III/ Acting Records Officer | Free |  |
| 3 | Receives Certification or Police Report | Releases Certification or Police Report | 1 minute | Acting Records Officer | Free |  |

END OF TRANSACTION

**FILING OF COMPLAINT**

**Schedule of Availability of Service:**

Monday – Sunday

6:00 a.m. – 6:00 a.m. without noon break

**Who May Avail of the Service:**

Complainants/victims of various cases

**What are the Requirements:**

Any of the following Identification (ID) cards, which must be valid (not expired): Current Office/Company ID; School ID (must be duly validated for the current school year); Passport; BIR ID; Police Clearance; GSIS ID; SSS ID; Driver’s License; PhilHealth ID; Voter’s ID; Postal ID; or Barangay ID. (NOTE: If available)

**Duration: 3 hours, 35 minutes**

**How to Avail of the Service:**

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| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY (Under Normal Circumstances) | PERSON IN-CHARGE | FEES | FORM |
| 1 | Gives personal data and brief facts of the case | Blotters/record the information from the complainant | 10 minutes | Desk Officer | Free |  |
| 2 | Answers all the questions relevant to the complaint | Takes formal statement of complaint if necessary and collation of evidence | 1 hour | Duty Investigator | Free |  |

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| 3 | Affixes signature on the sworn statement | Advised the complainant if there are any changes on the statement | 10 minutes | Duty Investigator | Free |  |
| 4 | Suspect will be brought to UP Health Service | Issues Medical Certificate | 20 minutes | Doctor-on-duty | 500.00 |  |
| 5 | Proceed to PNP-CPDC SS-9 | Preparation of referral | 1 hour & 30 minutes | SS-9 Duty Investigator | Free |  |
| 6 | Proceed to Office of the City Prosecutor | Inquest proceeding | 1 hour | City Prosecutor | Free |  |

END OF TRANSACTION

**FILING OF COMPLAINT AGAINST ERRING DRIVERS**

**Schedule of Availability of Service:**

Monday – Sunday

24 Hours

**Who May Avail of the Service:**

Complainant/s

**What are the Requirements:**

1. Personal Appearance
2. Thru E-mail, Telephone, Text Message & Social Media
3. Letter complaint

**Duration: 2 hours & 18 minutes**

**How to Avail of the Service:**

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| STEP | APPLICANT/CLIENT | SERVICE PROVIDER | DURATION OF ACTIVITY (Under Normal Circumstances) | PERSON IN-CHARGE | FEES | FORM |
| 1 | Gives personal data and brief facts of the complaint | Record the information from the complainant | 10 minutes | TMET UPDP personnel/Desk Officer | Free |  |
| 2 | Answer all the questions relevant to the complaint | Take formal statement of complainant | 20 minutes | TMET UPDP personnel | Free |  |

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| --- | --- | --- | --- | --- | --- | --- |
| 3 | Complainant and respondent appearance in this office | Settlement of the case if possible | 45 minutes | TMET UPDP personnel | Free |  |
| 4 | Informing the complainant | Preparation of Report | 1 hour | TMET UPDP personnel | Free |  |
| 5 | Complainant & Respondent informed of resolution | Implementation of penalty (PENA) | 3 minutes | TEMT UPDP personnel | Free |  |

END OF TRANSACTION

**MISSION/VISION**:

**VISION**- The UPDP envisions the ever-increasing effort of police forces in colleges and universities in the Philippines towards greater professionalism. The UPDP will be a contributor and leader in this effort.

**MISSION**- To maintain peace and order in the UP Diliman campus by enforcing applicable university rules and regulations, ordinances of the Quezon City government and basic laws