



PNP CRIME LABORATORY

CITIZEN'S CHARTER

2019 (1ST Edition)



PNP CRIME LABORATORY

CITIZEN'S CHARTER

2019 (1ST Edition)



- I. Mandate** RA 6975 Sec.35 NAPOLCOM Resolution 96-058
- II. Vision** By 2020, The PNP Crime Laboratory Shall be Highly Competent and Trusted Forensic Laboratory for the Effective Delivery of Justice
- 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 the Crime Operations, Training Research
- IV. Service Pledge** Guided by its Mission and Vision, PNP Crime Laboratory 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, PNP Crime Laboratory 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.



LIST OF SERVICES

Central/Head Office	Page Number
Services	
Chemistry Division	
Drug Test (PNP Drug Test and Civilian Drug Test)	7-9
Drug Test (LTOFP)	10-12
Medico-Legal Division	
Autopsy (Non-Criminal)	14-16
Ano-Genital Examination (Non-Criminal)	17-18
Semen Determination (Non-Criminal)	19-20
Blood Determination (Non-Criminal)	21-22
DNA Laboratory Branch	
DNA Examination	24-25
Questioned Document Examination Division	
Examination of Altered or Erased Documents	27-29
Examination of Counterfeit Bills	30-32
Handwriting Identification	33-35
Signature Identification	36-38
Fingerprint Identification Division	
Fingerprinting Services	40-41
Physical Identification Division	
Macro-Etching of Motor Vehicle Applying for PNP Clearance at Highway Patrol Group (HPG)	43-44



Macro-Etching of Motor Vehicles for Purpose of
Lifting of Alarm /Verification /Re-stamping **45-47**

Polygraph Division

Polygraph examination **49-51**

Firearms Identification Division

Firearms Stenciling and Testing **53-56**



Chemistry Division



Drug Test (PNP Drug Test and Civilian Drug Test)

Service Information: 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		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
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. Four (4) copies of Unit/Office Endorsement		Unit/Office		
2. Valid Identification Card (government issued)		Requesting party		
3. Waiver for Voluntary Submission for the Conduct of Non-Criminal Drug Test		CL Drug Testing/ One Stop Shop (OSS)		
4. Special Bank Receipt		Landbank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request	Checks completeness of documentary requirements then receives Unit/Office Endorsement and advises client to proceed to Chemistry Division		10 minutes	Duty Personnel (ARMD / Message Center-NHQ)
2. Proceed to the Chemistry Division and present documents	Assesses the requirements and issues order of payment (OP)		15 minutes	Duty Receiving Personnel



3. Fill- up the issued OP, go to the Landbank of the Philippines (LBP) and pay the necessary fees.	<i>LBP is an entity outside of the PNP organization (work time not included)</i>	Php 300.00		LBP Action Officer
4. Submit special bank receipt (SBR)	Receives SBR		5 mins	Duty Receiving Personnel
5. Fill up the Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test	Guides client in accomplishing the Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test. Receives and records the request in appropriate logbooks.		15 mins	Duty Receiving Personnel
6. Submit to urine collection procedures.	Provide specimen/urine bottle and assists applicant/s for urine collection.		120 mins	Duty Receiving Personnel / Authorized Specimen Collector (ASC)
7. Get personal copy of Unit/Office Endorsement (Copy of Receipt) and SBR	7.1. Releases requesting party's/applicant's personal copy of the request (copy of receipt) and SBR		5 mins	Duty Receiving Personnel / Authorized Specimen Collector (ASC)



8. Claim laboratory report	7.2. Performs screening test		120 mins	Duty Forensic Chemist / Forensic Chemical Officer (FOCO) / Duty Forensic Examiner
	7.3. If Negative: Prepares laboratory report		1440 mins	Duty Personnel
	7.4. If Positive: Performs confirmatory test on submitted urine sample		14400 mins	Duty Forensic Chemist / Forensic Chemical Officer (FOCO)
	7.5. Prepares and signs final laboratory report		1440 hrs	
	7.6. Reviews and approves final laboratory report		30 mins	Chief, Chemistry Division / Section
	7.7. Signs laboratory report		1440 hrs	Command Group (NHQ) / District Chiefs (DCLOs) / Provincial Chiefs (PCLOs) / Regional Chiefs (RCLOs) Duty Personnel (ARMD / Message Center-NHQ)
	Releases laboratory report			
	Total	Fixed: php 300.00	19, 040 Mins	



Drug Test (LTOFP)

Service Information: 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:		Government to Citizen		
Type of Transaction:		Simple		
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. Two (2) copies of the Waiver for Voluntary Submission for the Conduct of Non-Criminal Drug Test		CL Drug Testing/ One Stop Shop (OSS)		
3. Original Official Receipt from PNP Finance Disbursing Office / Special Bank Receipt		Landbank		
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 (<i>work time not included</i>)	Php 300.00		Finance Service Disbursing Officer / LBP Action Officer



2. Proceed to the Chemistry Division LTOPF Drug Test Area	Issues queing number and Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test		10 mins	Duty Personnel
3. Fill out the Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test and wait for the queing number to be called	Assesses submitted Waiver for Voluntary Submission for the Conduct on Non-Criminal Drug Test and drug test official receipt (OR), receives and records details in appropriate logbooks.		120 mins	Duty Receiving Personnel
4. Submit to urine collection procedures.	Provide specimen/urine bottle and assists applicant/s for urine collection.		120 mins	Duty Receiving Personnel / Authorized Specimen Collector (ASC)
5. Get personal copy of Letter of Request (Copy of Receipt) and SBR	5.1. Releases requesting party's/applicant's personal copy of the request (copy of receipt) and OR		5 mins	Duty Receiving Personnel / Authorized Specimen Collector (ASC)
	5.2. Performs screening test		1440 mins	Duty Forensic Chemist / Forensic Chemical Officer (FOCO) / Duty Forensic Examiner
	5.3. If Negative: Prepares laboratory report		4320 mins	Duty Personnel



	5.4. If Positive: Performs confirmatory test on submitted urine sample		14400 mins	Duty Forensic Chemist / Forensic Chemical Officer (FOCO)
	5.5. Prepares and signs final laboratory report		4320 mins	
	5.6. Reviews and approves final laboratory report		1440 mins	Chief, Chemistry Division / Section
	5.7. Endorse laboratory reports to Message Center (NHQ)		120 mins	Records Custodian
6. Claim laboratory report	Releases laboratory report			Duty Personnel (ARMD / Message Center-NHQ)
	Total	Fixed php 300.00	26,295 mins	



Medico-Legal Division



Autopsy (Non-Criminal)

Service Information: 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 (RCLOs, DCLOs & PCLOs)		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		Family or immediate relative of the victim Concerned Embassy in case of Foreign National		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Letter Request		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		5 minutes	CL Message Center
2. Proceed to Medico-Legal Division/Section and present other copies of Letter of Request	Assess, accept requirements and issue an Order of Payment		10 minutes	Duty Medico-Legal Officer



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		LBP Action Officer
4. Present Special Bank Receipt (SBR).	Records and assign a Case Number		10 minutes	Duty Medico-Legal Officer
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.	Informs 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.		40 minutes	Duty Medico-Legal Officer
	Conducts autopsy		120 minutes	Duty Medico-Legal Officer
6. Claim the Death Certificate (Return after 7 working days)	6.1. Prepare, sign and issue the death certificate		30 minutes	Duty Medico-Legal Officer



	6.2. Drafts autopsy report		30 minutes	Duty Medico-Legal Officer
	6.3. Encodes final autopsy report		20 minutes	Duty Encoder
	6.4. Review and approve autopsy report		15 minutes	C, Medico-Legal Division
	6.5. Sign the autopsy report		5 minutes	Regional / District / Chief of Staff, CL
7. Claim Official Autopsy Report	7. Release the autopsy report		15 minutes	CL Message Center
	Total	Fixed php 1200.00	300 mins	



Ano-Genital Examination (Non-Criminal)

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

Office or Division:		MEDICO-LEGAL DIVISION MELO (RCLOs, DCLOs & PCLOs)		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		Relative of the victim / private individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Letter Request		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		10 minutes	CL Message Center
2. Proceed to Medico-Legal Division/Section and present other copies of Letter of Request	Assess, accept requirements and issue an Order of Payment		15 minutes	Duty Medico-Legal Officer
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 100.00		LBP Action Officer



4. Present Special Bank Receipt (SBR).	Records and assign a Case Number		25 minutes	Duty Medico-Legal Officer
5. Sign consent for examination and other documents as required by the law (if alleged victim is a minor, the nearest kin or companion can sign the consent on behalf of the victim) (Return after 6 working days)	5.1. Perform genital examination. Prepares, encode and print laboratory report.		60 mins	
	5.2. Reviews and approve the laboratory report.		10 minutes	
	5.3. Sign the laboratory report.		30 minutes	Regional/District Chief / Chief of Staff
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.		15 minutes	CL Message Center
Total		Fixed php 100.00	165 minutes	



Semen Determination (Non-Criminal)

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

Office or Division:		MEDICO-LEGAL DIVISION Serology Section (RCLOs, DCLOs & PCLOs)		
Classification:		Government to Citizen		
Type of Transaction:A473:E490		Simple		
Who may avail:		private individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request/Court Order	Check completeness of documentary requirement and receive the Letter Request		10 minutes	CL Message Center
2. Proceed to Medico-Legal Division/Section and present other copies of Letter Request/Court Order	Assess, accept documentary requirement and issue an Order of Payment		15 minutes	Duty Serologist
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		LBP Action Officer
4. Present Special Bank Receipt (SBR)	4.1. Records and assign a Case Number.		150 minutes	Duty Serologist



	4.2. Inform the requesting party of the procedure to be conducted.			
	4.3. Specimen documentation and sampling.			
	4.4. Performs the immunochromatographic test.			
	4.5. Prepares the final laboratory report.			
	4.6. Review and approve the final report.		10 minutes	C, Medico-Legal
	4.7. Signs the final report.		15 minutes	Chief of Staff / Regional, District or Provincial Chief
5. Present the stamped letter request and Special Bank Receipt (SBR).	Release the final laboratory report.		15 minutes	CL Message Center
	Total	Php 500.00 Per Specimen	215 Minutes	



Blood Determination (Non-Criminal)

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

Office or Division:		MEDICO-LEGAL DIVISION Serology Section (RCLOs, DCLOs & PCLOs)		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		Private Individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Letter Request		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		10 minutes	CL Message Center
2. Proceed to Medico-Legal Division/Section and present other copies of Letter Request/Court Order	Assess, accept documentary requirement and issue an Order of Payment		15 minutes	Duty Serologist
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)	500.00 per specimen		LBP Action Officer
4. Present Special Bank Receipt (SBR)	4.1. Records and assign a Case Number.		150 minutes	Duty Serologist
	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, immunochromatographic test is performed.			
	4.5. Prepares the final laboratory report.			
	4.6. Review and approve the final report.		10 minutes	C, Medico-Legal
	4.7. Signs the final report.		15 minutes	Chief of Staff / Regional, District or Provincial Chief
5. Present the stamped letter request and Special Bank Receipt (SBR).	Release the final laboratory report.		15 minutes	CL Message Center
	Total	Php 500.00 perm specimen	215 minutes	



DNA LABORATORY DIVISION



DNA Examination (Non-Criminal)

Service Information: 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		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		PNP, other investigative agencies and civilians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of Letter Request or Court Order		Requesting Party/ Concerned Court		
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		10 minutes	CL Message Center
2. Proceed to DNA Branch/Section and present other copies of Letter of Request and/or Court Order	Assess, accept requirements and issue an Order of Payment		15 minutes	Duty DNA Analyst



3. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	<i>LBP is an entity outside of the PNP organization (work time is not included)</i>	Php 20,000.00 Per Specimen		LBP Action Officer
4. Fill-in the Consent Form	Evaluate the consent form		20 minutes	
5. Present Special Bank Receipt (SBR) and return after 1-month for result	5.1. Records and assign a Case Number Collect biological specimen for analysis Conduct DNA examination Prepare, encode and print the final report		10 minutes	Duty DNA Analyst
	5.2. Reviews and approve the final report		10 minutes	C, DNA Branch
	5.3. Signs the final report		15 minutes	Regional / District / Chief of Staff, CL
6. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Releases the final laboratory report		15 minutes	CL Message Center
Total		Php 20,000 per Specimen	95 minutes	



Questioned Document Examination Division



Examination of Altered or Erased Documents

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

Office or Division:		Questioned Document Examination Division		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Letter Request or Court Order		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	Check completeness of documentary requirements and receive the Letter Request		10 minutes	CL Message Center
2. Proceed to Questioned Document Div/Sec and present other copies of Letter Request	Accepts, assess the sufficiency of the documentary requirements then issue an Order of Payment		15 minutes	Duty Questioned Document Div/Sec



<p>3. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.</p>	<p>LBP is an entity outside of the PNP organization (work time is not included)</p>	<p>Php 2,000.00 per 10 specimens</p>		<p>LBP Action Officer</p>
<p>4. Present Special Bank Receipt (SBR)</p>	<p>4.1. Receive SBR, record and assign a Case Number C, QDED to designate Examiner for the case.</p>		<p>4800 minutes</p>	<p>QD Examiner</p>
	<p>Conducts preliminary examination and instrumentation. Photographs specimen, develops, prints and charting. Prepares the report (draft and worksheet). Pass the report to Technical Report Reviewer for review and correction. Finalizes and sign the report.</p>			



	4.2. Review and approve final laboratory report		10 minutes	C, QD Div/Sec
	4.3. Sign the final laboratory report		15 minutes	Regional/District Chief / Chief of Staff
5. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Releases the final laboratory report		15 minutes	CL Message Center
	Total	Php 2000.00 per Specimen	4865 minutes	



Examination of Counterfeit Bills

Service Information: Examination performed to determine the bills are counterfeit or not.

Office or Division:		Questioned Document Examination Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Letter Request or Court Order		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	Check completeness of documentary requirements and receive the Letter Request		10 minutes	CL Message Center
2. Proceed to Questioned Document Div/Sec and present other copies of Letter Request	Accepts, assess the sufficiency of the documentary requirements then issue an Order of Payment		15 minutes	Duty Questioned Document Div/Sec



<p>3. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.</p>	<p>LBP is an entity outside of the PNP organization (work time is not included)</p>	<p>Php 2,000.00 per specimen</p>		<p>LBP Action Officer</p>
<p>4. Present Special Bank Receipt (SBR)</p>	<p>4.1. Receive SBR, record and assign a Case Number C, QDD to designate Examiner for the case.</p>		<p>2-days & 3 hours</p>	<p>QD Examiner</p>
	<p>Conducts preliminary examination and instrumentation.</p> <p>Photographs specimen, develops, prints and charting.</p> <p>Prepares the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalizes and sign the report.</p>			



	4.2. Review and approve final laboratory report		10 minutes	C, QD Div/Sec
	4.3. Sign the final laboratory report		15 minutes	Regional/District Chief / Chief of Staff
7. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Releases the final laboratory report		15 minutes	CL Message Center
	Total	Php 2000.00 per specimen	3,125 minutes	



Handwriting Identification

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

Office or Division:		Questioned Document Examination Division		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Letter Request or Court Order		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	Check completeness of documentary requirements and receive the Letter Request		10 minutes	CL Message Center
2. Proceed to Questioned Document Div/Sec and present other copies of Letter Request	Accepts, assess the sufficiency of the documentary requirements then issue an Order of Payment		15 minutes	Duty Questioned Document Div/Sec



<p>3. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.</p>	<p>LBP is an entity outside of the PNP organization (work time is not included)</p>	<p>Php 3500..00 per specimen</p>		<p>LBP Action Officer</p>
<p>4. Present Special Bank Receipt (SBR)</p>	<p>4.1. Receive SBR, record and assign a Case Number</p> <p>C, QDED to designate Examiner for the case.</p>		<p>12960 minutes</p>	<p>QD Examiner</p>
	<p>Conducts preliminary examination and instrumentation.</p> <p>Photographs specimen, develops, prints and charting.</p> <p>Prepares the report (draft and worksheet).</p> <p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalizes and sign the report.</p>			



	4.2. Review and approve final laboratory report		10 minutes	C, QD Div/Sec
	4.3. Sign the final laboratory report		15 minutes	Regional/District Chief / Chief of Staff
5. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Releases the final laboratory report		15 minutes	CL Message Center
	Total	Php 3500.00 per specimen	13,025 minutes	



Signature Identification

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

Office or Division:		Questioned Document Examination Division		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Letter Request		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 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	Check completeness of documentary requirements and receive the Letter Request		10 minutes	CL Message Center
2. Proceed to Questioned Document Div/Sec and present other copies of Letter Request	Accepts, assess the sufficiency of the documentary requirements then issue an Order of Payment		15 minutes	Duty Questioned Document Div/Sec



<p>3. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.</p>	<p>LBP is an entity outside of the PNP organization (work time is not included)</p>	<p>Php2000.00 per specimen</p>		<p>LBP Action Officer</p>
<p>4. Present Special Bank Receipt (SBR)</p>	<p>4.1. Receive SBR, record and assign a Case Number</p> <p>C, QDED to designate Examiner for the case.</p>		<p>13,200 minutes</p>	<p>QD Examiner</p>
	<p>Conducts preliminary examination and instrumentation.</p> <p>Photographs specimen, develops, prints and charting.</p> <p>Prepares the report (draft and worksheet).</p>			
	<p>Pass the report to Technical Report Reviewer for review and correction.</p> <p>Finalizes and sign the report.</p>			



	4.2. Review and approve final laboratory report		10 minutes	C, QD Div/Sec
	4.3. Sign the final laboratory report		15 minutes	Regional/District Chief / Chief of Staff
5. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Releases the final laboratory report		15 minutes	CL Message Center
	Total	Php 2000.00 per specimen	13,265 minutes	



Fingerprint Identification



Fingerprinting Services

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

Office or Division:		Fingerprint Identification Division		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
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)		CL FPID		
3. Copy of fingerprint card from concerned foreign embassy (if provided).		Concerned Foreign Embassy		
4. Two (2) pieces 2x2 recent colored pictures.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from FPID	Issue order of payment.		5 minutes	FPID Receiving Duty Personnel
2. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.	<i>LBP is an entity outside of the PNP organization (work time is not included)</i>	<i>Php 200.00</i>		<i>LBP Action Officer</i>



<p>3. Present the Special Bank Receipt (SBR) to FPID. Fill-out a request form and fingerprint card.</p>	<p>Provide request form and fingerprint card.</p>		<p>10 minutes</p>	<p>FPID Designated Fingerprint Examiner</p>
<p>4. 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)</p>	<p>4.1. Conduct fingerprinting.</p>		<p>20 minutes</p>	<p>FPID Designated Fingerprint Examiner</p>
	<p>4.2. Record check/verification (AFIS inquiry)</p>		<p>15 minutes</p>	<p>AFIS Section Latent/Ten-print Operator</p>
<p>5. Claim Fingerprint Card</p>	<p>Releases one (1) copy of accomplished Fingerprint Card</p>		<p>10 minutes</p>	<p>FPID Designated Fingerprint Examiner</p>
<p>Total</p>		<p>Fixed Php 200.00</p>	<p>60 minutes</p>	



Physical Identification Division



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

Service Information: 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		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
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		CL PID		
2. Special Power of Attorney from owner of vehicle		Owner of the vehicle		
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		20 minutes	Duty Macro-Etching Examiner
2. Submit motor vehicle for macro-etching examination	2.1. Conducts stencil of engine and chassis number of motor vehicle Photographs the subject vehicle.		135 minutes	

	Applies chemical on the metal surface where the engine and chassis number is located.			
	Prepares and signs the Macro-Etching Certificate			
	2.2. Review and approve the Macro-Etching Certificate		15 minutes	C, Physical Identification Division or Station Head
3. Claim the Macro-Etching Certificate	Releases the Macro-Etching Certificate		10 minutes	Duty Macro-Etching Examiner
	Total		180 minutes 10080 minutes for tampered result	



Macro-Etching of Motor Vehicles for Purpose of Lifting of Alarm /Verification /Re-stamping

Service Information: 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		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Letter Request from HPG		HPG		
2. Special Bank Receipt		CL PID		
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		15 minutes	CL Message Center
2. Proceed to Physical Identification Div/Sec and present other copies of Letter Request	Accepts, assess the sufficiency of requirements then issue an Order of Payment		25 minutes	Duty Physical Identification Div/Sec



<p>3. Pay in necessary fee at nearest Landbank of the Philippines (LBP) branch.</p>	<p>LBP is an entity outside of the PNP organization (work time is not included)</p>	<p>Php 200.00 per specimen</p>		<p>LBP Action Officer</p>
<p>4. Submit the following:</p> <p>a. Special Bank Receipt (SBR);</p> <p>b. Photocopy of Official Receipt; and</p> <p>c. Certificate of Registration of motor vehicle</p> <p>5. Submit the motor vehicle for macro etching examination</p>	<p>Receive documents, records and assign a Case Number Return one (1) copy of stamped Letter Request</p> <p>5.1. Conducts stencil of engine and chassis number of motor vehicle.</p> <p>Photographs the subject vehicle.</p> <p>Applies chemical on the metal surface where the engine and chassis number is located</p>		<p>20 minutes</p>	<p>Duty Physical Identification Div/Sec</p>
			<p>1 day & 7 hrs</p>	<p>Duty Examiner</p>



	Prepares and signs the Macro-Etching Certificate			
	5.2. Review and approve final laboratory report		1440 minutes	C, Physical Identification Div/Sec
	5.3. Sign the final laboratory report		1440 minutes	Regional/District Chief / Chief of Office
6. Present Requesting Party's copy of stamped letter request to claim the laboratory report.	Releases the final laboratory report		1440 minutes	CL Message Center
	Total		6240 minutes	



Polygraph Examination



Polygraph Examination

Service Information: Polygraph examination on criminal and non-criminal case.

Office or Division:		Polygraph Division		
Classification:		Government to Citizen		
Type of Transaction:		Simple		
Who may avail:		PNP, AFP, other investigative agencies, courts, juridical entity, and private individual or company		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Letter Request		Requesting Party		
2. Facts of the Case /Background of the Case /Synopsis of the Case		Requesting Party		
3. Affidavit of Complainant or Suspect (if required)		Requesting Party		
4. Valid ID of the Examinee for polygraph examination		Examinee		
5. Two (2) copies Authorization Letter and Valid ID of the authorized person and/or Representative (for submission of request/claiming of result)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	Receive Letter Request		10 minutes	Message Center Personnel/Duty Receiving PNCO



<p>2. Proceed to Polygraph Div/Sec and present other copies of Letter Request and fill-in Polygraph Request Form (PRF)</p>	<p>Accepts, assess the sufficiency of requirements, issue an Order of Payment, and advise Client to return on the scheduled time/date of the poly exam.</p>		<p>40 minutes</p>	<p>Duty Polygraph Div/ Duty Receiving PNCO</p>
<p>3. <i>Pay necessary fee at nearest Landbank of the Philippines (LBP) branch.</i></p>	<p><i>LBP is an entity outside of the PNP organization (work time is not included)</i></p>	<p>Php 600.00 per examinee</p>		<p><i>LBP Action Officer</i></p>
<p>4. Personal appearance and present valid of the scheduled examinee/s on the time/date indicated in the PRF and present SBR.</p>	<ul style="list-style-type: none"> - Records SBR # - Conducts polygraph examination - Evaluates and score polygraph data - Prepares and signs polygraph report 		<p>300 minutes <i>(Note: Processing time of day 2 will resume on the date of examination)</i></p>	<p>Polygraph Examiner</p>
	<p>Review polygraph data and approve polygraph report <i>(for NHQ)</i></p>		<p>40 minutes</p>	
	<p>Sign Polygraph Report</p>		<p>20 minutes</p>	



5. Proceed to Polygraphy Div / Sec and present PRF	<ul style="list-style-type: none"> - Conducts Client Satisfaction Survey (CSS) - Fill-in Forensic Laboratory Result (FLR) Form 		25 minutes	
6. Claim Polygraph Report	Release Polygraph Report		10 minutes	Message Center Personnel /Duty Receiving PNCO
	Total	Php 600.00	445 minutes	



Firearms Identification Division



Firearms Stenciling and Testing

Office or Division:	Firearms Identification Division
Classification:	Government to Citizen
Type of Transaction:	Simple
Who may avail:	Private individuals and Gun dealers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a. Firearm Registration/Renewal (Individual)</p> <p>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 Crime Laboratory);</p> <p>2. Photocopy of License to Own and Possess Firearm (LTOPF) of the applicant;</p> <p>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;</p> <p>4. Photocopy of Firearm License/Registration;</p> <p>*Additional requirements for Renewal of Juridical</p> <p>1. Photocopy of License to Operate (LTO) for PSAs, GGUs, and CGFs;</p> <p>2. Photocopy of Special Power of Attorney</p> <p>3. Photocopy of Certificate of Registration</p>	<p>1. Requesting Party</p> <p>2. Applicant</p> <p>3. FEO, CSG</p> <p>4. Applicant</p> <p>*Applicant</p>



<p>b. Transfer of Ownership</p> <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 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 3. Applicant 4. FEO, CSG 5. Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and other requirements (3 copies)	Receive and record request		10 minutes	CL Message Center
2. Proceed to Firearms Identification Division/Section and present copies of letter request and firearm	2.1. Check completeness of documentary requirements and receive request		30 minutes	Duty firearms Identification Div/Sec
	2.2. Issue an Order of Payment			C, Firearms Identification or his authorized personnel
3. Pay necessary fee at nearest Landbank of the Philippines (LBP) branch 4. Present SBR	Receive payment and issue special bank receipt (SBR)		175 minutes per firearm	LBP Action Officer
	4.1. Receive SBR and assign the ballistics stenciling and testing control number			
	4.2. Conducts stencil tracing			
	4.3. Conducts test firing			
	4.4. Prepares and signs the firearms ballistics testing and stencil certificate			



	4.5. Review and approve the ballistics testing and stencil certificate			
	4.6. Sign the ballistics testing and stencil certificate			
5. Present requesting party's copy of stamped letter request to claim certificate	Releases the ballistic testing and stencil certificate		15 minutes	Duty firearms examiner
	Total		230 minutes	



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) 09088816565 Presidential Complaint Center (PCC): +63(2)-8736-8645/ +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621 Anti-Red Tape Authority (ARTA)/www.facebook.com/ARTAPh/



OFFICE	ADDRESS	CONTACT INFORMATION
National Headquarters Office Crime Laboratory	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	723-04-01 local 4216 cl@pnp.gov.ph
Medico-Legal Division	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	7230401 loc. 4436
Chemistry Division / Section	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	723-0401 local 4226 / 4356
DNA Laboratory Branch	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	723-0401 local 4516 / 7249
Questioned Document Examination Division	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	7230401 loc. 4346 / 7243
Fingerprint Identification Division	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	7230401 loc. 4256 / 7247
Physical Identification Division	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	7230401 loc. 4506
Polygraph Division	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	7230401 loc. 4236
Firearms Identification Division	PNP Crime Laboratory, Camp Bgen Rafael T Crame, Quezon City	7230401 loc. 4576 / 4476
Quezon City Police District Crime Laboratory	QCPD Stn 10, EDSA Quezon City	352-33-37 / qcpdcrimelab@yahoo.com



Eastern Police District Crime Laboratory	Nueve de Pebrero St., Mauway, Mandaluyong City	(02) 571-29-09/ epdcl@yahoo.com
Northern Police District Crime Laboratory	Caloocan City PS, Samson Road, Sangandaan	937-7563/ npdclo98@gmail.com
Southern Police District Crime Laboratory	Old Pamantasan ng Makati, Malugay St., San Antonio Village, Makati City	812-3781/ spdclo@yahoo.com
Manila Police District Crime Laboartory	Hqs MPD Office, UN Avenue, Ermita, Manila	310-7527/ wpd_clo@yahoo.com
Regional Crime Laboratory 1	Camp Florendo, San Fernando City	(072) 607-64-65/ rclo1@yahoo.com.ph
Regional Crime Laboratory 2	Camp Adduru, Tuguegarao City	(078) 3049-442/ rclo02@yahoo.com
Regional Crime Laboratory 3	Camp Olivas, San Fernando City, Pampanga	(045) 860-2931 rclo_three@yahoo.com
Regional Crime Laboratory 4A CALABARZON	Camp Vicente Lim, Canlubang, Laguna	(049) 827-0693/ rclo_4a@yahoo.com
Regional Crime Laboratory 4B MIMAROPA	Camp Efigenio C Navarro, Brgy Suqui, Calapan City	(043) 441-6405/ pnp_rclo4b@yahoo.com
Regional Crime Laboratory 5	Camp Simeon Ola, Legazpi City	(052) 0998-598-8078/ rclo5soco@yahoo.com.ph
Regional Crime Laboratory 6	Camp Martin Delgado, Iloilo City	(033) 509-9444/ pnp_rclo6@yahoo.com.ph
Regional Crime Laboratory 7	Camp Sotero Cabahug, Gorordo Ave, Cebu City	(032) 232-6997/ pnp.rclo7@gmail.com
Regional Crime Laboratory 8	Camp Ruperto Kangleon, Palo, Leyte	(053) 323-7730/ 0905-457-7336/ pnprclo8@yahoo.com
Regional Crime Laboratory 9	Camp Batalla, Justice RT Lim Blvd, Zamboanga City	(062) 992-1449/ regionalclo9@yahoo.com



Regional Crime Laboratory 10	Camp Evangelista, Cagayan de Oro City	(088) 850-7911/ pnprclo10@yahoo.com.ph
Regional Crime Laboratory 11	Ecoland, Davao City	(082) 297-8646/ crimelab_davao@yahoo.com
Regional Crime Laboratory 12	Camp Fermin Lira, Gen. Santos City	(083) 552-2911/ pnp.rclo12@gmail.com
Regional Crime Laboratory 13	Camp Col. Rafael C Rodriguez, Libertad, Butuan City	(085) 816-0502/ 0999-9459-424 rclo13caraga@yahoo.com
Regional Crime Laboratory COR	Camp Bado Dangwa, La Trinidad	(074) 09-3903/ crimelab_car@yahoo.com
Regional Crime Laboratory ARMM	PC Hill, Cotabato City	(064) 421-2588/ rclo.armm@gmail.com / rclo.armm@yahoo.com