



Republic of the Philippines
National Police Commission

NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE
DIRECTORATE FOR INVESTIGATION AND DETECTIVE MANAGEMENT
Camp Crame, Quezon City



**DIDM INVESTIGATIVE DIRECTIVE
NUMBER 2015- 02**

OCT 02 2015

**QUALITY ASSURANCE SUPPORT TO VICTIMS AND COMPLAINANTS
(QASVC)**

1. REFERENCES:

- a. Criminal Investigation Manual Revised 2010;
- b. PNPMC 2014-009 PNP Memorandum Circular on Crime Incident Recording System dated April 10, 2014; and
- c. LOI 37/10 (Establishment of PNP Quality Service Lane as a Component of the Model Police Station Project).

2. RATIONALE:

“The customer is the most important visitor in our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is a part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us the opportunity to do so”.

- Mahatma Gandhi

Client Satisfaction has always been a priority of the PNP. Victims or Complainants should always feel that they are special customers or clients. They have the right to be notified on the status of the case, schedule of hearings and arrest of suspects or offenders. They also have the right to convey to the police any safety and security concern.

Investigators serve as a crucial link to ensuring that such rights are attended to by the PNP. They play a major role in fulfilling this responsibility. Providing such critical support to the victims/complainants will pave the way to closer ties and strong partnership between the investigators and the victims/complainants.

No less than the CPNP repeatedly emphasized the key role of investigators when he said, *“I want investigators to be visiting victims and complainants in their homes. I do not want to see them sitting down in their offices.”*

3. PURPOSE:

This Investigative Directive provides guidelines on how investigators carry out their responsibilities towards crime victims and complainants. It spells out mechanisms on how investigators provide feedbacks and notifications, how they conduct visits and how they perform their investigative beats.

4. DEFINITION OF TERMS:

For purposes of uniformity, the following terms will be operationally defined and used:

- a. **Investigators Beat** – the designated area or route that is part of a sector where investigators conduct investigative patrols or community visits.
- b. **Investigator-on-Case (IOC)** - refers to any police officer who is duly designated or assigned to conduct the inquiry of the crime by following a systematic set of procedures and methodologies for the purpose of solving a crime, identifying suspects and witnesses, recovering evidence, and arresting and prosecuting the perpetrators; and
- c. **Quad Policing** – is the interplay of function of police operations, intelligence investigation and community relations, whereby, when simultaneously employed in single activity, would create a greater result.
- d. **Quality Service Desk Officer (QSDO)** - is a customer friendly quality service desk officer and other designated PNCOs, under the supervision of the Chief, Investigation Section, Branch or Division of the Police unit/station. He provides feedbacks and notifications to victims or complainants and records their concerns or problems for the information of the IOC.

5. GUIDELINES:

QASVC has basically two (2) essential components. **Feedback and Notification** and **Investigators Beat**. Following are the guidelines how investigators carry out these responsibilities:

a. Feedback and Notification:

- 1) The Investigator-on-Case (IOC) shall ensure that victims/complainants are accorded with respect and that necessary assistance is provided to them. The IOC shall obtain and secure the contact details of the victims and complainants including their addresses, telephone/cellphone numbers and email addresses.

- 2) The IOC shall contact the victims/complainants on a regular basis i.e. at least twice a month. During these contacts, the IOC shall explain to the victims/complainants the criminal procedures and other essential information in order to solicit their support and cooperation. The IOC shall inform the victims/complainants on the latest developments of the case as well as schedule of hearings.
- 3) The number of voice calls, text messages sent and received, and personal visits shall be properly recorded in the investigators log and shall be monitored by the Chief of Police and Chief, Investigation Branch/Section. (Tab A)
- 4) Following are modes of feedbacks and notifications:
 - a) Voice calls
 - b) Text messages (sms)
 - c) Emails
 - d) Personal visits
 - e) Meetings

b. Investigators Beat

- 1) Consistent with concept and strategies of QUAD Policing, investigators shall interact and participate in the overall efforts in establishing community support and partnership. It is essential therefore that the IOC shall carry out mandatory visits to the barangay at least twice a month, or as may be necessary. He will visit victims and complaints to apprise them on the status and developments of cases. He may also engage barangay officials and community leaders purposely to discuss incidents and other developments that may affect the crime situation in the area.
- 2) This periodic barangay visits will form part of the records in the investigative log which shall be consolidated by the CPS/MPS at the end of each month for submission to the PPO, PRO and subsequent submission to DIDM. (Tab B)

6. RESPONSIBILITIES:

a. School for Investigation and Detective Development (SIDD, DIDM)

- 1) Ensures that this Directive is included in the ongoing and future investigation trainings conducted nationwide;
- 2) Provides adequate analysis and study to improve this Directive by soliciting feedback during supervision of investigation trainings in various PROs; and

3) Performs other tasks as may be directed by Higher Office.

b. Pre Charge Evaluation and Investigation Division (PCEID, DIDM)

1) Monitors the compliance and periodic reports submitted by PROs to DIDM;

2) Ensures the filing of appropriate administrative charges pursuant to National Police Commission Memorandum Circular 2007-001 against personnel who fail or refuse to take actions on the prescribed guidelines of this Directive; and

3) Performs other tasks as maybe directed by Higher Office.

c. Regional Directors, Police Regional Offices

1) The Regional Director shall ensure the unit's firm compliance to this Directive thru the conduct of periodic dissemination and inspection of all units under its jurisdiction;

2) Consolidate the monthly reports of PPOs/Dos/CPOs for submission to DIDM; (Tab C) and

3) Perform other tasks as maybe directed by National Headquarters.

d. Provincial/District/City Directors

1) Ensure strict and continuous implementation of this Directive;

2) Conduct inspection and training of QSDOs to ensure that sensitive information pertaining to the case are properly conveyed without affecting the outcome of investigation; and

3) Consolidate the monthly report of municipal/city police stations under its jurisdiction for submission to Police Regional Office. (Tab D)

e. Chiefs of Police/Station Commanders

1) Supervise the Chief, Investigation and Detective Management Section (C, IDMS) in the implementation of this Directive;

2) Designate a QSDO who shall act as responsible officer in the absence of IOC; and

3) Ensure that contact numbers of victims/complainants are properly recorded.

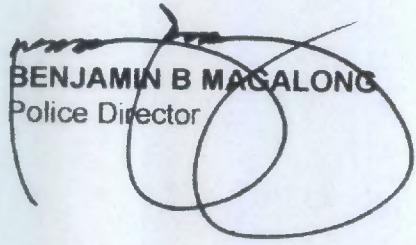
f. **Chiefs, Investigation and Detective Management Sections/Branches/ Divisions**

- 1) Supervise the Investigators in the implementation of this Directive;
- 2) Ensure the proper decorum of investigators and QSDO when dealing with complainants as provided in this Directive;
- 3) Ensure that QSDO is apprised of the status of cases;
- 4) Monitor cases which remain dormant or where victims/complainants lost interest in pursuing the case; and
- 5) Consolidate the monthly report of accomplishment for submission to the Police Provincial Office.

7. **ADMINISTRATIVE SANCTIONS:**

The filing of appropriate administrative charges pursuant to National Police Commission Memorandum Circular 2007-001 shall proceed against above mentioned responsible officers who fail or refuse to take actions on the prescribed guidelines of this Directive.

8. For strict compliance.


BENJAMIN B MAGALONG
Police Director

Attachments:

- Tab A – Victims/Complainants Feedback
- Tab B – Investigators Beat Format
- Tab C – QASVC Compliance Report (PRO)
- Tab D – QASVC Compliance Report (PPO/DO/CPO)

Distribution:

DIDM-Staff
RDs, PROs

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PNP Command Group
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**TAB "A" (Victims/Complainants Feedback)
SAMPLE FORMAT**

**QASVC COMPLIANCE REPORT (To be filled up by the Investigator-on-Case)
Municipal Investigation Report**

MPS: _____
Period Covered: _____

Nr	Investigator-on-Case	Name of Victim				Name of Complainant				Address	Date of Visit	Status of Case				Complainants/Victims Feedback			Date of Feedback	Matters Discussed		
		First Name	Middle Name	Last Name	Qualifier	First Name	Middle Name	Last Name	Qualifier			Prosecutor's Office	Filed in Court	Under Investigation	SMS	Voice Call	Personal Contact/ Meeting	Email				
1	SPOZ Arnulfo V Ruffo	Amelia	Laput	Garcia		Rogelio	Laput	Garcia		18 - Figurera St., Brgy 72, Zone 9, Passay City	1-Oct-15	On Trial Prelim	Dismissed	On Trial	Dismissed	Under Investigation						

Prepared by: _____

Noted by: _____

Investigator-on-Case _____

Chief of Police _____

**TAB "B" (Investigators Beat Format)
SAMPLE FORMAT**

**QASVC COMPLIANCE REPORT (To be filled up by the Investigator-on-Case)
Municipal Investigation Report**

MPS: _____
Period Covered: _____

Nr	Investigator-on-Case	Name of Brgy. Official			Qualifier	Address of the Brgy. Official	Date of Visit	Complainants/Victims Feedback				Date of Feedback	Matters Discussed	
		First Name	Middle Name	Last Name				SMS	Voice Call	Personal Contact/ Meeting	Email			
1	SPO2 Armufo V Ruffo	Amelia	Laput	Garcia		18 - Figueras St., Brgy 72, Zone 9, Pasay City	1-Oct-15							

Prepared by: _____

Noted by: _____

Investigator-on-Case _____

Chief of Police _____

TAB "C"
SAMPLE FORMAT

QASYC COMPLIANCE REPORT (To be filled up by DISTRICT/ Police Provincial Office)

DISTRICT / PPO _____
Period Covered: _____

DISTRICT/ PPO	NR OF INVESTIGATORS	NR OF CASES HANDLED	NR OF VISITS	NR OF BRGYS VISITED	NR OF VISITS	NR OF COMPLAINTS/IMIS VISITED	TOTAL NR OF VISITS	Status of Case			TOTAL NR OF FEEDBACKS					
								Prosecutor's Office		Filed in Court		Under Investigation	SMS	Voice Call	Personal Contact/ Meeting	Email
								On Trial/Prelim	Dismissed	On Trial	Dismissed					
Makati	5	10	10	10	10	10	20			✓						
Paranaque																
Las Piñas																
Muntinlupa																
Taguig																
Pateros																
TOTAL																

Prepared by:

Noted by:

Action PNCO

Chief, DIDMD

TAB "D"
SAMPLE FORMAT

QASVC COMPLIANCE REPORT (To be filled up by PRO)

PRO _____
Period Covered: _____

DISTRICT/PPO	NR OF INVESTIGATORS	NR OF CASES HANDLED	NR OF FIRST VISITS	NR OF BRGYS VISITED (1st visit)	NR OF 2ND VISITS	NR OF BRGYS VISITED (2nd visit)	TOTAL NR OF VISITS	Status of Case				TOTAL NR OF FEEDBACKS					
								Prosecutor's Office		Filed in Court		Under Investigation	SMS	Voice Call	Personal Contact/ Meeting	Email	
								On Trial Prelim	Dismissed	On Trial	Dismissed						
SPD	5	10	10	10	10	10	20							3		2	1
NPD																	
MPD																	
QCPD																	
EPD																	
TOTAL																	

Prepared by: _____

Noted by: _____

Action PNCO _____

Chief, RIDMD _____