



Republic of the Philippines
NATIONAL POLICE COMMISSION
NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE
OFFICE OF THE CHIEF, PNP
Camp BGen Rafael T Crame, Quezon City

DPC-2
Local- 3446
DENNIS LOPEZ

PNP MEMORANDUM CIRCULAR

NO.: 2020-027

15 APR 2020

**POLICIES AND GUIDELINES IN THE CREATION OF THE
KATARUNGAN DESKS (KDs) IN ALL PNP STATIONS**

1. REFERENCES:

- a. Republic Act (RA) No. 6713, "An Act Establishing a Code of Conduct and Ethical Standards for Public Officials and Employees, to Uphold the Time-Honored Principle of Public Office being a Public Trust, Granting Incentives and Rewards for Exemplary Service, enumerating Prohibited Acts and Transactions and Providing Penalties for Violations Thereof and for other Purposes;
- b. R.A. No. 3019, "Anti-Graft and Corrupt Practices Act";
- c. Executive Order No. 73, "Amending Executive Order No. 43 (s.2017) Creating the Presidential Anti-Corruption Commission (PACC)";
- d. Executive Order No. 43, "Creating the Presidential Anti-Corruption Commission and Providing for its Powers, Duties and Functions, and for other purposes"; and
- e. Pilot Project re Creation and Establishment of Katarungan Desks (KD) by Presidential Anti-Crime Commission and City of Manila.

2. RATIONALE:

This Memorandum Circular (MC) shall provide the policies and guidelines to be undertaken by the concerned D-Staffs, offices/units nationwide in the creation and establishment of Katarungan Desks (KDs) in all police offices/units/stations nationwide. This aims to ensure the promotion of high standard of ethics and veracity in the public service, particularly in the Philippine National Police (PNP). The organization also intends to live by its motto "To Serve and Protect," which means serving the people with utmost responsibility, integrity and loyalty, to protect them from injustices, graft and corrupt practices by public officers and employees, and private individuals and to take action on such occurrences in coordination with other government agencies.

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3. SITUATION:

Corruption is a type of criminal activity being undertaken by a person or an organization through the use of its public position or authority for personal gain and unlawful advantage. This is one of the major challenges common to every country, rooting from a variety of causes such as low pay scale, lack of strict punishment, and the like.

PRESIDENT RODRIGO ROA DUTERTE is relentlessly calling all government agencies to come up with anti-corruption measures to stop corruption. On July 22, 2019, during his 4th State of the Nation Address (SONA), the President again reiterated his call and promised to curb corruption, which he described as a national shame.

In compliance to the tall order of the President and with the hope of further improving its rank in the Global Corruption Index, the Presidential Anti-Corruption Commission (PACC) has launched a reporting platform called the Katarungan (Justice) Desks (KD) sometime in November 2019, which was initially launched in the City of Manila. KD, situated in pilot areas in the said city and shall be placed in every Barangay, City Hall, and other relevant public places, is a safe reporting platform that shall address all complaints of injustice and corruption.

This project was initiated by PACC Head Commissioner Greco Belgica and Manila Mayor Isko Moreno, in different barangay halls and other appropriate places in Manila. This is to encourage the citizens to send their complaints on corruption of public officials and employees to PACC and other concerned government agencies.

For this reason, as one of its steps to fight corruption within and outside its organization, the PNP is joining PACC on its initiative for a whole government approach in the fight against corruption. It is noteworthy that the PNP, being the premier law enforcement agency, is one of the most noticeable public entities that has officers being exposed daily to corruption and malfeasance due to the nature of its core functions.

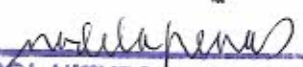
4. PURPOSE:

The PNP, in partnership with PACC, shall enforce this MC in support to the campaign against corruption. This MC shall serve as a guide in taking necessary actions, within the scope of authority of the PNP in addressing the complaints or grievances of the public against graft and corruption cases and other forms of dishonesty committed by public servants including PNP personnel to ensure the success and integrity of the establishment of KDs in all police stations nationwide.

5. DEFINITION OF TERMS:

- a. **Bribery**- directly or indirectly requesting or receiving any gift, present, share, percentage, or benefit, for himself or for any other person, in connection with any contract or transaction between the Government

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and any other part, wherein the public officer in his official capacity has to intervene under the law.

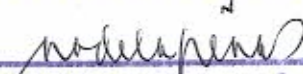
- b. **Cronyism-** the practice of partiality in awarding jobs and other advantages to friends or trusted colleagues, especially in politics and between politicians and supportive organizations.
- c. **Corruption-** directly or indirectly having financial or pecuniary interest in any business, contract or transaction in connection with which he intervenes or takes part in his official capacity, or in which he is prohibited by the Constitution or by any law from having any interest.
- d. **Embezzlement-** the act of withholding assets for the purpose of conversion (theft) of such assets, by one or more persons to whom the assets were entrusted, either to be held or to be used for specific purposes.
- e. **Extortion-** an act in which the racketeers often phrase their demands as payment for "protection" from (real or hypothetical) threats from unspecified other parties; though often, and almost always, such "protection" is simply abstinence of harm from the same party, and such is implied in the "protection" offer.
- f. **Graft-** unscrupulous use of a politician's authority for personal gain. Similarly, political graft occurs when funds intended for public projects are intentionally misdirected in order to maximize the benefits to private interests.
- g. **Influence Peddling-** is the illegal practice of using one's influence in government or connections with persons in authority to obtain favours or preferential treatment for another, usually in return for payment.
- h. **Nepotism-** is the granting of jobs to one's relatives or friends in various fields, including business, politics, entertainment, sports, religion and other activities.
- i. **Public Official-** refers to anyone in a position of official authority that is conferred by a state such as someone who holds a legislative, administrative, or judicial position of any kind, whether appointed or elected.

6. GUIDELINES:

a. General Guidelines:

The PNP shall implement Katarungan Desks through establishing KD drop boxes in every police stations and sub-stations where the public can access and drop their complaints with utmost confidentiality. All National Support Units (NSUs) shall also establish KD drop boxes in their respective frontline offices. The complaints shall be filed by filling out the "dulugan

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forms" which will be provided by PACC and shall be dropped in the KD drop boxes. These drop boxes shall be situated in desks that are safe, secured and accessible to the public, so that they can drop their reports/complaints any time of the day. The PNP personnel who shall man the KDs shall be known as "KD Officers" and may undergo training from PACC or as required.

The KD Officers designated at every police station shall be responsible in opening the KD boxes and endorsing its contents safely to their respective Chiefs of Police for proper turn-over to PACC on a weekly basis through an agreement on reporting mechanism by the PNP and PACC. The duty desk officers shall be the co-responsible officers in assuring the integrity of the KD boxes. They must ensure that the complainants at the KDs, regardless of their personality, cultural ethnicity, religion and status, are protected and dealt with utmost secrecy and anonymity.

The KD Officers and their immediate supervisor shall ensure submission of weekly reports to DPCR, PACC, and PD/RD, PROs. Document security shall always be observed through out the process.

The PNP, with its advantage of having a wider geographical spread as compared to PACC office, shall act as facilitator between the public and the PACC utilizing its numerous police stations nationwide. This set-up will be beneficial to the people for the ease of access to KDs, knowing that it will be easier for the public to file their complaints against certain public official/employee.

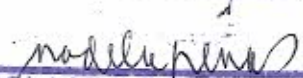
The PNP shall be responsible in providing assistance in implementing this program and shall ensure that KDs are established in all police stations nationwide and ensure the enlistment of PNP personnel as KD Officers.

Since the PNP has limited power to take action on cases related to graft and corruption, all complaints received by the KDs in police stations shall be consolidated and forwarded to PACC on weekly basis for the latter's evaluation prior its subsequent submission to the Office of the President for final disposition. There shall be a weekly monitoring of all complaints filed in the KDs.

Some examples of acts of corruption and injustices that can be reported to the KDs are bribery, extortion, cronyism, nepotism, influence peddling, graft, embezzlements, and the like.

Moreover, security measures shall be undertaken by the PNP to ensure that the confidentiality and well-being of the complainants before the KDs shall be foremost and essential so as not to defeat the purpose of the said program.

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Any PNP officer and staff found to have leaked to the media outlets and the public any information of the received complaints and/or complainants in the KDs shall be criminally and administratively liable, thus shall be charged appropriately in the proper forum.

b. Responsibilities:

1) DPCR

- a) Act as the overall supervisor, through its Community Affairs Division (CAD), in the implementation of this MC;
- b) Assist PCADG in coordination with PACC and other concerned government agencies as needed;
- c) Forge a Memorandum of Understanding (MOU) with PACC for the establishment of KDs in all the PNP offices/units;
- d) Coordinate with other concerned PNP offices/units to monitor the program and ensure establishment of the KDs at their AOR;
- e) Direct all police offices/units to deploy/detail their respective KD Officers who shall monitor the program and oversee the proper deportment and behavior of their respective personnel;
- f) Direct PCADG and all PNP offices/units to conduct info campaign through tri-media and seminars and dissemination of information materials on the said program;
- g) Direct lower units to submit periodic reports to DPCR as basis of reports to PACC and Command Group; and
- h) Perform other tasks as directed.

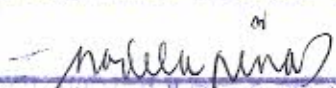
2) DC

- a) Provide funds to support the program; and
- b) Perform other tasks as directed.

3) PCADG

- a) Act as the OPR and monitor the implementation of the KD nationwide;
- b) Shall provide, in coordination with PACC, the email address and contact number of PACC, including the information of how to download "dulugan" forms to all KD Officers and other responsible officers;
- c) Shall provide to the KD officers/responsible officers, in coordination with CAD, DPCR and PACC, the agreed upon reporting

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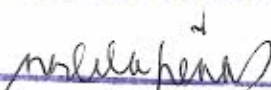


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mechanisms and processes, i.e. flowchart on the processing of complaints;

- d) Establish a KD at the Complaint Referral and Monitoring Center (CRMC);
 - e) Detail KD Officer at the CRMC who shall monitor and oversee the PNP personnel detailed thereat;
 - f) Prepare and conduct info campaign to accredited force multipliers to inform the public about the said program;
 - g) Monitor and ensure the proper deportment of all PNP personnel detailed at the KD;
 - h) Conduct coordination with PACC and other concerned government agencies as needed;
 - i) Consolidate reports from PROs re KDs;
 - j) Submit Quarterly Reports to DPCR regarding the status of KDs, number of complaints received and the actions taken, and
 - k) Perform other tasks as necessary.
- 4) **PIO**
- a) Provide media mileage/information drive on the said project in support to PACC; and
 - b) Perform other tasks as directed.
- 5) **NSUs**
- a) Establish KDs within their respective frontline offices so that the public can readily and easily send their complaints on graft and corruption and other forms of injustices;
 - b) Monitor and ensure the proper deportment/behavior of all PNP personnel detailed at the KDs;
 - c) Shall ensure the safety, well-being and anonymity of all complainants at the desks;
 - d) Submit Monthly Reports to PCADG copy furnished DPCR (Attn: CAD) on status of KDs and number of complaints and actions taken; and
 - e) Perform other tasks as directed.

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PLTCOL NIEVES A DELA PEÑA 24/20/20
Administrative Officer

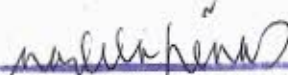
6) All PROs

- a) Establish KDs at all police stations and sub-stations within their respective AORs so that the public can readily and easily send their complaints on graft and corruption and other forms of injustices;
- b) Ensure that KDs at police stations shall be properly monitored through their RCADDs;
- c) Prepare and conduct info campaign to accredited force multipliers to inform the public about the said program;
- d) Monitor and ensure the proper deportment/behavior of all PNP personnel detailed at the KD;
- e) Coordinate with other concerned government agencies, if necessary;
- f) Shall ensure the safety, well-being and anonymity of all complainants at the desks;
- g) Submit Monthly Reports to PCADG copy furnished DPCR (Attn: CAD) on status of KDs and number of complaints and actions taken; and
- h) Perform other tasks as directed.

7) PROCEDURES:

- a. PNP personnel who will be detailed at the KDs shall be covered with letter orders and shall submit reports to their respective immediate supervisors on a weekly basis;
- b. PNP line unit commanders shall be held responsible for the behavior and actions of personnel detailed at the KDs;
- c. Heads of Offices/Units nationwide are encouraged to supervise and to monitor the operation and the integrity of KDs;
- d. All PROs shall come up with their respective IMPLAN to be submitted to PCADG, copy furnished DPCR (Attn.: CAD);
- e. Official KD boxes shall be placed at the designated KDs where complainants can drop their complaints or concerns;
- f. For purposes of uniformity, standard design and size of drop boxes will be provided by PACC through PCADG;
- g. Complaint "dulugan" forms will be provided at the desks and are downloadable online;

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Administrative Officer

h. All PNP personnel are encouraged to assist and support the information drive about the project; and

i. Lateral coordination between tasked offices is highly encouraged.

8) ADMINISTRATIVE SANCTIONS:

Any violation of this MC or failure to implement or comply with the provisions of this MC shall be a ground for the imposition of administrative sanction in accordance with existing policies, rules and regulations.

9) REPEALING CLAUSE:

All issuances, memoranda and regulations, issued by the PNP which are inconsistent with the provisions of this MC are hereby repealed or amended accordingly.

10) EFFECTIVITY:

This MC shall take effect after 15 days from the filing of a copy thereof at the UP Law Center in consonance with Sections 3 and 4 of Chapter 2, Book VII of Executive Order Number 292, otherwise known as the "Revised Administrative Code of 1987," as amended.



Archie Francisco F. Gamboa
ARCHIE FRANCISCO F GAMBOA
Police General
Chief, PNP

CPNP Ltrs 20 S081487



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Distribution:

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Maria Leticia P. dela Peña
MARIA LETICIA P. DELA PEÑA 204/20/20
Administrative Officer



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MEMORANDUM

Republic of the Philippines
NATIONAL POLICE COMMISSION
NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE
DIRECTORATE FOR POLICE COMMUNITY RELATIONS
Camp BGen Rafael T Crame, Quezon City



FOR : CPNP

TDCA

TDCO

TACDS

FROM : TDPCR

SUBJECT : Request for approval and signature on the draft PNP MC re Policies and Guidelines in the Creation of the Katarungan Desks (KDs) in all PNP Stations

DATE : February 20, 2020

6/5/20
DATE
APPROVED / DISAPPROVED
C. PNP

CPNP A Doc 20 A048163
A048163


1. References:

- Draft PNP MC re Policies and Guidelines in the Creation of the Katarungan Desks (KDs) in all PNP Stations Nationwide; and
- Inputs, comments and suggestions from other PNP Directorates and Offices.

2. This draft PNP MC aims to promote integrity, and high standard of ethics and service among public officials and employees through the establishment of Katarungan Desks (KDs) in all police stations and sub-stations nationwide, in coordination with the Presidential Anti-Corruption Commission (PACC). This is to support the government's campaign against graft and corruption. Moreover, this will provide the public a safer and more accessible platform to report graft and corruption activities they have witnessed.

3. In this regard, respectfully request for approval and signature of the CPNP on the draft MC.

4. For approval and signature.


BENIGNO B DURANA, JR.
Police Major General

OTCDS T02233H

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In Doc 20 P464982