Republic of the Philippines

Republic of the Philippines National Police Commission

NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE OFFICE OF THE CHIEF, PNP

Camp BGen Rafael T Crame, Quezon City

2 6 AUG 2020

PNP MEMORANDUM CIRCULAR

NO.: 2020 -05 3

PNP OVERSEAS FILIPINO HELPLINE (PNP OF HELP)

1. REFERENCES:

- a. Republic Act (RA) No. 11479, "An Act to Prevent, Prohibit and Penalize Terrorism, Thereby Repealing Republic Act No. 9372, Otherwise Known as the "Human Security Act";
- b. RA No. 10175, "An Act Defining Cybercrime, Providing For The Prevention, Investigation, Suppression and The Imposition Of Penalties Therefor and For Other Purposes";
- c. RA No. 10022, "An Act Amending Republic Act No. 8042, Otherwise Known As the Migrant Workers and Overseas Filipinos Act of 1995, As Amended, Further Improving the Standard of Protection and Promotion of the Welfare of Migrant Workers, their Families and Overseas Filipinos in Distress, and for Other Purposes";
- d. RA No. 8042, "An Act To Institute the Policies of Overseas Employment and Establish a Higher Standard of Protection and Promotion of the Welfare of Migrant Workers, their Families and Overseas Filipinos in Distress, and for Other Purposes";
- e. EO 70 "Institutionalizing the Whole-of-Nation Approach in Attaining Inclusive and Sustainable Peace, Creating a National Task Force to End Local Communist Armed Conflict, and Directing the Adoption of a National Peace Framework":
- f. Presidential Directive No. 2019-0265 Designation of Police Attachés in Overseas Filipino Worker (OFW)-Rich Countries;
- g. PNP P.A.T.R.O.L. PLAN 2030;
- h. Community and Service-Oriented Policing (CSOP) System;
- i. PNP Memorandum Circular (MC) No. 2019-046 Police Community Affairs and Development Master Plan "Tagataguyod";
- j. PNP MC No. 2016-011 "Enhanced PNP Complaint and Referral Monitoring System dated March 24, 2016;
- k. PNP MC No. 2016-005 "Revised Rules Governing the Management of the Office of the Police Attaché at the Philippine Foreign Service Posts"; and
- I. Approved Memorandum to CPNP re PNP Global Community Relations dated July 27, 2018.

2. RATIONALE:

This PNP Memorandum Circular (MC) shall set the policies and procedures to be undertaken by all concerned PNP offices/units for the creation and

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Page 1 of 14

Administrative Officer

establishment of the Philippine National Police Overseas Filipino (OF) Help Line "PNP OF HELP" through the establishment of Overseas Filipino/Overseas Filipino Worker (OF/OFW) Desk in all police stations, relevant police offices/units, and specific social media (SOCMED) platforms to ensure the widest reach of assistance to Overseas Filipinos and their families. The MC shall develop an inter-agency coordinating mechanism that would result in the more effective and efficient delivery of public safety services.

3. SITUATION:

For the longest time, our OFs/OFWs have sacrificed a lot to provide a better life to their loved ones in the country. In so doing, their remittances have immensely contributed to the Philippine economy. Indeed, OFs/OFWs are the real modern heroes.

Unfortunately, there are cases or instances where OF/OFW and their immediate families are subjected to unfavorable situations, thus, government intervention is necessary to prevent further damage or demoralization.

Globally, there are approximately 10.2 million OFs where 4.8 million of which are permanent migrants, 4.2 million as temporary migrants, and 1.2 million are irregular migrants.

These numbers highly contributed to high personal remittances received by Filipinos, which according to the World Bank is estimated at 10.21 percent of the GDP. In 2019, the Philippines received 1.68 trillion pesos in remittances, making the country the world's 4th biggest remittance recipient, thus, helping to stimulate our economy.

The increasing number of OFs/OFWs worldwide can be attributed to the characteristics of Filipinos of being hardworking, honest, and respectful working individuals making the Philippines a good source of employees and staff around the world. However, the outflux of Filipinos has trade-offs as well, as they leave their immediate and/or extended families behind causing restlessness and insecurities of OFs/OFWs since most of them are the breadwinners of their families. This is where the need to provide the sense of security and safety to their families is of utmost importance, which the government, through the PNP, can provide as long as a platform for realizing it is established.

To effectively reach out to OFs/OFWs around the world and address their concerns, the Police Community Affairs and Development Group (PCADG) launched the PNP Global PCR in 2018, where a Police Community Relations (PCR) Team visited and reached out to OFs/OFWs around the world. This project also included the creation of a social media platform that caters to the complaints and/or concerns of OFs/OFWs. However, the project has its own limitation due to finite resources and lesser expanse of its operations not to mention the concerns on inter-agency coordination on issues that are beyond the scope of the PNP organization.

On August 8, 2019, a Global PCR initiative was approved by the Chief, PNP which was an offshoot of a Memorandum of Agreement (MOA) signed on April

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Page 2 of 14

30, 2018, between the Police Community Relations Group, the NGOs, and advocacy support groups that have international chapters. This stipulated the terms of engagements and support of both parties in promoting wider collaboration relative to the advocacies of the PNP.

The Global PCR was widely accepted internationally by OF/OFW communities, with 22 project launchings completed spread across USA, Europe, and the Middle East where a large concentration of OFs/OFWs is recorded. The project has since slowed down.

On July 12, 2019, President RODRIGO ROA DUTERTE during the *Araw ng Pasasalamat* for OFWs at Camp General Emilio Aguinaldo, Quezon City directed the PNP through the Department of Interior and Local Government (DILG) to designate Police Attachés to serve as a liaison between the OFs/OFWs and their families and concerned government agencies should the OFs/OFWs and their immediate families have safety concerns in the Philippines. The signing of the MOA between the PNP, Department of Foreign Affairs (DFA), DILG, Department of Labor and Employment (DOLE), Department of Trade and Industry (DTI), Overseas Workers Welfare Administration (OWWA), Philippine Overseas Employment Administration (POEA), Technical Education and Skills Development Authority (TESDA), and DDS-Global was also conducted during the event.

This opened up the common platform for coordination, cooperation, and collaboration by the various government agencies involved and integrating the relevant functions of PNP Global PCR with the function of PNP Police Attachés deployed in the Philippine Embassies/Consulates that may include the counter-radicalization of Filipinos overseas, employment of the Quad concept of operations, and engagement and possible mobilization of OFs/OFWs while harnessing their potential.

It is therefore more strategic and sustainable to establish a system that will cater to the needs of the OFs/OFWs, especially on security and safety concerns, by enhancing further the PNP Global PCR Project and making its implementation at the strategic level. This system shall aim to deliver the services the PNP could offer towards the OFs/OFWs worldwide and/or their immediate families in the Philippines. Without a doubt, this effort will be one way of achieving our sworn duty of serving and protecting the Filipino people beyond geographical boundaries.

4. PURPOSE:

To strengthen the interrelationship between the PNP and OFs/OFWs around the world, the PNP, in coordination, cooperation and collaboration with the DFA, DILG, POEA, OWWA, and other relevant government agencies will implement this MC, that shall serve as a guide in assisting our OFs/OFWs and their immediate families within the territorial limits of jurisdiction of the PNP.

5. DEFINITION OF TERMS:

 a. Cybercrime - refers to a crime committed with the use of a computer and a network such as hacking, sextortion, child pornography, and CERTIFIED TRUE COPY

PLTCOL NIEVES A DELA PENA
Administrative Officer

Page 3 of 14

- other illicit activities. Such activities inflict a threat to the people or a nation's security and financial health.
- b. **Extended Family** is defined as a person's relatives outside the immediate circle of his/her spouse or children.
- c. Family refers to a specific group of people who share common ancestors, and are made up of partners, children, parents, aunts, uncles, cousins, and grandparents.
- d. Global Awareness refers to an understanding of how environmental, social, cultural, economic, and political factors impact the world.
- e. **Head of Post (HOP)** is the Philippine Ambassador, Permanent Representative, Consul General, or other officers of the Post designated by the Secretary of Foreign Affairs (SFA) as Head of Post.
- f. Host Countries refer to nations in which representatives or organizations of another state are present because of government invitation and/or international agreement.
- g. **Immediate Family** refer to a person's parents, siblings, spouse, children, or an individual related by blood whose close association is equivalent of a family relationship.
- Overseas Filipinos (OFs) refers to persons who are of Filipino descent who live as a permanent or temporary resident/s of a different country.
- Overseas Filipino Help Desk is an assistance platform that caters all safety and security-related complaints and concerns of OFs and OFWs.
- Overseas Filipino Workers (OFVVs) refers to the Filipino citizens who are living and working abroad for a limited period or under a specific work contract.
- K. OF-Related Complaint/Concern refer to issues involving the safety and security of the OF/OFW and their immediate family.
- Office of the Police Attaché (OPA) is an overseas office under the immediate administrative control and supervision of the Head of Post and at the same time under the operational control and supervision of the PNP through the Directorate for Intelligence.
- m. One-Country Team refers to all officers, representatives, and personnel of the Philippine government posted abroad shall, on a percountry basis, act as one country-team with a mission under the leadership of the Ambassador, who shall act as the team leader. In host countries where there are consulates, such consulates shall also

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Page 4 of 14

constitute part of the country-team under the leadership of the Ambassador.

n. Police Attaché (PA) – is a senior Police Commissioned Officer (PCO) with duties and functions of a Police Officer and a Diplomat at the same time. He may also be called Police Liaison Officer (PLO), Police Liaison Attaché (PLA), or as the case may be depending on the accreditation by the host country.

6. GUIDELINES:

a. General Guidelines:

- 1) The PNP shall implement this MC through the establishment of PNP Overseas Filipino Help Desk in all police stations, Offices of Police Attachés (OPA) around the world, and SOCMED platform that will be supervised by the PCADG;
- 2) The Directorate for Intelligence (DI) shall be responsible for ensuring that its respective OPAs shall act as the channels of OFs/OFWs complaints and concerns, either walk-ins or any other means, except SOCMED platform. Further, DI shall ensure that all complaints/concerns received by the OPAs shall be referred to the Directorate for Police Community Relations (DPCR), through FLD-DI which shall follow up the cases and the required actions from the concerned PNP units. Furthermore, the DI, through the OPA, shall maximize the One-Country Team Approach in furthering the assistance to OFs/OFWs, especially on matters concerning safety and security:
- 3) The OPAs, through FLD-DI, shall evaluate the complaints/concerns and refer the same to an appropriate or concerned government agency if it does not require police intervention:
- 4) If the complaints/concerns involve other government agencies, the Office of the Police Attaché shall refer the matter to the concerned government agency either directly employing the One Country Team System in Philippine Embassies/Consulates or through FLD-DI in case the complaints/concerns require action from other government offices in the home country. The OPAs shall submit their action taken to FLD-DI, which shall submit the same to DPCR;
- 5) To ensure wider reach, the Office of the Police Attaché (OPA) shall engage and mobilize existing Filipino groups in their respective areas and disseminate information and goals of PNP Overseas Filipino Helpline (PNP OF HELP) Memorandum Circular and submit reports to DI, copy furnished the DPCR:
- 6) The DPCR through the Community Affairs Division (CAD) shall refer the OF/OFW complaints/concerns to Police Regional Offices

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Page 5 of 14

- (PROs), National Support Units (NSUs) through their Regional Community Affairs and Development Division (RCADDs)/Police Community Relations Section (PCRS);
- 7) The RCADDs shall ensure that the OF/OFW complaints/concerns endorsed by the DPCR are referred to the concerned Police Provincial Office for them to direct the police stations that have jurisdiction on the complaints/concerns for appropriate action. Once the complaints/concerns are acted upon by the concerned police station/unit, and a report is received, the RCADDs shall immediately report the actions taken to CAD, DPCR;
- 8) The Chiefs of Police (COPs) in all police stations shall ensure that the referred complaints/concerns are acted upon, and a subsequent report on their action taken is submitted through proper reporting lines. The COPs must ensure that his/her PCR officers administer the Station/Unit Overseas Filipino/Overseas Filipino Worker Help Desk and that all incoming OF-related concerns/complaints either those referred from abroad or walk-ins are referred by the station/unit personnel to their PCR officer;
- 9) The NSUs shall ensure that the complaints/concerns will be immediately referred to its concerned field offices for their appropriate action. Subsequent after action report shall be submitted as well through proper reporting lines;
- 10)The Women and Children Protection Center (WCPC) whenever complaints/concerns involve violations against women and children (VAWC) shall perform the functions of their unit with utmost responsibility, for it is crucial in the attainment of the purpose of this MC;
- 11)Field Commanders in all field units shall ensure that the referred complaints/concerns are acted upon and shall submit a report on action taken to their respective Regional Offices, who shall likewise submit the report to DPCR through proper channel;
- 12)The PCADG shall establish, operate and maintain on a 24/7 basis a specific SOCMED page named "PNP Overseas Filipino Help Line" otherwise known as "PNP OF HELP". All received complaints/concerns of OFs through this platform shall be referred to the concerned offices/units. PCADG shall follow up the referred complaint/concern with the appropriate unit/office and shall report all its actions taken to CAD, DPCR;
- 13)The flowchart shown below will serve as a guide in the process of receiving complaints/concerns up to its referral to the concerned PNP units/offices and/or to the referral to appropriate government Bureau/Agency:

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PLTCOL NIEVES A DELA PEÑA Administrative Officer concerted effort among the relevant government agencies, and the PNP;

19) The diagram shown below is the concept of implementing this MC, which will serve as a guide of the units/offices in the PNP.



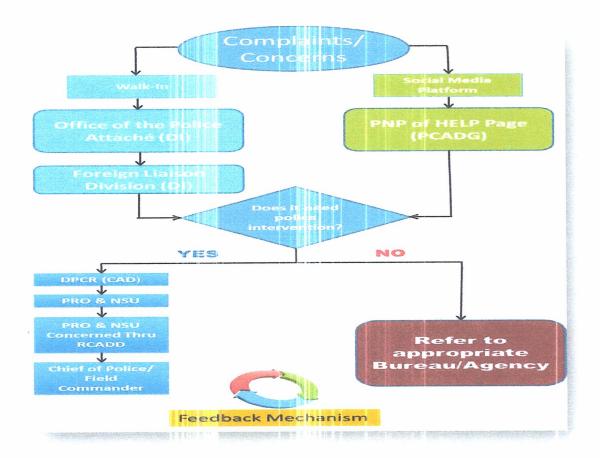
b. Responsibilities:

1) DPCR

- a) Act as the overall supervisor in the implementation of this MC;
- Through its Community Affairs Division (CAD), shall seek the assistance and/or coordination of other relevant government agencies to ensure proper implementation of this MC;
- Ensure to institutionalize the reporting and monitoring system of this MC;
- d) Lead the forging of Memorandum of Understanding (MOU)/MOA, as appropriate, with other National Government Agencies on the establishment of OFs Help Desk in the OPA and in all police stations;
- e) Take an active role being the OPR on Multi-Agency Coordination Mechanism, while DI, DO and DIDM to provide assistance in forging MOA/MOU;
- Monitor the detail of PCADG KD Officer at the CRMC who shall monitor and oversee the operationalization of its OFs Help Desk;
- g) Ensure PCADG's establishment of a SOCMED account "PNP OF HELP" that will cater on 24/7 basis the OFs and OFWs complaints and concerns within the PNP mandate;



Page 8 of 14



- 14) Significant to this MC is the importance of inter-agency coordination, through strengthening the coordinating mechanisms between the PNP and other government agencies by building and maximizing relationships to pursue their contribution in addressing the complaints/concerns of the OFs/OFWs that fall on their mandate;
- 15) The DPCR through the PCADG shall be the lead unit in coordinating with other government agencies and engaging international stakeholders;
- 16) Critical to this MC is the prompt action of police personnel who are to respond on the complaints/concerns of the OF/OFWs received by the OPAs, PCADG SOCMED Pages, and PNP OF/OFW Desks in all police stations/units;
- All tasked units are required to act immediately, and perform their duties with utmost responsibility on all complaints/concerns of OFs/OFWs;
- 18) The DI, through the OPAs, in coordination with DPCR, shall be the lead unit in engaging through organizing and mobilizing OF/OFWs and other key stakeholders that would create and sustain a

PLTCOL NIEVES A DELA PEÑA
Administrative Officer

Page 7 of 14

- h) Coordinate with other concerned PNP units/offices to monitor the program and ensure establishment of the OFs Help Desks at their AOR:
- Develop and provide a PCR-related seminar for all Offices of Police Attachés incorporated in the Pre-Deployment Orientation Seminar;
- j) Direct PCADG, PIO and all PNP offices/units to conduct information campaign and dissemination of information materials on the said program;
- birect lower units to submit periodic reports to DPCR as basis of reports to the Command Group; and
- I) Perform other tasks as directed.

2) DI

- Ensure inclusion of PCR-related seminar in the Pre-Deployment Orientation Seminar for all Police Attachés and their Assistants prior deployment;
- Ensure coordination with the ICPO-Interpol-NCB Manila, ASEANAPOL, and other Foreign Law Enforcement Community to assist in fast-tracking and hastening the coordination to address security, public order, and public safety of our OFs/OFWs;
- Facilitate the designation of OPA personnel as Focal Persons to assist OFs/OFWs abroad and their immediate families in the Philippines;
- d) Ensure that all complaints/concerns received by OPAs shall be referred to DPCR, through FLD-DI;
- e) Provide intelligence support to investigative units tasked to provide the required police intervention;
- f) Submit copy of furnished reports to CAD, DPCR; and
- g) Perform other tasks as directed.

3) DO

- Ensure the updating of permanent telephone numbers of police units and key officers and the postpaid mobile numbers including those of the Chiefs of Police PNP-wide and furnished the PCADG upon request;
- Ensure inclusion of the "PNP OF HELP" mechanisms in the Police Operational Procedures;

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Administrative Officer

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Page 9 of 14

- Provide necessary operational support to ensure the successful implementation of this MC; and
- d) Perform other tasks as directed.

4) DIDM

- a) Overall supervisor in the investigation of the referred reports concerning the families of OFs and OFWs that occurred locally in which the country has jurisdiction;
- Ensure the availability of Women and Children Protection Desk (WCPD) investigator/s on OF/OFW cases that may require their expertise;
- c) Ensure that all cases concerning OF/OFW and their immediate families that transpired locally are encoded in the Crime Information Reporting and Analysis System (CIRAS) and regularly update the status of these cases in the system; and
- d) Perform other tasks as directed.

5) DPL

- a) Assist the DI in the coordination with the PCTC, ICPO-Interpol-NCB Manila, ASEANAPOL, and other Foreign Law Enforcement Agencies, among others, to assist in fast-tracking and hastening the coordination to address security and public order, and public safety of OFs/OFWs; and
- b) Perform other tasks as directed.

6) DC

- a) Allocate funds necessary for the implementation of this MC; and
- b) Perform other tasks as directed.

7) PCADG

- Serve as the lead operating unit in the implementation of this program;
- b) Lead the coordination and engagement with OFs and OFWs abroad to capacitate and empower them to become PNP's voice/ambassadors relative to PNP's advocacies worldwide, especially in creating global awareness in promoting the Philippines as a viable investment location and awesome tourist destination:
- c) Serve as the conduit between the PNP and other government agencies in addressing the OF/OFW complaints/concerns and their immediate families left behind in the country;

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- d) Act on complaints/concerns directly received from OFs and OFWs and endorse the same to appropriate/concerned PNP units/offices and/or different government agencies for proper disposition;
- e) Act on complaints/concerns received from OFs and OFWs endorsed by other PNP units/offices (DI, PROs, NSUs) and refer the same to concerned/appropriate government agencies for proper disposition;
- f) Act on complaints/concerns received from OFs and OFWs endorsed by the different government agencies necessitating police action and endorse the same to concerned/appropriate PNP Units/Offices for proper disposition/action taken;
- g) Follow-up referred/endorsed complaints/concerns of OFs and OFWs to other PNP units/offices and different government agencies for feedback to the OF/OFW concerned;
- Maintain a database of all complaints/concerns received from OFs and OFWs directly received by PCADG, and those referred by other PNP units/offices and different government agencies, with respective disposition/action taken;
- Maintain a list of OF/OFW organizations and individuals, in coordination with appropriate government agencies;
- j) Facilitate MOA signing between different government agencies in providing immediate assistance to OFs and OFWs and their immediate families:
- k) Create a Secretariat composed of personnel from DPCR, DI, and PCADG to facilitate records keeping, including a database of OF/OFW organizations worldwide;
- Ensure all reports captured in SOCMED are properly endorsed to the appropriate PNP Units/Offices and/or government agency;
- m) Manage an appropriate social media account for PNP OF HELP;
- n) Ensure immediate referral on the reports and concerns related to PNP OF HELP:
- o) Provide feedback to the complainant/caller;
- Utilize TRIMP (Television, Radio, Internet, Messaging, and Print) for information dissemination and featuring PNP OF HELP;

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PLTCOV NIEVES A DELA PENA
Administrative Officer

Page 11 of 14

- q) Coordinate with ITMS regarding the creation of a website and social media page for the PNP OF HELP;
- Manage the website (with web hosting) and social media page created by ITMS;
- s) Ensure submission of report on handled OFs and OFWs complaints and concerns especially those captured in the SOCMED account;
- t) Coordinate with the Barangay Affairs of DILG for the creation of Barangay OFW Desk; and
- u) Perform other tasks as directed.

8) CIDG

- a) Ensure the prompt handling of complaints/concerns of OFs/OFWs especially those cases that requires extensive investigations;
- b) Submit report to CAD, DPCR on actions taken on cases involving OFs/OFWs complaints/concerns; and
- c) Perform other tasks as directed.

9) WCPC

- Ensure that OF/OFW complaints/concerns involving women and children and trafficking in persons shall be dealt with utmost care and confidentiality, and immediately forward to the appropriate field unit;
- b) Submit report to CAD, DPCR on actions taken on cases involving OFs/OFWs complaints/concerns; and
- c) Perform other tasks as directed.

10) ACG

- a) Ensure that all cybercrime-related complaints/concerns OFs/ OFWs are acted upon;
- b) Conduct cyber patrolling on issues and concerns involving OFs/OFWs around the world:
- c) Ensure submission of reports on OFs/OFWs-related concerns to CAD, DPCR for disposition; and
- d) Perform other tasks as directed.

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Administrative Officer

Page 12 of 14

11) ITMS

- a) Create a website and social media page for the PNP OF HELP in coordination with PCADG; and
- b) Perform other tasks as directed.

12) PROs

- a) Establish OF/OFW Desks in all police stations/units where OFs/OFWs and their immediate families can easily report their complaints/concerns;
- Ensure that appropriate action/s are taken to issues and concerns of OFs/OFWs families in your respective AORs;
- Supervise the implementation of this MC in your respective AOR;
- d) Ensure submission of reports on OFs/OFWs-related complaints/concerns to CAD, DPCR;
- e) Provide necessary support to tasked offices/units to ensure the successful implementation of this MC;
- f) RD, PROs through the RCADDs shall provide assistance and coordination with LGUs for the creation of Barangay OFW Desks in your respective AORs; and
- g) Perform other tasks as directed.

13) NSUs

- a) Ensure that appropriate action/s are taken to complaints and concerns of OFs/OFWs families in your respective AORs;
- b) Ensure submission of reports on OFs/OFWs-related complaints/concerns to CAD, DPCR;
- c) Strengthen the conduct of inter-agency coordination;
- d) Provide necessary support to tasked offices/units to ensure the successful implementation of this MC; and
- e) Perform other tasks as directed.

c. COORDINATING INSTRUCTIONS:

 All Unit Commanders shall be held responsible and accountable for the prompt actions on all complaints, concerns, reports and other issues of the OFs/ OFWs and their families, and the submission of reports and compliances and sending of feedbacks of the actions taken therein to the CRMC, PCADG;

PLTCOL NIEVES A DELA PENA

Page 13 of 14

- 2) All PNP personnel are encouraged to assist and support the information dissemination drive for the success of this program; and
- 3) Lateral coordination is highly encouraged to ensure the successful implementation of this MC.

7. ADMINISTRATIVE SANCTIONS:

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

8. REPEALING CLAUSE:

All provisions of existing circulars and other issuances inconsistent with this MC are hereby rescinded, repealed, and modified accordingly.

9. 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
Police General
Chief, PNP

Distribution:

Command Group

D-Staff

P-Staff

RD. PROs

D, NSUs

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