



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

MAY 06 2021

MEMORANDUM CIRCULAR
NO. 2021-049

**GUIDELINES AND PROCEDURES ON THE CREATION AND MAINTENANCE OF
THE PNP PENSIONERS' ONLINE ACCOUNTING SYSTEM**

1. REFERENCES:

- a. Republic Act (RA) 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR) issued on August 13, 2019;
- b. RA 10173 entitled: "An Act Protecting Individual Personal Information in Information and Communications Systems in the Government and the Private Sector, Creating for this Purpose a National Privacy Commission, and for Other Purposes";
- c. RA 9485 otherwise known as the "Anti-Red Tape Act of 2007" dated June 2, 2007;
- d. National Computer Center Memorandum Circular (MC) 2003-01 "Guidelines on Compliance to E-Commerce Act (RA 8792) and Stage 2 and 3 of the UN-ASPA Five Stages of E-Government";
- e. MC No. 2020-049 dated July 21, 2020, entitled: "Guidelines and Procedures of the "Pensioner Ko Sagot Ko" Project";
- f. MC No. 14-2019 dated April 17, 2019 entitled: "Guidelines and Procedures in the Organization and Operationalization of the Interim Program Management Office (PMO) for the Implementation of the PNP Digital Transformation Plan also known as S.M.A.R.T. Policing"; and
- g. PNP Standard Operating Procedure No. 2020-001 dated February 3, 2020, entitled: "Policies and Guidelines in the Conduct of Accounting, Monitoring and Periodic Audit of Pensioners for the Protection of the PNP Pension Fund."

2. RATIONALE:

This Memorandum Circular (MC) provides the guidelines and procedures for the creation and maintenance of the Philippine National Police Pensioner's Online Accounting System (PNP POAS) in aid of the PNP's "Pensioner Ko Sagot Ko" (PKSK) project.

PRBS
Local 7549

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It shall establish a real-time online accounting system for PNP pensioners to manage and organize all data/information update in compliance with the PKSK project and to ensure that they have ease of access and they are kept abreast with the ever-changing world of Information Technology.

3. SITUATION:

As of March 31, 2021, there are 90,824 pensioners in the alpha list. Relative to this, billions in the 2020 General Appropriations Act were allocated for the PNP Pension Fund, making it imperative for the PNP to follow stringent auditing rules of the Commission on Audit by ensuring the integrity and accuracy of the alpha list of the pensioners.

On July 21, 2020, the CPNP approved MC No. 2020-049 providing the guidelines and procedures on the PKSK project. The said MC intends to rekindle the unique sense of camaraderie and fellowship between and among the 207,866 PNP personnel in the active service and the estimated ninety thousand pensioners, thus, ensuring the integrity and accuracy of the alpha list of the pensioners through the regular wellness check and visitation and/or audit.

However, during the execution of the PKSK project, the pensioner role in the PKSK project undergoes a long process that takes several days. The process involves active buddy visitation of the pensioner, updating the pensioner's update form, accomplishing the affidavit of the undertaking, and submitting the update report to the concerned offices. On the other hand, the Active Personnel Buddy (APB) also needs to undertake the quarterly wellness check and visitation of their respective pensioner-buddy, which takes ample time and resources.

The PNP endeavors to continue the gains of all the previous initiatives by developing a real-time and online accounting system for PNP pensioners in line with the PNP SMART policing and the PKSK program of the PNP.

4. PURPOSE:

This MC shall serve as the operational plan in setting procedures for the development, deployment, user's training, usage, maintenance, and continuous innovation of the PNP POAS to deliver an international standard, state of the art, efficient, and real-time pensioner online accounting strategy for the PNP.

It shall also provide the proper creation and/or deactivation of accounts created in the PNP POAS; remind the users periodically about data privacy and security; and designate tasks and responsibilities to specific office/unit and personnel of the PNP.

a. Specific Objectives

The project aims to provide:

- 1) Real-time and online accounting of pensioners;
- 2) Executive-level reports;

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- 3) Single access to PNP pensioner's update/information;
- 4) Fast and real-time information;
- 5) Establish a safe and secured personal transaction;
- 6) Promote personal responsibility and accountability; and
- 7) Integration avenue of PNP POAS to PNP Human Resource Management Information System (HRMIS).

5. DEFINITION OF TERMS:

- a. Active Personnel-Buddy (APB) – refers to the personnel of the PNP with the rank of Police Lieutenant Colonel down to Patrolman who was matched/paired with and assigned to a pensioner-buddy;
- b. Audit – refers to the act or process of validating the names of the pensioners and removing spurious names or claims in the pensioner alpha list or databases;
- c. Buddy System – refers to the gender and age-sensitive system of matching or pairing with and assigning active personnel of the PNP to a pensioner to check the wellness of, assist, physically accounting and updating the latter;
- d. Database – an organized group or set of inter-related information about a subject that can be processed, retrieved, analyzed, and used in drawing conclusions and making decisions;
- e. Discrepancy – refers to the inconsistencies in documents or databases;
- f. E-mail – is the digital mechanism for exchanging messages through Internet or Intranet communication platforms;
- g. Hardware – the electronic and physical components, boards, peripherals, and equipment that make up a computer system distinguished from the programs (software) that tell these components what to do. It is the physical components consisting of the input devices, central processor, output devices, and storage devices;
- h. Information and Communications Technology (ICT) – is the totality of the electronic means employed to collect systematically, process, store, present, and share information to end-users in support of their activities. It consists of computer systems, office systems, consumer electronics and telecommunications technologies, and networked information infrastructure, the components of which include the telephone system, the Internet, fax machines, computers, and its accompanying methodologies, processes, rules, and conventions. It is a combination of computer technology, microelectronics applications, and communications information techniques and methods. It

encompasses the use of computers, data communications, office systems technologies, and any technology that deals with the modern-day application of computing and/or communication. It can also be seen as the marriage of information technology and data communication;

- i. Information System – a system of major processes or operations that facilitates the storage, processing, retrieval, and generation of information for decision-making, planning, controlling, and monitoring purposes. It also refers to a group of related processes (manual or computerized) designed to generate information for the exclusive support of a major functional area of an organization;
- j. Information System owner – PNP office/unit that legally owns the Information System;
- k. Internet – a worldwide interconnection of millions of computer networks and databases. It is popularly referred to as the Information Superhighway, the Web, or simply as the Net;
- l. Internet Service Provider – an entity or company that provides connection services to the Internet. Access to the Internet is provided through its facility linked to the Internet. Such service provider may be a commercial entity, an institution, a university, or any other entity that has already a link to the Internet;
- m. Pensioner Wellness Check, Visitation, and Monitoring – refers to the acts of the APB of establishing contact with his/her pensioner buddy, explaining the PKSK program, visiting and checking the well-being and status of the latter and reporting any significant event regarding his/her pensioner-buddy (PB);
- n. Pensioner-Buddy (PB) – refers to the pensioner who was matched or paired with his/her active personnel-buddy;
- o. PNP Pensioner – refers to an Integrated National Police or PNP Retiree, transferee, survivor, or TPPD who remains qualified;
- p. Retiree – refers to a PNP uniformed personnel who either optionally retired after at least 20 years of satisfactory active service or compulsorily retired upon the attainment of the age of 56;
- q. Server – a computer that shares its resources, such as printers and files, with other computers on the network. One example of this is a Novell network Server that shares its disk space with a workstation that does not have a disk drive of its own. A computer that makes services, as access to data files, programs, and peripheral services, available to workstations on a network;
- Software – a set of instructions encoded to a computer (and its peripheral equipment) to execute a command or process data. It uses

a computer-understandable language. These are the non-physical components, which may be an operating system, a development language, database management system, network management software, set of computer tools and utilities, or an application package, as well as the machine-coded instructions that direct and control the different hardware facilities;

- s. Software License – an agreement between a user and a software house, giving details of the right of the user to use or copy software; a legal right granted for a company/agency to run a software program. For every software program used, a license is needed and granted to the user (company or agency) and is documented in a license agreement;
- t. Survivor – refers to the beneficiary/ies of a PNP personnel who died while in the active police service or killed in police operations;
- u. Transferee – refers to a beneficiary/ies of a deceased retiree;
- v. User/Client – refers to the user of a workstation connected to a network;
- w. Workstation – a networked personal computing device that accepts, processes, stores, and outputs data at high speeds according to programmed instructions.

6. GUIDELINES:

a. General Guidelines:

In reference to the approved MC on the PNP PKSK project, the PNP Retirement and Benefits Administration Service (PRBS), through the support of the ITMS, shall initiate the development and implementation of a PNP POAS. The PNP POAS is envisioned to be an online portal for updating the PNP pensioner's status.

The project shall include training for systems administrators, end-users, and top-level managers. It shall also involve the awareness campaign of the project for the full acceptability of all the stakeholders. All related training shall be compliant with the minimum health standard and safety protocols under the "New Normal."

The DICTM shall supervise the smooth implementation, while ITMS shall be the office primary responsible in developing the PNP POAS. The PRBS being the office tasked to process the pension and retirement benefits of the PNP, shall be the project owner, thus, will be responsible for the successful implementation and maintenance of the PNP POAS project.

All concerned PNP offices/units shall ensure full support in this endeavor through but not limited to providing information on processes,

systems, and databases interrelated to the pension and retirement process. Likewise, concerned offices shall work hand-in-hand to ensure the successful development and implementation of the PNP POAS.

Ultimately, the PNP pensioner's online accounting system shall pave the way for an improved pension and retirement management system in the PNP, enabling interactive transactions, an online portal for updating pensioner's status, and real-time information.

With the PNP POAS, there shall be:

- 1) **Secured and Transparent Transactions.** There shall be a secured portal for updating the pensioner's status, log history should be monitored, and all transactions made should be as secure as possible. The system shall provide a chronological audit trail of every transaction.
- 2) **Executive Level of Reporting and Analysis.** Having a single platform gives a single data source and single reporting environment nationwide. The PNP POAS shall generate reports as identified and can be expanded by the PRBS and/or other stakeholders.
- 3) **Self-Service Access.** There shall be a single entry point only for the user/client of the PNP POAS to ensure confidentiality, integrity, and availability. The user/client shall be able to "access" the data in their respective dashboard in the PNP POAS. Encoding, changing inputs, deleting, and other similar activities are authorized only for those identified as stakeholders (e.g., System administrator, PB, and APB).
- 4) **Single Data Entry Point for Pensioner's Status Update.** In the PKSK program, there are different sources of reports/updates, while with the PNP POAS, there will only be one data entry point, which shall reduce the cost of wellness check and visitation.

b. Specific Guidelines:

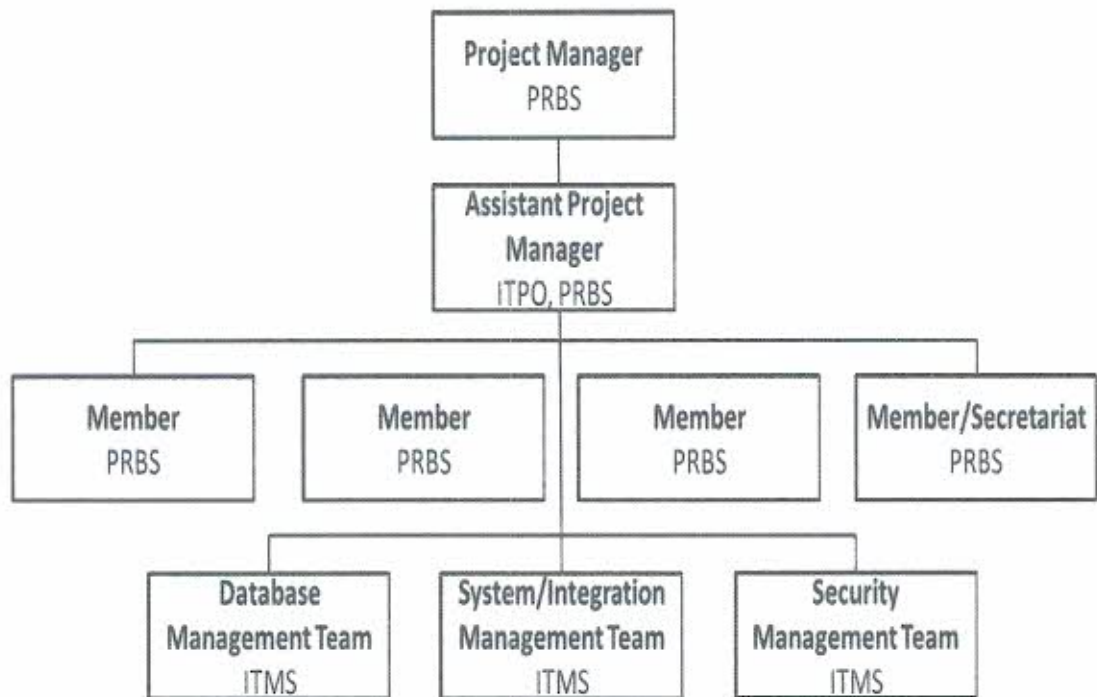
A Project Management Team (PMT) for PNP POAS shall be created under the HRMIS. The Program Management Office (PMO) shall ensure the alignment of PNP POAS with the HRMIS project.

Particularly, the PRBS, being the process owner, shall be designated as the Project Manager of the PMT for PNP POAS to ensure the effective implementation of the PNP POAS:

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PRBS PROJECT MANAGEMENT TEAM FOR PNP POAS ORGANIZATIONAL STRUCTURE



The project shall include training for the end-users and top-level managers to sustain the PNP POAS implementation and maintenance. Also, monitoring and evaluation shall be put in place to assess the timely compliance and impact of the system on the police organization's overall administrative efficiency.

c. Tasks

1) TCDS

- a) Designated as Overall Supervisor in the implementation of this MC; and
- b) Coordinate all offices/units' efforts to pursue the PNP POAS objectives in line with the PKSK program.

2) TDPRM

- a) Supervise the implementation of the PNP POAS in line with the PKSK program;
- b) Assist the overall supervisor in the successful implementation of the PNP POAS project;
- c) Provide the alpha list of pensioners to RD, PROs to counter check with the PNP POAS list; and
- d) Perform other tasks as directed.

3) TDI

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- a) Transmit to all Attachés the list of pensioners residing or based at their respective country-deployment/s to counter check with the PNP POAS list;
 - b) Deploy personnel to randomly validate the compliance of the APB to the PNP POAS in line with the PKSK program; and
 - c) Perform other tasks as directed.
- 4) **TDL**
- a) Provide logistical support in furtherance of the PNP POAS project in line with the PKSK program; and
 - b) Perform other tasks as directed.
- 5) **TDPCR**
- a) Manage with C, PIO the information operations of the PNP POAS project in line with the PKSK program;
 - b) Coordinate with the national chapter of groups of retirees or pensioners whether survivor or transferees but not limited to PRAI, BIRCI, PLRRAI; and
 - c) Perform other tasks as directed.
- 6) **TDC**
- a) Provide financial support in furtherance of the PNP POAS project in line with the PKSK program; and
 - b) Perform other tasks as directed.
- 7) **TDIDM**
- a) Oversee the filing, investigation, and resolution of administrative cases for the violations of the MC; and
 - b) Perform other tasks as directed.
- 8) **TDPL**
- a) Include the compliance to this MC in evaluating the ICER of the Unit Commanders and the UPER; and
 - b) Perform other tasks as directed.
- 9) **TDICTM**
- a) Assistant Overall Supervisor of this MC;
 - b) Designated to supervise the successful implementation of the PNP POAS program;
 - c) Designated to supervise the implementation of this MC;

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- d) Ensure conformity of the PNP POAS to the PNP information system and database standards; and
- e) Perform other tasks as directed.

10) **D, PRBS**

- a) Designated as the Project Owner of the PNP POAS;
- b) Designated as the co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with ITMS;
- c) Coordinate with ITMS in all phases of PNP POAS program from crafting of the Terms-of-Reference, development, deployment, training, utilization, maintenance, and improvements/innovations;
- d) Provide all data needed by ITMS in the development of the PNP POAS; and
- e) Oversee the implementation of the PNP POAS in the PNP;

11) **D, ITMS**

- a) Designated as co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with the PRBS;
- b) Provide technical support and expertise in the implementation of this MC;
- c) Responsible for maintaining the day-to-day operations of the PNP POAS nationwide;
- d) Ensure system security for the PNP POAS to include chronological audit trails;
- e) Ensure that necessary operating system and application software of the computers and other patches that will be utilized are updated;
- f) Responsible for providing technical assistance to the PNP POAS users and executives;
- g) Provide basic user training on the user interface of the PNP POAS for both users and executives;
- h) Designate Information Technology Project Officers (ITPOs) in coordination with PRBS as focal persons in the different PNP offices/units responsible for cascading, implementation, maintenance, and user's training of the PNP POAS; and
- i) Perform other tasks as directed.

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12) **D, LS**

- a) Assist DICTM in addressing legal issues and concerns in the development and implementation of this MC;
- b) Assist the Technical Working Group (TWG) that will formulate the streamlined online accounting system which is responsive to the current policies; and
- c) Perform other tasks as directed.

13) **D, NSUs**

- a) Designate respective Chief of Staff as PNP POAS supervisor in respective AOR;
- b) Designate respective C, ARMD, or Administrative Officer as PNP POAS user/verifier;
- c) Designate respective ITPOs as OPR/Administrator to ensure continuous operation and technical support for the PNP POAS project;
- d) Ensure that regular checking, reviewing, and printing of the chronological audit trail of the PNP POAS is performed in their respective AOR;
- e) Ensure that only a licensed operating system is installed in the desktop and/or laptop computers accessing the PNP POAS; and
- f) Perform other tasks as directed.

14) **RD, PROs**

- a) Designate respective Chief of Directorial Staff/Chief of Staff as PNP POAS supervisor in respective AOR;
- b) Designate respective ITPOs as OPR/Administrator to ensure continuous operation and technical support for the PNP POAS Project;
- c) Ensure that regular checking, reviewing, and printing of the audit trail of the PNP POAS is performed in their respective AOR;
- d) Ensure that only a licensed operating system is installed in the desktop computers accessing the PNP POAS;
- e) Designate C, RPRMD as PNP POAS user/verifier who shall:
 - (1) Be responsible for the proper and efficient use of the PNP POAS in their AOR to preserve the confidentiality, integrity, and availability of the retiree update data, including its attachments;

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- (2) Be aware of the destructive nature of computer viruses such as Trojan horse, worms, and other malicious software (malware). The installation or use of any malicious software using the PNP-owned computer or deployment of such through the PNP network is strictly prohibited;
 - (3) Regularly check, review, and print PNP POAS chronological audit trail;
 - (4) Avoid installing games and other software in the office/unit desktop and/or laptop computer used for the PNP POAS;
 - (5) Make sure that only licensed or open-source software shall be installed in the computer, such as the operating system, and other programs; and
 - (6) Perform regular preventive maintenance of the desktop and/or laptop computer utilized in the PNP POAS.
- f) Perform other tasks as directed.

7. PROCEDURES:

a. Policies

- 1) **Streamlining of Business Processes on Accounting of Pensioners.** To successfully develop and implement a pensioner's online accounting system, the PRBS, shall be the head of the TWG for the Development of the PNP POAS. He shall provide the necessary technical assistance about the PRBS business process on updating of pensioners to the concerned TWG in the formulation of policies on streamlined business processes on the accounting of pensioners in line with the PKSK program.
- 2) **Implementation of the PNP POAS.** The ITMS, as the primary unit responsible for the development, implementation, and maintenance of PNP systems and databases, is tasked to ensure the development and implementation of the PNP POAS in coordination, collaboration, and cooperation with PRBS.
- 3) **Integration of the PNP POAS database to PNP HRMIS.** PRBS shall allow access and extraction of the PNP POAS database. Further, this database shall be integrated with other PRBS databases and further integrated into one single platform that will be managed and administered by the ITMS. This new setup shall strengthen and enhance the 24x7x365 availability, integrity, and reliability of information across the PNP nationwide.
- 4) **Integrity of the PNP POAS Database.** The designated database administrator shall ensure prompt and accurate extraction and

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restoration of data from the system to the backup server.


- 5) **Authority to Develop, Administer, Maintain and Support System and Database of the PNP POAS.** The PNP authorizes the ITMS as the primary unit responsible for developing, administering, maintaining, and supporting reliable, robust, and secure PNP POAS and database to ensure its availability, integrity, and reliability.
- 6) **Creation of PRBS PMT for the PNP POAS under the PNP HRMIS PMO.** For the purpose of implementing the provisions of this MC, the PRBS PMT tasked to plan and manage the implementation strategy of PNP POAS shall be created under the HRMIS PMO created by the CPNP under PNP MC No. 2021-028 entitled: "Revised Guidelines and Procedures in the Development and Implementation of the PNP Human Resource Management Information System (HRMIS)".
- 7) **Roles and Responsibilities of the PRBS Project Management Team for the PNP POAS.**

Roles	Responsibilities
Project Manager (PRBS)	<ul style="list-style-type: none">• Responsible for the overall project planning and coordination• Approve proposed project plan• Coordinate project activities, directing the project according to schedule and budget• Determine project resources• Facilitate issues resolution and keeps the project moving within plan parameters• Hold regular project meetings
Assistant Project Manager (ITMS)	<ul style="list-style-type: none">• Assist the project manager in all the phases of the PNP POAS project
Members/Subject Matter Experts (PRBS)	<ul style="list-style-type: none">• Initiate and oversee the project• Solve project objectives• Complete tasks in areas of expertise• Knowledgeable in business process and operations• Participate in defining integration business rules• Participate in analysis and user acceptance testing• Responsible for signing user acceptance testing and other deliverables• Approve possible business process changes• Participate in product and model trainings• Deliver project responsibilities within deadlines

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	<ul style="list-style-type: none">• Communicate with project lead on roadblocks• Document progress, setbacks, and new processes
Technical PMT (ITMS)	<ul style="list-style-type: none">• Facilitate gathering of business processes• Facilitate definition of data source mapping and integration business rules• Facilitate data validation• Lead the team in designing and integration• Manage scalability and capacity requirements for the solution• Facilitate quality check points• Assist the development team resolve technical issues• Build and support the system environment• Identify and obtain the needed hardware and software• Perform/Assist system installation• Provide network security access• Participate in product training• Facilitate user acceptance testing• Prepare required documentations (blueprint document, UAT Script and model training manuals)• Facilitate trainings

b. Administrative Sanction

- 1) Immediate Supervisors and/or Heads of Offices/Units shall take action on the prescribed guidelines or be liable for Neglect of Duty in accordance with NAPOLCOM MC No. 2016-002; and
- 2) Deliberate or intentional manipulation of data or information in the PNP POAS such as false entry/encoding or any other acts which shall not reflect the accurate or true information related to PNP retirees' records or accepting any gift or consideration for the favorable change in the retirees' records shall constitute Grave Misconduct in accordance with NAPOLCOM MC No. 2016-002.

8. REPEALING CLAUSE:

All existing PNP directives and issuances contrary or inconsistent with the provisions of this MC are hereby rescinded or modified accordingly.


9. SEPARABILITY CLAUSE:

Any portion of this MC inconsistent with the organic law or declared unconstitutional shall not affect the validity of the other provisions.

10. EFFECTIVITY:

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




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