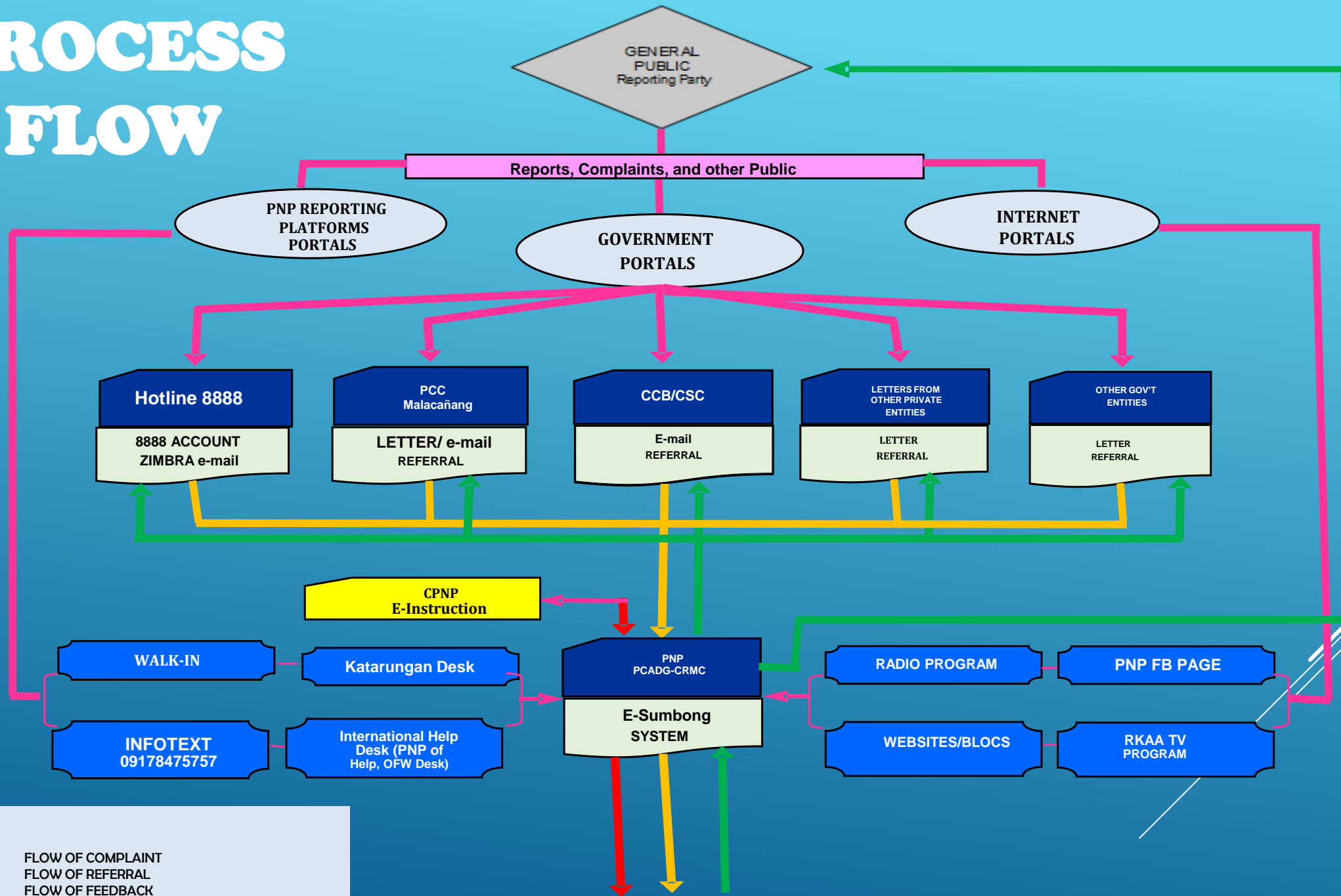
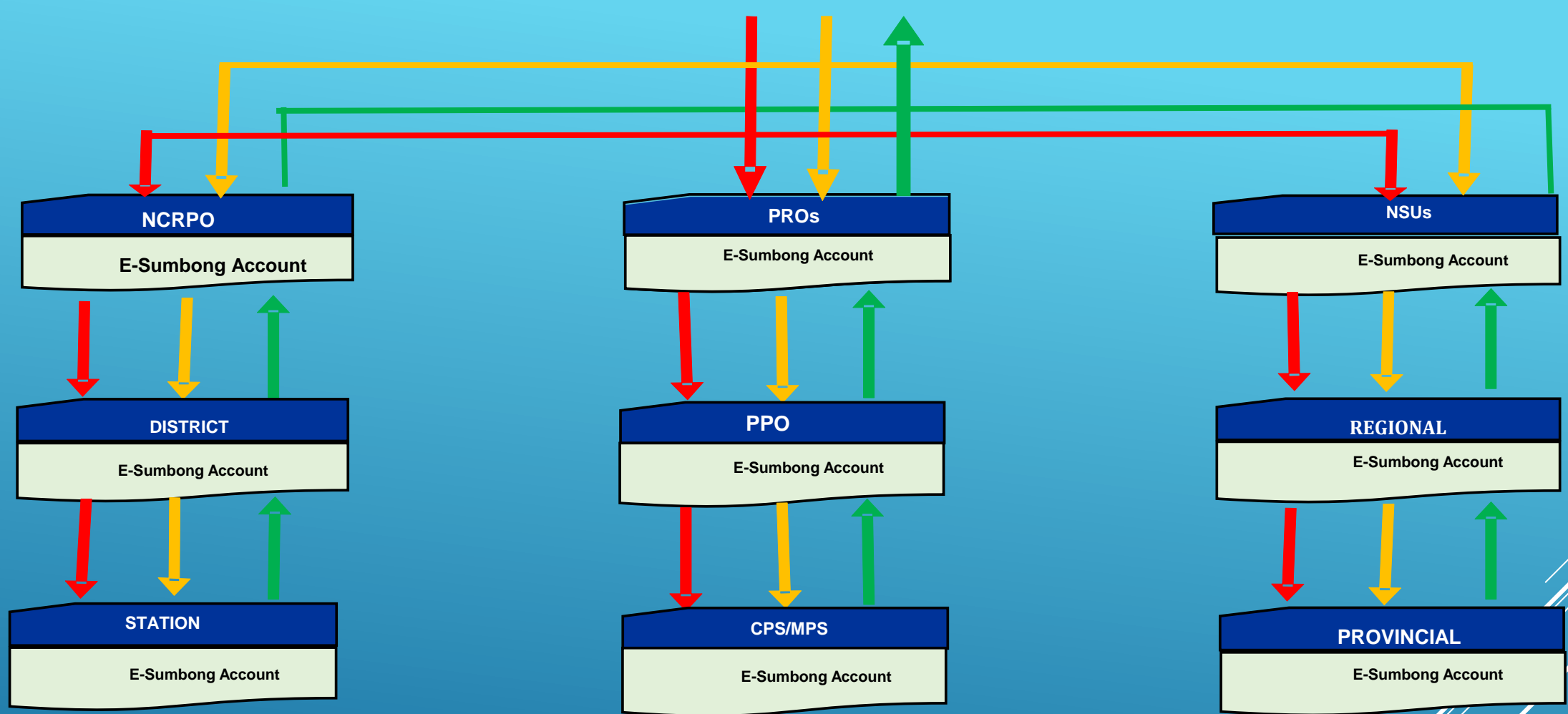


# PROCESS FLOW



**LEGEND:**

- FLOW OF COMPLAINT
- FLOW OF REFERRAL
- FLOW OF FEEDBACK
- FLOW OF TRACER



# E-SUMBONG

SUMBONG MO, AKSYON KO!

## STEP-BY-STEP GUIDE

1. Ipadala ang iyong sumbong sa alinman sa mga sumusunod na channels:

e-SUMBONG SMS Hotline:

SMART: 09191601752

GLOBE: 09178475757

Email:

[e-sumbong@pnp.gov.ph](mailto:e-sumbong@pnp.gov.ph)

Facebook:

[facebook.com/OfficialPNPhotline](https://www.facebook.com/OfficialPNPhotline)

e-SUMBONG Web Portal:

<https://e-sumbong.pnp.gov.ph>



SCAN AND REPORT

General Eleazar @GeneralEleazar General Eleazar



# E-SUMBONG

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## STEP-BY-STEP GUIDE

2. Dadaan ang iyong sumbong sa verification team ng PNP.



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# E-SUMBONG

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## STEP-BY-STEP GUIDE

3. Kapag napatunayan na ang ipinadalang sumbong ay totoo at hindi hoax, ipapasok ito sa system. Awtomatikong magpapadala ito ng SMS notification sa iyo na nagreklamo at sa pinuno ng PNP office na hahawak sa iyong sumbong. Kasamang makukuha ng concerned office ang lahat ng detalye ng iyong sumbong.



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# E-SUMBONG

**SUMBONG MO, AKSYON KO!**

## STEP-BY-STEP GUIDE

4. Kasama ng matatanggap mong SMS ang isang reference number na magagamit mo para i-monitor ang takbo ng iyong reklamo at kung may aksyon na dito.



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# E-SUMBONG

**SUMBONG MO, AKSYON KO!**

## STEP-BY-STEP GUIDE

5. Aaksyunan ng concerned office o police station ang iyong sumbong.



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# E-SUMBONG

**SUMBONG MO, AKSYON KO!**

## STEP-BY-STEP GUIDE

6. Ang aksyon ng concerned office ay dadaan sa evaluation ng higher headquarters sa ilalim ng pangangasiwa ng Chief PNP. Kung sapat o akma ang nagawang aksyon sa naturang reklamo, mamarkahan ito na 'complied.'



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# PROCEDURE

- a. **The Center, or its counterparts from other PNP units/offices, shall receive the complaint, or other report of peace and order concern or emergency situation from the complainant through any of the Receiving Platforms;**
  
- b. **The Action Officer who receives the complaint shall conduct evaluation to determine the legitimacy of the complaint. Legit complaint deserves appropriate action; whereas, hoax complaint shall be subject of criminal investigation;**

**c. If the complaint is legit, the Action Officer shall enter the complaint to the System, which shall send an automated reply to the complainant. Simultaneously, the entry shall appear on the account of the Chief of the concerned PNP unit/office, concerned RD, PRO or D, NSU, and OCPNP;**

**d. Thereafter, the Action Officer shall refer the complaint to the concerned PNP unit/office for appropriate action; provided: prior approval of Action Officer's Supervisor is mandatory;**

**e. The Chief of the concerned PNP unit/office, RD, PRO or D, NSU, and/or the C, PNP may, from time to time all throughout the process, give electronic Instruction(s) (e-Instruction) to the Responsible Officers of the concerned PNP unit/office for their proper compliance;**

**f. Any action taken by the concerned PNP unit/office in connection with the complaint, or any update thereon, shall forthwith be uploaded to the System;**

**g. The Action Officer shall monitor the development of the compliance. In case of non-compliance or delinquency, it will appear in the System and tracers shall automatically be issued. The concerned PNP unit/office should, within twenty-four (24) hours, send back update(s). The Action Officer shall refer for administrative investigation the Responsible Officer who fails to comply, or who complied belatedly; and**



**h. In case the complaint has been satisfied, with the supervision of the OCPNP Secretariat, the Action Officer shall mark the complaint as “complied” and at once duly inform the complainant. Otherwise, the former should likewise immediately inform the latter of the same, with the reason(s) why the complaint has not been satisfied.**