



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

DEC 23 2022

MEMORANDUM CIRCULAR
NO.: 2022-135

**REVISED GUIDELINES AND PROCEDURES ON THE MANAGEMENT OF THE
PNP E-MAIL SYSTEM**

1. REFERENCES:

- a. Republic Act (RA) No. 10175 of September 12, 2012, also known as the Cybercrime Prevention Act of 2012;
- b. RA No. 10173 of August 15, 2012 also known as the "Data Privacy Act of 2012";
- c. RA No. 8792 of June 14, 2010 known as "The Philippine E-Commerce Law";
- d. Administrative Order No. 39 entitled, "Mandating Government Agencies to Migrate to the Government Web Hosting Service (GWHS) of the Department of Science and Technology-Information and Communications Technology Office (DOST-ICTO) dated July 12, 2013;
- e. National Computer Center Memorandum Circular 2003-01 entitled, "Guidelines on Compliance to e-Commerce Act (RA No. 8792) and Stage 2 and 3 of the UN-ASP A Five Stages of e-Government";
- f. PNP Memorandum Circular (MC) No. 2012-003 dated May 20, 2012, entitled, "Policy Guidelines on Security Consciousness and Secrecy Discipline in the Recording, Uploading, Posting or Dissemination of Information via the Internet or Through other Information and Communications Technology (ICT) Devices by the PNP Personnel";
- g. PNP MC No. 2012-010 dated March 25, 2011 entitled, "Guidelines on the Creation, Use and Maintenance of Websites at All Levels of the PNP Organization";
- h. Letter of Instruction 40/2012 with the subject: PNP e-mail System dated October 8, 2012;
- i. Letter of Instruction 39/2012 with the subject: Management of Free Web-based E-mail Accounts dated September 17, 2012
- j. Letter of Instruction 03/09 with the subject: Spider-Web dated November 11, 2009; and
- k. Approved PNP ICT Master Plan (S.M.A.R.T. Policing) dated November 16, 2018.

2. RATIONALE

This Memorandum Circular (MC) will ensure the management of e-mail accounts of all PNP offices/units and its personnel for official communication purposes as a project of the PNP S.M.A.R.T. Policing or the PNP ICT Master Plan towards its digital transformation.

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FROM THE ORIGINAL
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3. SITUATION:

Electronic mail or (e-mail) is considered as one of the vital tools for most organizations as it can deliver significant business benefits when used appropriately. As a method of communication, it is quick, affordable, convenient, and entails less paper for transmitting communications. However, carelessness or negligence in using e-mail, particularly the free web-based e-mail services online may result in potential problems such as leakage of sensitive information and propagation of malicious software that would destroy the ICT resources of the organization, and in extreme cases, may lead to legal issues against the PNP offices/units or its personnel.

Recognizing the need for legitimacy in official transactions engaged by individual PNP personnel for inbound and outbound communications and giving emphasis to security of electronic documents as mandated by the Data Privacy Act of 2012, it is necessary that the PNP personnel must have official e-mail accounts provided for and managed by the PNP.

4. PURPOSE:

This MC provides the guidelines and procedures in the management of the PNP E-mail system.

5. DEFINITION OF TERMS:

- a. E-mail – refers to the digital mechanism for exchanging messages through the internet or intranet communication platforms.
- b. E-mail System – is a computer system handling electronic mail services on the internet. This system is being used to compose, send, retrieve, and view e-mail messages online hosted by an e-mail service provider.
- c. Free Web-based E-mail – are free web-based- e-mail accounts hosted by private entities like Yahoo Mail, Gmail, Hotmail, and others.
- d. Information Communications Technology (ICT) – is the totality of the electronic means employed to systematically collect, process, store, present, and share information to the end-users in support of their activities. It consists of computer systems, office systems, consumer electronics, and telecommunications technologies, as well as networked communication infrastructure.
- e. Information System - is a system that is used to facilitate the storage, processing, retrieval, and generation of information for decision-making, planning, controlling, and monitoring purposes. It also refers to a group of related purposes (manual or computerized) designed to generate information for the exclusive support of a major functional area of an organization.
- f. Information System Owner– is the PNP office/unit that legally owns the Information System.

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- g. Internet – is 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.
- h. Internet Service Provider (ISP) – is 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 providers may be a commercial entity, an institution, a university, or any other entity that has already a link to the Internet.
- i. Malicious Software – is any software intentionally designed to cause disruption to a computer, server, client, or computer network, leak private information, gain unauthorized access to information or systems, deprive users access to information or which unknowingly interferes with the user's computer security and privacy.
- j. Phishing E-Mail – is a form of fraud in which an attacker masquerades as a reputable entity or person in email or other forms of communication. Attackers will commonly use phishing emails to distribute malicious links or attachments that can perform a variety of functions.
- k. Virtual Private Network (VPN) – is an encrypted connection over the Internet from a device to a network. The encrypted connection helps ensure that sensitive data is safely transmitted. It prevents unauthorized people from eavesdropping on the traffic and allows the user to conduct work remotely.
- l. Web Hosting Service- is the type of internet service that includes website accessibility, data storage, and e-mail service that can be accessed through the World Wide Web (www).

6. GUIDELINES:

a. General Guidelines:

- 1) Professional Tone - PNP offices/units and personnel should use the same level of care and draftsmanship in e-mail transmission as they do with respect to official memoranda/correspondences. Attached memoranda/correspondences sent through e-mail should be professionally written with professional tone, and official form and style should be used adopting the format prescribed under PNP MC No. 2022-076 dated June 13, 2022;
- 2) Prohibited E-mail Content and Usage – All PNP personnel are prohibited to transmit any e-mail over the PNP systems that contain illegal, defamatory, insulting, vulgar, rude, disruptive, offensive, derogatory, harmful or immoral content. Prohibited transmissions include, but are not limited to sexually explicit and/or sexually oriented materials, cartoons or illustrations, jokes, romantically oriented materials, anything that could be deemed to be sexually harassing, sexual innuendos or references, propositions of love,

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whether wanted or unwanted, ethnic or racially oriented references or slurs, or any other materials that could be considered by the recipient to constitute sexual harassment or harassment based on sex, sexual orientation, race, ethnicity, national origin, religious or political beliefs or practices, and/or for entertainment or gaming purposes;

- 3) Usage – PNP official e-mail accounts shall be used for official and work-related purposes and not in violation of the above prohibitions. Utilization of free web-based e-mail service (Gmail, Hotmail, Yahoo Mail, etc.) in the official PNP electronic communications shall be authorized for other official transactions that may require highly capacity such as sending and Training Order of Merit, Annual Examinations, Personnel Evaluation Reports, and the like;
- 4) Ownership – All information and messages that are created, sent, received, or stored in the PNP E-mail System are sole property of the PNP. Personnel e-mail accounts shall only be used by personnel for official purposes and work-related communications;
- 5) E-mail Review - All e-mail messages in the PNP E-mail System may be subjected to review by the PNP since the PNP has the right to monitor, access, read, disclose, and use such messages without prior notice to the originators and recipients of said e-mail messages. Said review is for the PNP to check the contents for any violations of law, breaches of PNP policies, communications harmful to the organization, or for any other reasons relative to work and the PNP as a whole;
- 6) Security – The PNP E-mail System users shall not disclose or share their accounts' credentials (i.e. username and password, and others), and must exercise security and accountability in the use of his/her official e-mail accounts;
- 7) Presumption of Privacy/Confidentiality – Communications sent through the PNP E-mail System shall be highly confidential except for purposes of investigation and disciplinary action;
- 8) Message Retention and Creation - PNP personnel should be careful in creating e-mails. Even when a message has been deleted, it may still exist in a printed version, be recovered from a backup system or may have been forwarded to someone else. Please note that appropriate electronic messages may be saved if necessary;
- 9) Malicious Software – Any files downloaded from an e-mail received from outside PNP sources must be scanned with the virus detection software of the PNP;
- 10) Password – end user/users must be wary in the selection of their password. Never use personal information such as name, birthday,

email addresses and do not use the same password for several accounts.

- 11) Phishing E-mails – The PNP E-mail system users must be cautious not to click or open attachment from unknown or suspicious sender. Such, incidents should be reported immediately to the system administrator.
- 12) Backup Facility – Due to resource limitation, backup of personnel e-mail accounts shall be the sole responsibility of the owner, while the official office/unit e-mail accounts shall be maintained by the ITMS through its backup facility for the purpose of redundancy to ensure business continuity.

b. Responsibilities

1) **TCDS**

- a. Designated as Overall Supervisor in the implementation of this MC; and
- b. Perform other tasks as directed.

2) **TDPRM**

- a) Overall Supervisor in the designation of official PNP Personnel E-mail Accounts;
- b) Act as the Policy Administrator for Personnel E-mail Accounts;
- c) Issue supplemental directives consistent with the purpose and intent of this MC to clarify the use and security of Personnel E-mail Accounts; and
- d) Perform other tasks as directed.

3) **TDPL**

- a) Overall Supervisor in the designation of official PNP Offices/Units E-mail Accounts;
- b) Act as the Policy Administrator for Offices/Units E-mail Accounts;
- c) Issue supplemental directives consistent with the purpose and intent of this MC to clarify the use and security of Offices/Units E-mail Accounts; and
- d) Perform other tasks as directed.

4) **TDC**

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

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- 5) **TDL**
 - a) Provide logistical requirements for the implementation of this MC;
and
 - b) Perform other tasks as directed.
- 6) **TDICTM**
 - a) Assist in the overall implementation and monitoring of this MC and the PNP E-mail System nationwide;
 - b) Review and update this MC to ensure that the guidelines are appropriate and relevant to the existing organizational needs;
 - c) Research on ICT-related issues for the development and enhancement of the PNP E-mail Systems to suit the needs of the PNP; and
 - d) Perform other tasks as directed.
- 7) **D, PRBS**
 - a) Designated as Supervisor for pensioners E-mail accounts;
 - b) In charge of the policy implementation on the management of pensioners e-mail accounts;
 - c) Submit **IMPLAN** for the implementation of this project pertaining to the supervision of E-mail accounts for pensioners that should be used exclusively for official transactions and correspondences between the PNP and pensioners; and
 - d) Perform other tasks as directed.
- 8) **D, ITMS**
 - a) Designated as the PNP E-mail Administrator;
 - b) Manage the creation, revision, and deletion of e-mail accounts for the PNP offices/units in coordination with DPL;
 - c) Manage the creation, revision, and deletion of e-mail accounts for the PNP personnel in coordination with DPRM;
 - d) Submit **IMPLAN** for the implementation of this project;
 - e) Provide backup facility and responsible for the day-to-day maintenance and operations of the PNP E-mail System;
 - f) Ensure system security for the PNP E-mail System by implementing appropriate Virtual Private Network and regular checking and review of audit trails;

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- g) Update the software of the PNP E-mail System;
 - h) Responsible for providing technical assistance to the PNP offices/units in the implementation and use of the PNP official e-mail;
 - i) Designate IT personnel as focal persons in the different PNP offices/units responsible for technical support for the cascading, implementation, maintenance, and user's training; and
 - j) Perform other tasks as directed.
- 9) **Other D-Staff, P-Staff, NSUs and PROs**
- a) Responsible for the implementation of this project in their respective offices/units;
 - b) Responsible for the proper use of the e-mail accounts in their respective offices/units and personnel;
 - c) Ensure internet connectivity; and
 - d) Perform other tasks as directed.
- 10) **C, RICTMDs**
- a) Assist in the implementation and monitoring of the implementation of the PNP E-mail System in their respective jurisdictions;
 - b) Maintain and update a list of official e-mail accounts of offices/units and personnel under the jurisdiction of his/her office/unit;
 - c) Designate a focal person for the implementation of the PNP E-mail System in his/her office jurisdiction;
 - d) Monitor the compliance and use of the offices/units and personnel official PNP e-mail accounts in his/her office jurisdiction; and
 - e) Perform other tasks as directed.

c. Coordinating Instructions:

All PNP offices/units shall integrate the use of the PNP E-mail System in the development and implementation of information systems to facilitate official communications, transactions, and reports generation by the systems.

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7. PROCEDURES:

The following procedures on the creation and arrangement of the PNP e-mail system shall be observed:

a. Creation of E-mail Account

- 1) Personal E-mail Accounts (for all active and retired uniformed PNP Personnel)

All active and retired uniformed PNP personnel shall have official E-mail accounts. Request for creation of additional official e-mail accounts for personnel shall be submitted for endorsement to TDPRM for subsequent approval of TDICTM before creation by ITMS.

2) Office/Unit E-mail Accounts

a) All PNP offices/units shall be assigned and shall use an official e-mail account. All offices/units shall have an e-mail account per division with at least two designated users or operators who shall be responsible for its usage, maintenance, and proper turn-over. Request for the creation of additional e-mail accounts intended for sections of a PNP office/unit shall be submitted for endorsement to TDPL for subsequent approval of TDICTM before creation by ITMS.

b) Naming Convention

For uniformity and easy recall, the corresponding naming convention for PNP offices/units and personnel e-mail addresses shall be created as shown below:

- (1) Command Group and its offices
Format: cmdgrp@pnp.gov.ph
Sample: tcds@pnp.gov.ph

Format for Offices:

Format: office/division.cmdgrp@pnp.gov.ph
Sample: admo.tcds@pnp.gov.ph

- (2) D-Staff and its offices
Format: directorate@pnp.gov.ph
Sample: dictm@pnp.gov.ph

Format for Offices:

Format: office/division.directorate@pnp.gov.ph
Sample: ppd.dictm@pnp.gov.ph

- (3) NOSU/NASU and its offices
Format: NOSU/NASU@pnp.gov.ph
Sample: itms@pnp.gov.ph

Format for Offices:

Format: office/division.NOSU/NASU@pnp.gov.ph
Sample: issd.itms@pnp.gov.ph

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(4) P-Staff and its offices
Format: p-staff@pnp.gov.ph
Sample: ias@pnp.gov.ph
Format for Offices:
Format: office/division.p-staff@pnp.gov.ph
Sample: admin.ias@pnp.gov.ph

(5) PROs, NCRPO and its offices
Format: cmdgroup.regionaloffice@pnp.gov.ph
Sample1: ord.pro1@pnp.gov.ph
Sample2: odrda.procor@pnp.gov.ph
Sample3: odrdo.pro4b@pnp.gov.ph
Sample4: ocrs.ncrpo@pnp.gov.ph

Format for offices:
Format: office/division.regionaloffice@pnp.gov.ph
Sample: romd.ncrpo@pnp.gov.ph

R1 - rprmd.ncrpo@pnp.gov.ph
R2 - rid.ncrpo@pnp.gov.ph
R3 - romd.ncrpo@pnp.gov.ph
R4 - rlrd.ncrpo@pnp.gov.ph
R5 - rcadd.ncrpo@pnp.gov.ph
R6 - rcd.ncrpo@pnp.gov.ph
R7 - ridmd.ncrpo@pnp.gov.ph
R8 - rldd.ncrpo@pnp.gov.ph
R9 - rpsmd.ncrpo@pnp.gov.ph
R10 - rictmd.ncrpo@pnp.gov.ph

(6) Districts and its Major Cities and offices
Format: district.regionaloffice@pnp.gov.ph
Sample: spd.ncrpo@pnp.gov.ph

Format District cities:
Format: city.district.regionaloffice@pnp.gov.ph
Sample: makati.spd.ncrpo@pnp.gov.ph

For District Offices:
Format: office/division.district.regionaloffice@pnp.gov.ph
Sample: did.spd.ncrpo@pnp.gov.ph

(7) Format District City Stations
Format: stn.city.district.regionaloffice@pnp.gov.ph
Sample: stn1.makati.spd.ncrpo@pnp.gov.ph

(8) RMFBs and its Offices/Cities
Format: rmfb.regionaloffice@pnp.gov.ph
Sample: rmfb.pro2@pnp.gov.ph

(9) RMFBs and its Offices/Cities

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Format: rmfb.regionaloffice@pnp.gov.ph
Sample: rmfb.pro2@pnp.gov.ph

(10) Provincial Police Office/City Police Office/Station

Format: ppo/cpo.regionaloffice@pnp.gov.ph
Sample: cagayanppo.pro2@pnp.gov.ph
Sample: tuguegaraocpo.pro2@pnp.gov.ph

(11) Municipal Police Station/Police Community Precinct

Format: mps.ppo.regionaloffice@pnp.gov.ph
Sample1: sta_ana.cagayanppo.pro2@pnp.gov.ph
Sample2: aparri.cagayanppo.pro2@pnp.gov.ph

(12) Official Personal Account

Sample: firstname.lastname@pnp.gov.ph
Sample: juan.delacruzjr@pnp.gov.ph

For duplicate (add numeric sequence):

firstname.lastname01@pnp.gov.ph

juan.delacruzjr01@pnp.gov.ph

juan.delacruzjr02@pnp.gov.ph

b. Usage

The designated user or operator of the office/unit and personnel e-mail account shall adhere to the following rules:

- 1) Immediately block the e-mail address of sender, and delete the message when it contains spam, chain letter, pornographic material, or other non-business-related information;
- 2) Adhere to the general guidelines in the use of the PNP official e-mail accounts;
- 3) Install and use virus scanner or other tools in their computer accessing the PNP E-mail System as recommended by ITMS to prevent infection of malicious software;
- 4) Take appropriate actions to protect downloaded messages, documents or files that contain sensitive information; and
- 5) Shall not disclose any information contained in the e-mail communication except to his immediate superior or other authorities concerned of the office.

c. Turn-over of Office/Unit E-mail account

PNP personnel designated as e-mail user or operator of the office/unit concerned who will apply for transfer or retirement from the service shall be required to turn over the e-mail account details to the

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Admin Officer who will then inform the respective ITPO, and RICTMD in PROs.

d. The e-mail system supervisors shall update the e-mail contacts of their respective offices/units and personnel. The e-mail details shall contain the following information:

- 1) Complete e-mail address; and
- 2) Complete name and designation, active contact number/cellphone number and the office/section that uses the e-mail accounts.

e. Deletion of Personnel E-mail Accounts

An e-mail account that needs to be deactivated shall be endorsed in writing by the respective Admin Officer to TDPRM for official personnel accounts and to TDPL for office accounts copy furnished ITPO of D-Staff and NSUs, and RICTMD in PRO. Prior to the deletion, all official communications in the mailboxes that have historical value shall be backed up by the e-mail system administrator. Destruction of any information, whether printed or not, should be in accordance with the guidelines and procedures set by the Directorate for Intelligence.

After an e-mail account is deleted, the account owner or authorized user shall immediately advise other PNP offices/units or personnel of the fact together with the replacement account, in case another one was created.

Personnel or office/unit e-mail account shall be deactivated under the following circumstances:

- 1) Death, retirement, drop from rolls, resignation, officially declared missing, dismissal from the service of the personnel; and
- 2) Dissolution of an Office/Unit or any office, division, or section under it.

8. ADMINISTRATIVE SANCTIONS:

Any violation(s) of the provisions of this MC shall be dealt with administratively pursuant to NAPOLCOM Memorandum Circular No. 2016-002 and other applicable laws, rules and regulations.

9. REPEALING CLAUSE:

All existing PNP directives and other issuances which are contrary to the provisions of this MC are hereby rescinded or modified accordingly.

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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 and Book VII of Executive Order 292 otherwise known as the "Revised Administrative Code of 1987," as amended.



[Signature]
RODOLFO S AZURIN, JR
Police General
Chief, PNP

Distribution:
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