



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

OCT 13 2023

ADM-2023-08-29-02

**MEMORANDUM CIRCULAR**

NO. **2023-063**

**GUIDELINES AND PROCEDURES ON THE CREATION, OPERATIONS, AND MAINTENANCE OF THE PNP CLAIMS MONITORING SYSTEM - RETIREMENT BENEFITS MODULE (PNP CMS-RETIREMENT)**

**1. REFERENCES:**

- a. Republic Act (RA) No. 11032 dated May 28, 2019 entitled, "*An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose RA no. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for other Purposes*";
- b. RA No. 10173 of August 15, 2012 also known as Data Privacy Act of 2012 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 No. 8291 dated May 30, 1997 entitled, "*An Act Amending Presidential Decree No. 1146, as amended, Expanding and Increasing the Coverage and Benefits of the Government Service Insurance System, Instituting Reforms therein and for Other Purposes*";
- d. RA No. 3019 dated August 17, 1960 entitled, "*Anti-Graft and Corrupt Practices Act*";
- e. National Computer Center Memorandum Circular (MC) No. 2003-01 entitled, "*Guidelines on Compliance to E-Commerce Act (RA No. 8792) and Stage 2 and 3 of the UN-ASPA Five Stages of E-Government*";
- f. PNP MC No. 2019-055 dated September 11, 2019 entitled, "*PNP Claims Inquiry System*";
- g. PNP 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
- h. CPNP's 5-Focused Agenda dated May 21, 2023 under the "*Information and Communications Technology Development*".

**2. RATIONALE:**

This MC shall provide guidelines and procedures for the creation, operations, and maintenance of the PNP Claims Monitoring System - Retirement Benefits Module (PNP CMS-Retirement) in aid of the PNP's Human Resource Management Information System (PNP HRMIS) and S.M.A.R.T. policing program as well as to keep abreast with the ever-changing world of Information Technology in compliance with the ICT Development agenda of the CPNP.

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**



**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC

The PNP CMS-Retirement shall establish an electronic real-time online retirement benefit claims management system capable of systematic and automated processing of retirement claims, provide timely feedback to the claimants on the status of their claims, generate executive level of reporting and analysis for the top-level managers, and other functionalities that will ensure ease of doing business with the PNP.

### 3. SITUATION:

Under the General Appropriations Act, billions were allocated for the PNP Pension Fund making it imperative to follow stringent Commission on Audit (COA) budgeting and auditing rules to enhance accountability, prevent fraudulent activities, and safeguard the integrity of retirement benefit claims to ensure that the retirement benefits provided to every PNP retiree are legitimate, transparent, and in compliance with existing laws, rules, and regulations.

The challenge now lies on the PNP's ability to adopt technology-based retirement benefit claims system that would lessen the processing time despite adherence to rigorous auditing rules and regulations.

Simultaneous with the setbacks emerging from the current retirement benefits processing setup are the following opportunities that the PNP should exploit:

1. Strategic direction towards S.M.A.R.T. policing;
2. The buy-in among PNP leadership for the adoption of technology in digital policing; and
3. Two of the CPNP's 5-Focused Agenda namely: "Personnel Morale and Welfare" and "Information and Communications Technology Development".

As the PNP endeavors to continue the gains of all previous ICT initiatives; development, utilization, and maintenance of a real-time and online retirement benefit claim management system is necessitated for the systematic and automated processing of retirement benefits of retiring PNP personnel in line with the HRMIS project and the S.M.A.R.T. policing program.

### 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 CMS-Retirement to deliver an international standard, state-of-the-art, efficient, and real-time Retirement Benefits Claims processing for the PNP.

It shall also provide the guidelines on the proper creation and/or deactivation of accounts created in the PNP CMS-Retirement; remind the users periodically about data privacy and security; and designate tasks and responsibilities to specific office/unit and personnel of the PNP. It specifically aims to provide:

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

Page 2 of 14

**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC



- a. Systematic and automated processing of retirement benefits;
- b. Fast and real-time information anytime, anywhere;
- c. Timely feedback to claimants on the status of their claims via Short Messaging System (SMS) that would eliminate "follow-up fixers";
- d. Executive-level reports and predictive analysis anytime, anywhere;
- e. Secured and transparent system with a single sign on and Audit Trail of every transaction;
- f. Common Self-Service Access, wherein there will be a unified common entry point only for authorized personnel to ensure confidentiality, integrity and availability;
- g. User-Friendly Screen Designs that closely adhere to existing systems' designs and further innovated if warranted;
- h. Personal responsibility and accountability for the system users; and
- i. Integration Avenue of PNP CMS-Retirement to PNP HRMIS.

**5. DEFINITION OF TERMS:**

- a. Audit – formal examination of an organization's or individual's accounts;
- b. Back Earned Pension – the payment of pension that was withheld from the date after the pensioner's retirement or after his/her lump sum period.
- c. Commutation of Accumulated Leave (CAL) – refers to benefits given to any PNP personnel who retires or voluntarily resigns or is separated from the service through no fault of his own based on total number of leave credits accumulated by the retiree from the time he entered the service up to his retirement date subject to existing laws and regulations.
- d. Compulsory Retirement – pertains to the mandatory retirement from the active service by a PNP member upon reaching the age of 56 for Uniformed Personnel (UP) and 65 for Non-Uniformed Personnel (NUP).
- e. Database (DB) – 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;
- f. Discrepancy – refers to the inconsistencies in documents or databases;
- g. E-mail – the digital mechanism for exchanging messages through Internet or Intranet communication platforms;

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

Page 3 of 14

**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC



- h. Fixer – a person who makes arrangements for other people, especially of an illicit or devious kind for a fee.
- i. 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;
- j. 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;
- k. 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;
- l. Information System owner – PNP office/unit that legally owns the Information System;
- m. 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;
- n. 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;
- o. Lump Sum (LS) – is a benefit due to a PNP personnel that when he retires from the service, he shall be entitled at his option, to receive in advance his annual retirement pay for the first three (3) years and thereafter receive same payable in equal monthly installments as they accrue.

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

Page 4 of 14

**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC



- p. Optional Retirement - is a voluntary act on the part of a PNP member upon accumulation of at least twenty (20) years of satisfactory active service.
- q. Pension – refers to a monthly specified cash amount that a PNP pensioner will receive.
- r. PNP CMS-Retirement – PNP Claims Monitoring System-Retirement Benefit Module.
- s. Posthumously retired – applies to those who died in line of duty with at least 20 years of active service.
- t. Posthumously separated – applies to those who died in line of duty with less than 20 years of active service.
- u. 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. It could also be a Non-Uniformed Personnel who optionally retired upon completion of 15 years of active service with paid premiums and at least 60 years old or compulsorily retired at 65 years of age with at least 15 years of service (DPRM INPUT).
- v. Retirement Claim – refers to retirement benefits due to retired PNP personnel such as Commutation of Accrued Leave, Lump Sum, and Back Earned Pension.
- w. 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.
- x. Short Messaging Service (SMS) – commonly referred to as “text messaging”, is a service for sending short messages of up to 160 characters to mobile devices, including cellular phones, smartphones, and Personal Digital Assistants (PDAs).
- y. 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.

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC

Page 5 of 14



- z. 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.
- aa. Subject Matter Experts (SMEs) – are individuals who possess specialized knowledge and expertise related to specific aspects of the project.
- bb. Survivor – beneficiaries of a PNP member who died while still in the active police service.
- cc. Transferee – beneficiaries of a retired PNP member who died of which 75% of his/her retirement benefits shall be transferred to them.
- dd. User/Client – the user of a workstation connected to a network; and
- ee. 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:**

- 1) In reference to the approved PNP MC No. 2019-055 entitled "PNP Claims Inquiry System", the Directorate for Comptrollership (DC), through the support of the Information Technology Management Service (ITMS), shall initiate the development and implementation of a PNP CMS-Retirement. The PNP CMS-Retirement is envisioned to be an online portal for the systematic and automated processing of retirement benefits claim.
- 2) 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 observe the Minimum Public Health Standard and Safety Protocols under the "New Normal."
- 3) The Directorate for Information and Communications Technology Management (DICTM) shall supervise the smooth implementation, while ITMS shall be the OPR in developing the PNP CMS-Retirement. The DC being the Office tasked to process the retirement benefits of the PNP shall be the project owner, thus, will be responsible for the successful implementation and maintenance of the PNP CMS-Retirement project.
- 4) All PNP offices/units concerned shall ensure their full support to this endeavor through but not limited to providing information on

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL.**

Page 6 of 14

**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC



processes, systems, and database interrelated to the retirement process. Likewise, offices concerned shall work hand-in-hand to ensure the successful development and implementation of the PNP CMS-Retirement.

- 5) Ultimately, the PNP CMS-Retirement shall pave the way for an improved retirement benefits claim management system in the PNP, enabling interactive transactions, an online portal for updating claims status, and real-time information.
- 6) With the PNP CMS-Retirement, there shall be:
  - a) Secured and Transparent Transactions. There shall be a secured portal for updating the retirement benefit claims 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.
  - b) Executive Level of Reporting and Analysis. Having a single platform gives a single data source and single reporting environment nationwide. The PNP CMS-Retirement shall generate reports as identified and can be expanded by the DC and/or other stakeholders.
  - c) Self-Service Access. There shall be a single entry point only for the user/client of the PNP CMS-Retirement to ensure confidentiality, integrity, and availability. The user/client shall be able to "access" the data in their respective dashboard in the PNP CMS-Retirement. Encoding, changing inputs, deleting, and other similar activities are authorized only for those identified as stakeholders (e.g. System administrator, processor, retiree, other).
  - d) Single Data Entry Point for Retirement Benefit Claims Status Update. In the current DC manual process, there are different sources of reports/updates, while with the PNP CMS-Retirement, there will only be one data entry point that can be accessed by authorized system users only, which shall discourage would-be fixers and encourage retirees to trust the organization.

**b. Specific Guidelines:**

- 1) Streamlining of Business Processes on Processing of Retirement Benefits Claim of Retiree. To successfully develop and implement an online retirement benefit claims management system, DC shall be the head of the TWG for the development of the PNP CMS-Retirement and shall provide necessary technical assistance in the formulation of policies on streamlining of processing of retirement benefits claims in line with the PNP MC No. 2019-055 program.

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

Page 7 of 14

**FORTUNE DIANKE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC



- 2) Implementation of the PNP CMS-Retirement. The ITMS, as the primary unit responsible for the development, implementation, and maintenance of PNP systems and database, is tasked to ensure the development and implementation of the PNP CMS-Retirement in coordination, collaboration, and cooperation with DC.
- 3) Integration of the PNP CMS-Retirement database to PNP HRMIS. DC shall allow access and extraction of the PNP CMS-Retirement database. Further, this database shall be integrated with other DC database 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 CMS-Retirement Database. The designated database administrator shall ensure prompt and accurate extraction and restoration of data from the system to the backup server.
- 5) Authority to Develop, Administer, Maintain and Support System and Database of the PNP CMS-Retirement. The PNP authorizes the ITMS as the primary unit responsible for developing, administering, maintaining, and supporting reliable, robust, and secure PNP CMS-Retirement and database to ensure its availability, integrity, and reliability.
- 6) Creation of DC Project Management Team (PMT) for the PNP CMS-Retirement under the PNP HRMIS Project Management Office. For the purpose of implementing the provisions of this MC, DC PMT tasked to plan and manage the implementation strategy of PNP CMS-Retirement shall be established 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)".

**c. Responsibilities**

- 1) **OTCDS**
  - a) TCDS as Overall Supervisor in the implementation of this MC; and
  - b) Coordinate all offices/units' efforts to pursue the PNP CMS-Retirement objectives in line with the PNP MC No. 2019-055 program.
- 2) **DPRM**
  - a) Provide maximum support for the PNP CMS-Retirement in terms of providing access to their systems/databases in connection with claims processing;

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC





- b) Issue appropriate orders on the composition of the PNP CMS-Retirement PMT; and
  - c) Perform other tasks as directed.
- 3) **DI**
- a) Transmit to all Attachés the list of pensioners residing or based at their respective country-deployment/s to counter check with the PNP CMS-Retirement list; and
  - b) Perform other tasks as directed.
- 4) **DL**
- a) Provide logistical support in furtherance of the PNP CMS-Retirement project in line with the PNP MC No. 2019-055 program; and
  - b) Perform other tasks as directed.
- 5) **DPCR**
- a) Manage with C, PIO the information operations of the PNP CMS-Retirement project in line with the PNP MC No. 2019-055 program;
  - b) Initiate awareness campaign programs and change management programs in coordination with PIO and ITMS;
  - c) Coordinate with the national chapter of groups of retirees or pensioners whether survivor or transferees but not limited to Police Retirees Association, Inc (PRAI), Business, Industry and Retired Cavaliers Inc (BIRCI); and
  - d) Perform other tasks as directed.
- 6) **DC**
- a) TDC as the Project Owner of the PNP CMS-Retirement;
  - b) Designate Ex-O, DC as the Project Manager of the PNP CMS-Retirement;
  - c) Designate ITPO, DC as the Assistant Project Manager/Project Coordinator of the PNP CMS-Retirement;
  - d) Designate Secretariat of PMT from DC;
  - e) Designated as the co-OPR in the implementation of this MC in coordination, collaboration, and cooperation with ITMS;

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**



- f) Coordinate with ITMS in all phases of PNP CMS-Retirement program from crafting of the Terms-of-Reference, development, deployment, training, utilization, maintenance, and improvements/innovations;
  - g) Provide all the data needed by the ITMS in the development of the PNP CMS-Retirement;
  - h) Supervise the implementation of the PNP CMS-Retirement in line with the PNP MC No. 2019-055 program;
  - i) Assist the overall supervisor in the successful implementation of the PNP CMS-Retirement project;
  - j) Provide financial support in furtherance of the PNP CMS-Retirement project in line with the PNP MC No. 2019-055 program; and
  - k) Perform other tasks as directed.
- 7) **DIDM**
- a) Oversee the filing, investigation, and resolution of administrative cases for the violations of the MC; and
  - b) Perform other tasks as directed.
- 8) **DRD**
- a) Ensure conformity of the ICT equipment to the NAPOLCOM standards in coordination with the Committee on Inspection and Acceptance of ITMS for the PNP CMS - Retirement project; and
  - b) Evaluate and recommend UESB ICT specifications for the project.
- 9) **DPL**
- a) Include the level of compliance and accomplishments of the Unit Commanders in the Unit Performance Evaluation Rating (UPER); and
  - b) Perform other tasks as directed.
- 10) **DICTM**
- a) Assistant Overall Supervisor of this MC;
  - b) Ensure conformity of the PNP CMS-Retirement to the PNP information system and database standards; and
  - c) Perform other tasks as directed.

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

**FORTUNE DIANNE ABERNADO**  
Police Major  
Acting Administrative Officer, DC



11) **ITMS**

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

12) **LS**

- a) Assist in addressing legal issues and concerns in the implementation of this MC;
- b) Assist the Technical Working Group that will formulate the streamlined online retirement benefit claim management system process which is responsive to the current policies; and
- c) Perform other tasks as directed.

13) **PROs and NSUs**

- a) Assist the Project Owner in the successful implementation of the PNP CMS-Retirement project;
- b) Designate user/verifier who shall:

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**



Page 11 of 14  
**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC

- (1) Be responsible for the proper and efficient use of the PNP CMS-Retirement in their AOR to preserve the confidentiality, integrity, and availability of the retiree update data, including its attachments;
- (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) Avoid installing games and other software in the office/unit desktop and/or laptop computer used for the PNP CMS-Retirement;
- (4) Make sure that only licensed or open-source software shall be installed in the computer, such as the operating system, and other programs; and
- (5) Perform regular preventive maintenance of the desktop and/or laptop computer utilized in the PNP CMS-Retirement.

c) Perform other tasks as directed.

#### 7. PROCEDURES:

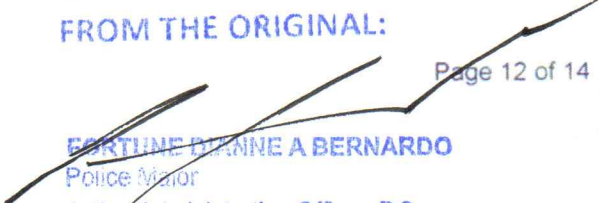
The PMT for PNP CMS-Retirement shall be created under the HRMIS. The PMO shall ensure alignment with the HRMIS project and S.M.A.R.T. policing program.

To ensure compliance of the implementation of the PNP CMS-Retirement, the following shall be the composition, duties, and responsibilities of the PMT:

- a. **Ex-O, DC as Project Manager** - Responsible for overall project planning, coordination, and management. He shall lead the team in setting project goals, developing plans, monitoring progress, and ensuring the project is delivered on time and moving within plan parameters, within budget, and according to the desired quality standards. He shall approve proposed project plans and determine project resources. The project manager shall act as the primary point of contact for stakeholders, facilitate communication among team members, and shall hold regular project meetings.
- b. **ITPO, DC as Assistant Project Manager/Project Coordinator** - Shall support the Project Manager in various tasks such as scheduling meetings, tracking project documentation, maintaining project files, and assisting with communication and reporting. He may also help with administrative duties, resource allocation, and coordination of project activities.
- c. **Subject Matter Experts (SMEs) from the DC Accounting, Management, Fiscal, and Budget Divisions, from the Finance Service (FS), and from the PNP Retirement and Benefits Administration Service (PRBS)** - Shall provide guidance, advice, and

CERTIFIED TRUE COPY  
FROM THE ORIGINAL:

Page 12 of 14

  
EVERTINE BERNNE A. BERNARDO  
Police Major  
Acting Administrative Officer, DC



insights on technical or domain-specific matters. The SMEs shall also be responsible for requirements analysis, rules integration, solution design, analysis and user acceptance testing, quality assurance and completion of tasks in areas of expertise, managing business processes and operations or other specialized areas, signing of UAT and other deliverables, approval of possible business process changes, participation on product and model trainings, delivery of project responsibilities within deadlines, identification and communication to the PMT of the roadblocks; and documentation of progress, setbacks and new processes.

- d. **Technical Project Management Team from the ITMS** - this team shall consist of the Database Management Team, System/Integration Management Team, and Security Management Team. This team shall be responsible for gathering of business processes, data source mapping and business rules integration, data validation, designing and integration, managing scalability and capacity requirements for the solution, keeping quality check points, assisting the development team resolve technical issues, building and supporting the system environment, identifying and obtaining the needed hardware and software, performing system installation, providing network security access, participating in product training, facilitating user acceptance testing and other technical trainings, and preparing required documentations (blueprint document, UAT Script and model training manuals).
- e. **DC Secretariat** - responsible for managing and coordinating the activities of the PMT as well as ensuring the timely completion of tasks and deliverables within the areas of responsibility of each member.

The project shall include training for the end-users and the top-level managers to sustain the PNP CMS-Retirement 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.

The social infrastructure of the project includes the training for developers, network and systems administrators, end-users and top-level managers. It shall also include the awareness campaign of the project for its full acceptability within the organization with the change management programs.

To sustain the implementation of the project, monitoring and evaluation will be put in place to assess the timely compliance and impact of the system to the overall administrative efficiency of the police organization.

To ensure the security of the system, vulnerability assessment and penetration testing will be included in the project.

CERTIFIED TRUE COPY  
FROM THE ORIGINAL:

  
FORTINE DIANNE A BERNARDO  
Police Major  
Acting Administrative Officer, DC



**8. LIABILITY CLAUSE**

- a. 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
- b. Deliberate or intentional manipulation of data or information in the PNP CMS-Retirement 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.


**9. REPEALING CLAUSE**

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

**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.



  
**BENJAMIN C ACORDA, JR.**  
Police General  
Chief, PNP

Distribution:

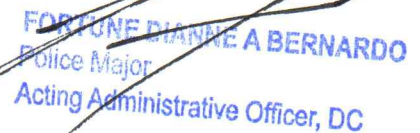
- Command Group
- IG, IAS
- Cmdr, APCs
- D-Staff
- P-Staff
- D, NSUs
- RD, PROs
- SPA to SILG

OCPNP Signed 2022 S096549



\*S096549\*

**CERTIFIED TRUE COPY  
FROM THE ORIGINAL:**

  
**FORTUNE DIANNE A BERNARDO**  
Police Major  
Acting Administrative Officer, DC