



1. Issuance of Certificate of Nationwide Alarm (CNA)

Certificate of Nationwide Alarm is issued to the complainant/applicant of stolen/carnapped vehicle. Certification is being issued upon submission/compliance of the documents needed in filing of alarm and approval of the HPG Motor Vehicle Clearing Committee (MVCC) and the Director of HPG.

Office or Division:	Office of the Motor Vehicle Complaint Section
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Client)
Who may avail:	Registered owner and authorized representative of motor vehicle.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1..Filled up Complaint Sheet – (1 original copy and 3 photo copies); 2, Police Report and Incident Record Form – (1 original copy and 3 photo copies); 3. Validation Report from the concerned validating team; (SWPU & FT) – (1 original copy); 4. Original OR/CR or sales invoice of the Subject MV. If the MV is encumbered, Certificate of Encumbrance and Statement of Account and a photocopy of OR/CR authenticated by the financing company – (1 original copy and 3 photo copies); 5. Secure authenticated copies of MV records from LTO – (1 original copy and 3 photo copies); 6. Filed Carnapping Case with IS# indicating the name of the suspect/s; - (1 original copy and 3 photo copies); 7. 2 Pcs ignition Keys of motor vehicle/motorcycles. (4 photo copies); 8. Insurance Policy – (4 photo copies); 9. Two (2) Valid identification cards with three (3) Specimen signatures of the rightful owner and the person who has control of the MV when it was seized - (4 photo copies); 10. Latest two (2) pieces of 2"x3" picture of the rightful owner and the person who has control of the motor vehicle when it was seized – (4 photo copies); 11. Deed of Sale if the possessor of the MV has not yet transferred in his name. – (1 original copy and 3 photo copies); 	<p>Motor Vehicle Complaint Section (MVCS)</p> <p>Police Station having jurisdiction of the incident/transaction</p> <p>Registered owner Applicant/Authorized representative of the registered owner if Fully paid) and Financing Company if Encumbered</p> <p>LTO (Mother File)</p> <p>Prosecutor's Office</p> <p>Registered Owner</p> <p>Insurance Company Registered Owner/Applicant/ Authorized representative of the registered owner or Company</p> <p>Registered Owner /Applicant/Authorized representative of the registered owner or Company</p>

<p>12. Secretary Certificate and Board Resolution stating the authorized representative of the company, if it is registered to a company. - 1 original copy and 3 photo copies; 12. Special Power of Attorney for individual applicant, if the registered owner is not present. - 1 original copy and 3 photo copies; 13. Death Certificate and Marriage Certificate (For Surviving Spouse) - 1 original copy and 3 photo copies; 14. Extrajudicial Settlement (For Surviving Heirs). - 1 original copy and 3 photo copies; 15. Prosecutor's Office Resolution- 1 original copy and 3 photo copies;on for FTR/Estafa cases elevated to Carnapping.</p> <p><u>Requirements for Radio Voice/Flash Alarm</u></p> <p>1. Fill out Complaint Sheet/Sinumpaang Salaysay - (1 copy); 2. Valid ID of the Complainant/Victim - (1 copy); 3. Photo Copy of OR/CR(if available) - (1 copy); 4. Copy of Police Report if reported at Local Police Stations - (1 copy); 5. Registered owner/driver possessor of the MV.</p> <p><u>Categorized under the 24 hours validity period for Radio voice/Flash alarm</u></p> <p>1. Complaints received from the local police Stations. 2. Complaint/s that originates from our office which falls under the category of Rent Tangay, Rent-Sangla, Failed to Return and Estafa</p> <p>Not included for 24hours validity period:</p> <p>1. Stolen While Parked Unattended(SWPU) 2. Forcibly Taken (FT)</p>	<p>Registered Owner</p> <p>Spouse/relatives</p> <p>Relatives</p> <p>Prosecutor's Office</p> <p>Registered owner or Authorized representative of the registered owner or Company Applicant/representative of the</p> <p>Registered owner</p> <p>Local Police Station having jurisdiction of the incident</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NATIONWIDE ALARM				

1.) Initial Interview/fill up Complaint sheet/Sinumpaang Salaysay SOD , MVCS/RHPU"s	1.) Check the completeness of the documentary requirements	None	20 minutes	Duty Investigator
2.)Notary of Complaint Sheet	2.) Received and evaluate documents	None (it depends on the rate of Notary Public)	20 minutes	Duty Investigator
3.)Submission/photocopy of Initial requirements.	3.) Received and evaluate documents	None	1 day	Duty Investigator
4.)Submission of original requirements for Nationwide Alarm	4.) Approval of Chief, MVCS	None	30 minutes	Duty Investigator
5.) Watch List	5.) Evaluate and Encode	None	20 minutes	MVCD Encoder
6.)Preparations of IR (SOD-MVCS/RHPU"s	6.) Approval of Chief, MVCS	None	1 day	Duty Investigator
7.)Approval by HPG MVCC and Director, HPG	7.) HPG MVCC	None	10 Days	Director, HPG
8.)Provide Alarm Number	8.)Record Section	None	30 minutes	Duty Investigator
9.) Encoding VIMS (MVCD)	9.) Encoder	None	1 Day	Duty encoder
10.) Releasing (MVCS)	10.) Record Section	None	1 Day	Duty Investigator
	Total	None	14 Days and 2 hours	

2. Issuance of Certificate of Lifting of Alarm

Certificate of Lifting of Alarm is issued to the registered owner/authorize representative or applicant for lifting of alarm. Certification is being issued upon submission/compliance of the documents needed in filing of alarm and approval of the HPG Motor Vehicle Clearing Committee (MVCC) and the Director of HPG

Office or Division:	Office of the Motor Vehicle Complaint Section
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Client)
Who may avail:	Registered owner and authorized representative of motor vehicle.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

REQUIREMENTS FOR CANCELLATION /LIFTING OF ALARM

1. Request form for Lifting of alarm – (1 original copy);
2. Original OR/CR or sales invoice of the Subject MV. If the MV is encumbered, Certificate of Encumbrance and Statement of Account and a photocopy of OR/CR authenticated by the financing company – (1 original copy);
3. Lifting endorsement from concerned recovering RHPUs. – (1 original copy);
4. Authenticated copies of MV records from LTO; – (1 original copy);
5. Complaint Sheet/ filed Carnapping Case/ Alarm Sheet– (1 original copy);
5. Spot Recovery Report or Affidavit of Self Recovery– (1 original copy);
6. Macro Etching Result (Original Copy); – (1 original copy);
7. Certificate of No Claims from Insurance or; Affidavit of No Claims (Notarized) – (1 original copy);
8. Picture of Motor Vehicle (rear/front) – (1 original copy)
9. Special Power of Attorney (if the registered owner of the rightful owner is a private individual) – (1 original copy)
10. Corporate Secretary with Board Resolution (if the subject MV is owned by a corporation) – (1 original copy)

11. 2x3 Pictures of Applicant/representative /registered owner– (1 original copy)
12. 2pcs Valid ID's of applicant/registered owner with three (3) specimen signatures– (1 original copy)
13. Death Certificate and Marriage Certificate (for surviving spouse) – (1 original copy)
14. Extrajudicial Settlement (for surviving heirs) – (1 original copy)

REPRESENTATIVES

Special Power of Attorney (SPA)& Valid ID

- MVCS office
- Registered owner/ financing company

- Police Station who recovered the vehicle
- LTO (Mother File)
- MVCS Office and Registered owner
- Police Station who recovered the vehicle Forensic Division
- Registered owner

- Registered owner/Insurance Company.

- Registered owner/company or authorize representative
- Registered owner

- Company

- Registered owner / authorize representative

- Registered owner

- Spouse/Relatives

- Relatives

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LIFTING OF ALARM				
1.) Fill up Application Form for Lifting of Alarm MVCS /RHPU's	1.) Check the completeness of the documentary	None	15 minutes	Duty Investigator

	requirements			
2.) Notary of Lifting request form	2.) Receive evaluated documents	None (It depends on the rate of the Notary Public)	20 minutes	Duty investigator
3.) Macro-Etching Examination (FS).	3.) Conduct Macro-Etching examination and release Macro-etching result.	(Order of payment issued by Crime Laboratory to be paid at Landbank)	4 days	Duty PI Examiner, PNP Crime Laboratory
4.) Submission of original requirements	4.) Check the completeness of the documentary requirements	None	5 minutes	Duty Investigator
5 Preparations of IR/Memorandum (SOD-MVCS/RHPU"s	5.) Approval of Chief, MVCS	None	2 day	Duty Investigator
6.) Approval of Investigation Report by the signatories	6.) Endorsement of folder/lifting request for HPG MVCC and Director, HPG for approval	None	10 days	Duty Investigator
7.) Encoding VIMS (MVCD)	9.) Encoder	None	1 Day	Duty MVCD encoder
8.) Releasing of approved Lifting Certification	10.) Release documents to the applicant/registered owner or authorize representative.	None	1 Day	Record Section, DDO Office
	Total	None	18 days and 20 minutes	

3. Issuance of Certificate of Certificate of Non-recovery (CNR)

Certificate of Non-recovery is issued to the registered owner/authorize representative or applicant for Certificate of Non-recovery. Certification is being issued upon approval of the HPG Motor Vehicle Clearing Committee (MVCC) and the Director of HPG. Certificate of Non- Recovery is being used for insurance claim.

Office or Division:	Office of the Motor Vehicle Complaint Section
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Client)
Who may avail:	Registered owner and authorized representative of motor vehicle.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
REQUIREMENTS FOR CERTIFICATE OF	

<u>NON-RECOVERY</u>				
1. Filled up application form – (1 original copy); 2. Valid Government issued ID (1 original copy); 3. SPA if the applicant is representative (with attached valid ID of representative and owner) (1 original copy); 4. Secretary certificate with Board Resolution if the MV is company owned (with attached valid ID of representative and Corporate Secretary) (1 original copy); 5. Insurance Policy (1 original copy); and 6. Approved Nationwide Alarm folder, document. (1 original copy)		Registered owner/ representative of the registered owner Registered owner Registered owner Company Insurance Company HPG MVCS records custodian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CERTIFICATE OF NON-RECOVERY				
1.) Filled up CNR application form	1.) Check the completeness of the details needed	None	1 minute	Duty Investigator
2.) Submission of other requirements/verify alarm number from VIMS	2.) Receive documents and verify record from HPG Vehicle Information Management System (VIMS)	None	5 minutes	Duty Investigator
3.) Preparation of IR/Memorandum.	3.) Prepare IR/Memorandum.	None	1 day	Duty Investigator
4.) Approval by HPG MVCC and Director, HPG	4.) Endorsement of folder/CNR request for to the HPG MVCC and Director, HPG for approval	None	10 days	Encoder
5.) Releasing	Release documents to the applicant/registered owner or authorize representative.	None	2 minutes	Record Section, DDO Office
	Total	None	11 Days and 8 minutes	

4. Issuance of Certificate of Re-stamping

Certificate of Re-stamping is issued to the registered owner/authorize representative or applicant for Re-stamping. Certification is being issued upon submission/compliance of the documents needed in filing of alarm and approval of the HPG Motor Vehicle Clearing Committee (MVCC) HPG. Director

Office or Division:	Office of the Motor Vehicle Complaint Section	
Classification:	Highly Technical	
Type of Transaction:	G2C(Government to Client)	
Who may avail:	Registered owner and authorized representative of motor vehicle.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>REQUIREMENTS FOR RE-STAMPING OF NOT TAMPERED MV</p> <ol style="list-style-type: none"> 1. First Endorsement from LTO (with MV inspection report and other documents from LTO) – (1original copy); 2. Original OR/CR or Authenticated Copy, Vehicle sales invoice and Deed of sale– (1 copy); 3. affidavit of Re-stamping – (1original copy); 4. Affidavit of Mechanic(valid ID of Mechanic)/Certification from manufacturer if the same metal of chassis/engine number when it was manufactured. (1original copy); 5. Macro Etching Result from Forensic Division– (1original copy); 6. Picture of MV (Rear/Front/Left/Right sides) and affected area (Chassis or Engine Number). – (1original copy); 7. HPG VIMS Print-out - (1original copy); 8. Application Form duly notarized with 2x3 ID picture and one (1) valid government ID. – (1original copy); 9. Special Power of Attorney (if the applicant is a representative of registered owner). – (1original copy); 10. Secretary Certificate and Board Resolution authorizing the applicant to apply for Re-stamping (if MV is registered to a company). – (1original copy) ; 11. Death Certificate and Marriage Certificate for Surviving Spouse and/or Extrajudicial Settlement for Surviving Heirs (if the registered owner died). – (1original copy); and 12. Local Police Report (if involved in a vehicular accident) – (1original copy) 		<p>LTO (Mother File)</p> <p>Registered owner/representative of the registered owner</p> <p>Registered Owner</p> <p>Mechanic/Manufacturer</p> <p>Forensic Division</p> <p>Registered owner/Company</p> <p>HPG MVCS office</p> <p>Registered owner/representative of the registered owner/Company</p> <p>Registered owner</p> <p>Company</p> <p>Spouse /Relatives</p> <p>Local Police Station having jurisdiction of the incident/transaction</p>
REPRESENTATIVES		

Special Power of Attorney (SPA)& Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RE-STAMPING				
1.) Fill up application for Re-stamping	1.) Check the completeness of the details needed	None	15 minutes	Duty Investigator
2.)Notary of Re-stamping request form	2.) Receive and evaluated document	None (It depends on the rate of the Notary Public)	30 minutes	Duty Investigator
3.) Macro Etching Examination.	3.) conduct macro-etching examination and release PI result	(Order of payment issued by Crime Laboratory to be paid at Landbank)	4 days	Duty PI Examiner, PNP Crime Laboratory
4.)Submission Photocopy of requirements	5.) Check the completeness of the documentary requirements	None	5 minutes	Duty Investigator
5.)Preparations of IR /Memorandum(SOD-MVCS/RHPU”s	6.) Prepare IR/Memorandum	None	10 minutes	Duty Investigator
6.)Approval by HPG MVCC and Director, HPG	7.) Endorsement of folder/CNR request for to the HPG MVCC and Director, HPG for approval	None	8 Days	Director, HPG
7.) Releasing	10.) Release documents to the applicant/registered owner or authorize representative	None	1 Day	Record Section, DDO Office
	Total	None	13 Days and 26 minutes	

5. Issuance of Certificate of Deletion and Correction of Entry

Certificate of Deletion/Correction of Entry is issued to the registered owner/authorize representative or applicant for Deletion/Correction of Entry. Certification is being issued upon submission/compliance of the documents needed in filing of Deletion/Correction of Entry and approval of the HPG Motor Vehicle Clearing Committee (MVCC) and the Director of HPG.

Office or Division:	Office of the Motor Vehicle Complaint Section
Classification:	Highly Technical
Type of Transaction:	G2C(Government to Client)
Who may avail:	Registered owner and authorized representative of motor vehicle.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>CORRECTION / DELETION OF ENTRY</u></p> <p>1. Original OR/CR, if encumbered, certificate if encumbrance and photocopy of original OR/CR authenticated from financing company - (1 Copy);</p> <p>2. Deed of sale (if the rightful owner of the vehicle has not yet processed the transfer of ownership with LTO - (1 Original Copy);</p> <p>3. Vehicle sales invoice - (1 Copy);</p> <p>4. Secretary certificate or Board of resolution stating the authorized user of the MV (if it is registered to a company) - (1 Original Copy);</p> <p>5. LTO pullout record and Plate verification (both parties) - (1 Original Copy);</p> <p>6. Macro Etching Result - (1 Original Copy);</p> <p>7. Picture of MV (Rear/Front/Left/Right sides) - (1 Original Copy);</p> <p>8. Duly notarized Application Form for Correction/Deletion with 2x3 ID picture and one (1) valid government ID. - (1 Original Copy);</p> <p>9. Special Power of Attorney (if the applicant is a representative of registered owner). - (1 Original Copy); and</p> <p>10. Death Certificate and Marriage Certificate for Surviving Spouse and/or Extrajudicial Settlement for Surviving Heirs (if the registered owner died). - (1 Original Copy)</p>	<p>Registered owner</p> <p>Registered owner</p> <p>Registered owner Company</p> <p>LTO (Mother file)</p> <p>Forensic Division</p> <p>Registered owner</p> <p>Registered owner</p> <p>Registered owner</p> <p>Spouse /Relatives</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CORRECTION/DELETION OF ENTRY				
1. Fill up application Form for Re-stamping	1.) Check the completeness of the details needed	None	3 minutes	Duty Investigator
2.) Notary of Correction/Deletion of Entry request form	2.) Receive evaluate documents	None (It depends on the rate of the Notary Public)	5 minutes	Duty Investigator

3.) Macro Etching Examination	Conduct macro-etching examination and release PI result	(Order of payment issued by Crime Laboratory to be paid at Landbank)	4 days	Duty PI Examiner, PNP Crime Laboratory
4.) Submission of requirements.	3.) Check the completeness of the documentary requirements	None	5 minutes	Duty Investigator
5.) Preparations of IR/memorandum(SO D-MVCS/RHPU"s)	6.) Prepare IR/Memorandum	None	2 days	Duty Investigator
6.) Approval by HPG MVCC and Director, HPG	7.) Endorsement of folder/CNR request for to the HPG MVCC and Director, HPG for approval	None	8Days	Director, HPG
7.) Encoding VIMS (MVCD)	9.) Encoder	None	1 Day	Duty MVCD encoder
8.) Releasing	Release documents to the applicant/registered owner or authorize representative.	None	2 minutes	Record Section, DDO Office
	Total	None	15 Days and 15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	1. Filled up the client feedback form and drop it in the drop box inside the office.
How feedbacks are processed?	Investigator on duty will collect the drop box daily to record feedbacks from clients and compilations purposes. Feedback that requires replies were endorsed to office concern with guidance to answer the complaint appropriately within three days. Client may either lodged their complaint to the Motor Vehicle Complaint Section thru its Telephone Number 7230401 local 6298 and/or reach us at Email : mailsab73@gmail.com

How to file a complaint?	Filled-up the Complaint Form and drop it in the drop box inside the office. Complaints may also be filed via telephone call. For clarity purposes, client is advised to disclose the following information in the complaint to wit: - Name of officer being complained – Incident being complained of – Evidence, if any. For inquiries and follow-ups, clients may contact the following Telephone Number: 7230401 local 6298 and/or Email: mailsab73@gmail.com
How complaints are processed?	The investigator on duty checks the complaints affidavit on a daily basis and evaluates each complaint. Upon evaluation, the Duty Officer shall make the investigation report and forward the complaint to Chief, MVCS for signature. Upon the approval of the Chief, MVCS the documents forwarded to the committee for signature and approval for Director, HPG. The documents forwarded to MVCD encoder for encoded in the Vehicle Information Management System (VIMS). For inquiries and follow-ups, clients may contact the following telephone number: 7230401 local 6298 or email: mailsab73@gmail.com
Contact Information of CCB, PCC, ARTA	<p>ARTA:8-478-5093 complaints@arta.gov.ph</p> <p>PCC:pcc@malacanang.gov.ph 8888</p> <p>CCB:email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Office	Address	Contact Information
Head Office	Office of the HPG, Headquarters, MVCD Bldg. Camp BGen Rafael T Crame, Quezon City	For inquiries and follow-ups, clients may contact the following telephone number: 7230401 local 6298 or email: mailsab73@gmail.com