



# DIDM CHARTER STATEMENT

## VISION:

Imploring the Aid of the Almighty, DIDM will be a highly capable and effective investigation and detective service successful in achieving 65% crime solution efficiency for index crimes by 2028.

## MANDATE

Republic Act 6975 as amended by RA 8551 and further amended by RA 9708 and NAPOLCOM Resolution No. 97-032

## MISSION

The DIDM assists and advises the Chief, PNP in the direction, control, coordination and supervision of the investigation of major and sensational crimes

## CORE VALUES

INTEGRITY  
COMPETENCY  
EFFICIENCY

## IMPROVED CRIME SOLUTION

### COMMUNITY

QUALITY INVESTIGATION AND DETECTIVE SERVICES

### PROCESS EXCELLENCE

Improve Filing of cases

Increase No. of Arrested suspects

Enhance crime recording and analysis

### LEARNING AND GROWTH

Develop highly-motivated, competent, credible and disciplined personnel

Develop responsive and professional investigation and detection service

### RESOURCE MANAGEMENT

Judicious use of logistical and financial resources

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# DIDM MISSION

**To assist and advise the Chief, PNP in the direction, control, coordination and supervision of the investigation of major and sensational crimes**



# CORE VALUES

**DIDM shall be guided by the following core values**

**:**

<b>Integrity</b>	We shall be honest and reliable and do the right thing with honor in order to earn the trust and confidence of our stakeholders.
<b>Efficiency</b>	We shall be able to accomplish our tasks with at least no waste of time and effort
<b>Competency</b>	We shall perform our mandate to the highest standard of service.

# **Vision**

**Imploring the Aid of the Almighty, DIDM will be a highly capable and effective investigation and detective service successful in achieving 65% crime solution efficiency for index crimes by 2028.**

# Customer Analysis

Who are our customers and what are their needs and expectations?

Primary Customer C, PNP

Secondary Customers RDs, CIDG, CL, ACG, DI, DO, DPCR, Other NOSUs with Investigative Functions, Other D-Staff, Other LEAs, Foreign Counterparts, Diplomatic Communities and Other Pillars of CJS

Major Deliverables

- **POLICIES**
- **REPORTS**
- **Certification Process for Field Investigators and Detectives**
- **Crime environment information**
- **IT Solutions in the management of the investigation of crimes**

**OUTCOME  
(CUSTOMER VALUE**

**QUALITY INVESTIGATION AND DETECTIVE SERVICES**

# DIDM PROCESS VALUE CHAIN

## Policy Development

- LOIs
- MCs
- CMCs
- IMPLANS
- Letter Directives

## Administrative Services

- Responders Training
- Field Investigators & Detective Certification
- Logistics & Financial Management
- ICT Management
- Values & Spiritual Formation
- Morale and Spiritual Upliftment Program
- Giving Awards and Incentives
- PCE

## Operational Services

- Investigation and Detection Services
- Special Law Enforcement
- Forensic Services
- Crime Analysis
- Partnership with other pillars of criminal justice

## Support Role Functions

- Support to Disaster Management
- IT Solutions to Support Patrolling

# LEARNING AND GROWTH VALUE CHAIN

## Human Capital

- **Conduct of Specialized Courses**
  - IOBC
  - IOMC
  - PDC
  - Cognitive Interviewing
  - Environmental Crime Investigation Course (ECIC)
  - CIC
  - WCPD Course
  - PCE Course
- **First Responders Course**

## Organizational Capital

- **Leadership**
- **Culture of Excellence**
  - Organizational Development (from RAD to CRAC)
  - from WCPD to WCPC
  - Detective School to SIDD
  - PCID to PCEID
- **Alignment and Teamwork**

## Information and Communication Capital

- **E-projects**
  - CMAS
  - CIDMS
  - CIRAS
  - e-WPIS
  - e-Subpoena System
  - e-Rogue Gallery System

# RESOURCE MANAGEMENT VALUE CHAIN

## Logistic Management

- **Prepare Annual Procurement Plan**
- **Participate in Bidding Process**
- **Receive and store**
- **Distribution**

## Financial Management

- **Support the requirements of the approved plans and programs (AOPB)**
- **Prepare report subject of audits**
- **Monitor compliance of investigative offices/units accomplishment**



# INVESTIGATION AND DETECTION VALUE CHAIN

Crime incident reported

First Responders

Crime Scene Investigation

Crime Detection

Filing of Case & Arrest of Suspect

Crime Solved

Monitoring and Evaluation

- E-Blotter
- Online Complaint
- Walk-in and Referred Cases

- Preservation of the Crime scene
- Arrest of Perpetrators
- Call for ambulance (if necessary)

- Documentation of the Crime Scene
- Collection and preservation of Physical Evidence
- Established chain of custody of evidence

- Interview of Witnesses
- Follow up leads provided by witnesses & physical evidence
- Forensic Science Analysis of Evidence
- Forensic Psychology
- Profiling (Suspects, Victims and Complainants)
- Online engagement

- Filing of Complaint in Prosecutors office
- Affirmation of Complaint
- Filing of Criminal case in court
- Service of Warrant
- Arrest of suspect
- Presentation of Evidence
- Expert Opinion

- Status of cases
- Schedule of hearings
- E-Subpoena
- Expert Testimony
- Convictions
- Liaisoning with other pillars of CJS
- Crime Analysis
- QASVC

# STRATEGIC SHIFT FOR PROCESS EXCELLENCE

How do we improve our core processes to attain our strategic outcomes?		<b>Objectives</b>
<b>Strategic Shifts</b>		
<i>From</i>	<i>To</i>	
Traditional Investigation	Standardized Investigative Systems and Procedures	
Low index crime solution efficiency	Increased index crime solution efficiency	Improve filing of cases
Manual recording of crime incidents	Computerized recording of crime incidents	Increase number of arrested suspects
		Enhance crime recording and analysis

# LEARNING AND GROWTH

How do we equip our unit with the needed competencies, values & technologies to support our process improvement? 0

## Strategic Shifts

## Objectives

*From To*

**Human Capital**

**Competent, motivated, credible and disciplined personnel**

**Highly-competent, motivated, credible and disciplined personnel**

**Develop highly-competent motivated, credible and disciplined personnel**

**Organizational Capital (LCAT)**

**Unresponsive organizational set-up**

**Responsive organizational set-up**

**Depleted no. of personnel**

**Sufficient no. of personnel**

**Develop responsive and professional investigation and detection service**

**Information Capital**

**Manual reporting, processing and analysis of crime data**

**ICT- assisted reporting, processing and analysis of crime data**

# RESOURCE MANAGEMENT

How should we manage and allocate our resources for maximum impact?		
<b>Strategic Shift</b>		
<i>From</i>	<i>to</i>	<b>Objectives</b>
Use of resources on unprogrammed PPAs	Priority use of resources on programmed PPAs	
Traditional Budgeting Process	Participatory Budgeting Process	
Efficient and effective management of DIDM logistical resources	More efficient and effective management of DIDM logistical resources	
		<b>Judicious use of logistical and financial resources</b>

# DIDM SCORECARD

P	Objectives	#	Measure	LD	LG	Owner	BL	Targets				Initiatives
								2013	2016	2022	2028	
COMMUNITY	A	1	Complainant/ Victim Satisfaction Rating			DIDM (ITD) PROs	NEW	AGREE	STRONGLY AGREE	STRON GLY AGREE	<ul style="list-style-type: none"> <li>•E-Complainant Engagement Survey</li> <li>•QASVC</li> </ul>	
			2	Index Crime Solution Efficiency			PROs RAD CMD USIG ITD	27%	33.96%	45.5%	65%	<ul style="list-style-type: none"> <li>Case Management Program</li> </ul>

# DIDM SCORECARD

P	Objectives	#	Measure	LD	LG	Owner	BL	Targets				Initiatives
								2013	2016	2022	2028	
Process Excellence	B	3	Improve filing of cases			PROs RAD CMD USIG ITD	49.2%	50.2%	67%	85%	<ul style="list-style-type: none"> <li>• Case Management Program</li> <li>• Policy Directives</li> </ul>	

# DIDM SCORECARD

P	Objectives	#	Measure	LD	LG	Owner	BL	Targets				Initiatives
								2013	2016	2022	2028	
Process Excellence	C	4	Percentage of Arrested Wanted Person			CMD	56.83 %	60%	65%	70%	<ul style="list-style-type: none"> <li>•LOI Manhunt Charlie</li> <li>• OPLAN LAMBAT SIBAT</li> </ul>	
	D											
	E	5	No. of Arrested Most Wanted Person			CMD	1/PR O/PP O/CC PO/C PO/M PS per mont h	1/PR O/PP O/CC PO/C PO/M PS per mont h	1/PRO/ PPO/C CPO/C PO/MP S per month	1/PRO/P PO/CCP O/CPO/ MPS per month		

# DIDM SCORECARD

P	Objectives	#	Measure	L D	L G	Owne r	BL	Targets				Initiatives
								2013	2016	2022	2028	
PROCESS EXCELLENCE	F Enhance crime recording and analysis	6	% of complia nce to e- Projects	E-WPIS		ITD	50%	90%	100%	100%	New Generation Investigation (PNP e-Projects)	
				E-rogue			50%	90%	100%	100%		
				E-blotter			50%	90%	100%	100%		



# DIDM SCORECARD

P	Objectives	#	Measure	L D	L G	Owner	BL	Targets				Initiatives
								2013	2016	2022	2028	
LEARNING AND GROWTH	G	7	Develop highly-motivated, competent, credible and disciplined personnel	No of investigators :		SIDD RAD CMD WCPC PROs CIDG ACG CLG	18,637	30,000	40,000	62,130	<b>Human Resource Management Program</b> - Implementation of NAPOLCOM Resolution No.97-032 –"Enhancing the Investigative Function of the PNP thru the implementation of Investigative and Detective Program"  <b>Certification Program</b> - Detectives	
							NEW	100	1000	37,278		
		8	Percentage of Trained Investigators occupying Investigative positions			ADMIN PROs CIDG ACG CLG	50%	60%	80 %	100 %	<b>Human Resource Management Program</b> * Placement of trained Investigators and Detectives - Establishment of Investigators Eligibility database system	

# DIDM SCORECARD

P		Objectives	#	Measure		L D	L G	Owner	BL	Targets				Initiatives
										2013	2016	2022	2028	
LEARNING & GROWTH	H	Develop highly-motivated, competent, credible and disciplined personnel	9	Percentage of trained personnel vs Training Needs	Mandatory			ADMIN	71%	80%	90%	100%	<b>Human Resource Management Program</b> - Conduct of TNA - Alignment /Assessment/Review on personnel needs	
					Specialized				41%	60%	80%	100%		
	10	Percentage of personnel given	Awards			ADMIN	30%	50%	70%	85%	<b>Programs on Awards and Incentives for Service Excellence (PRAISE)</b>  <b>Disciplinary Machinery</b>			
			Nr. of PCE Conducted			PCEID	TBD	90%	100%	100%				
I	Develop responsive and professional investigation and detection service	11	No. of e-systems developed /enhanced			ITD	NEW	1	1	1	<b>System Development/Enhancement Program (E-projects)</b>			
		12				Percentage fill-up in Investigation Service	SIDD	25%	40%	70%	100%	<b>Standardized Functional Fill-up for Investigation and Detective Management Services</b>		

# DIDM SCORECARD

P		Objectives	#	Measure	L D	L G	Owner	BL	Targets			Initiatives
									2013	2016	2022	
RESOURCE MANAGEMENT	J	Judicious use of logistical and financial resources	13	Percentage of funds allocated for strategic initiatives			BFO	50%	65%	100%	100%	<b>Financial and Logistical Management Program</b> <ul style="list-style-type: none"> <li>▪ Enhancement of Project Procurement Management Plan (PPMP) in relation to Annual Procurement Plan re Strategic PPAs</li> <li>▪ Placement of Internal Control System for financial and logistical resources</li> <li>▪ Equitable distribution of procured items to programmed strategic PPAs.</li> <li>▪ <b>AOPB</b></li> </ul>