

Department of Transportation and Communications  
PUNONGHIMPILAN TANOD BAYBAYIN NG PILIPINAS  
(Headquarters Philippine Coast Guard)  
COAST GUARD INTERNAL AFFAIRS SERVICE  
139 25<sup>th</sup> Street, Port Area  
1018 Manila

CGAO/CGIAS

21 August 2002

STANDING OPERATING PROCEDURE  
NUMBER 05

DISPOSITION OF ANONYMOUS COMPLAINTS/REPORTS

1. PURPOSE: To establish a standing operating procedure in the handling of complaints/reports of violation of PCG Uniformed and Non-uniformed personnel.

2. SCOPE: This SOP shall be observed and adhered to by the Office of Coast Guard Internal Affairs Service (CGIAS) and all District/Major/Special Unit Commanders and all other units that maybe tasked to investigate complaints/reports.

3. PROCEDURE:

- a. To protect PCG personnel from undue harassment, only meritorious (with established prima facie evidence) anonymous complaints/reports shall be taken cognizance of and shall be thenceforth investigated;
- b. Anonymous complaints/reports, to be considered meritorious must satisfy any of the following:
  - (1) Upon initial verification, contains correct names and addresses of witnesses;
  - (2) The supporting documents/evidence to the complaints/reports could be verified and obtained from offices or persons mentioned in the complaint;
  - (3) Gives sufficient leads to pursue investigation.

- c. Anonymous complaints/reports that are not meritorious shall be dismissed outright. However, they shall be filed for future reference. These reports should be removed from the files after three (3) months of inactivity and should not stop the issuance of clearances.
- d. Complaints/reports meritorious or not containing allegations with bearing on national security shall be referred to concerned offices/agencies for investigation/appropriate action. These complaints shall be terminated with in six (6) months.
- e. District/Major/Special Units Internal Affairs Offices shall submit to CGIAS reports of all meritorious anonymous complaints/reports received and disposed of. Also reports on investigation and other pertinent records/documents shall be transmitted and properly classified for security purposes.

4. EFFECTIVELY: This SOP shall take effect upon publication.

BY COMMAND OF VICE ADMIRAL LISTA:

OFFICIAL:

(SGD)  
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