



Republic of the Philippines
Department of the Interior and Local Government
NATIONAL POLICE COMMISSION
NATIONAL HEADQUARTERS PHILIPPINE NATIONAL POLICE
DIRECTORATE FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY MANAGEMENT
Camp Crame, Quezon City



MEMORANDUM

TO : RD's PROs and Dirs, NSUs
FROM : TDICTM
SUBJECT : **Memorandum Circular No. 2011-010**
DATE : April 18, 2011

1. Reference: Memorandum Circular Number 2011-010 approved by the Chief, PNP on March 25, 2011.

2. In this regard, forwarded is a copy of the Memorandum Circular entitled **"Guidelines on the Creation, Use and Maintenance of Website at all levels of the PNP Organization"**.

3. The said Memorandum Circular was conceptualized to provide guidelines and procedures in the creation, administration and maintenance of website at all levels of the PNP organization in furtherance of and providing some amendments to LOI 03/09, otherwise known as "Spider Web", to ensure their continuous presence and availability to the public and PNP personnel in support to the C, PNP's foundation initiative of promoting a strong police-community partnership and the PNP-ITP.

4. For your guidance and widest dissemination.


FRANKLIN S ALFABETO
Police Director



Republic of the Philippines
Department of the Interior and Local Government
NATIONAL POLICE COMMISSION
NATIONAL HEADQUARTERS PHILIPPINE NATIONAL POLICE
OFFICE OF THE CHIEF, PNP
Camp Crame, Quezon City

MAR 25 2011

MEMORANDUM CIRCULAR
NUMBER 2011-010

SUBJECT: GUIDELINES ON THE CREATION, USE AND MAINTENANCE OF WEBSITES AT ALL LEVELS OF THE PNP ORGANIZATION

1. REFERENCES:

- a. Section 28, R. A. No. 8792, otherwise known as "The Philippines E-Commerce Law";
- b. NCC Memorandum Circular No. 2002-01 with subject: "Guidelines on Creation of the Agency's Official Website and Compliance to E-Commerce Law and Stage One of the UN-ASPA Stages of E-Government;"
- c. PNP LOI 03/09 (Spider Web) dated November 11, 2009;
- d. Undated TCDS Memo entitled "Eight Foundation Initiatives (EFIs and Operational Imperatives (OIs));
- e. TCDS Memo dated January 14, 2011 entitled "Status of PROs and NSUs Website in Relation to LOI Accounting of Personnel"; and
- f. PNP Integrated Transformation Program (PNP-ITP).

2. PURPOSE:

This Memorandum Circular provides the guidelines and procedures in the creation, administration and maintenance of websites at all levels of the PNP organization in furtherance of and providing some amendments to LOI 03/09, otherwise known as "Spider Web", to ensure their continuous presence and availability to the public and PNP personnel in support to the C, PNP's foundation initiative of promoting a strong police-community partnership and the PNP-ITP.

3. SCOPE:

This memorandum circular applies to all PNP offices and personnel from NHQ, PROs, and NSUs down to the Districts/CPOs/PPOs and police stations.

4. DEFINITION OF TERMS:

- a. About Us – This is a link to a page that contains the history, vision, mission, objectives, mandate and main functions of the unit and other pertinent general information.

b. Accomplishments – This is a link to a page that contains the unit's operational accomplishments with pictures which are published and updated quarterly in a format to be prescribed by DO. It shall include accomplishments and/or responses made on petty/street crimes and domestic problems.

c. Administration – This refers to the role of the web administrator, which includes: designing the structure and layout of the website; ensuring that the web servers, hardware and software are operating accurately; examining traffic through the site; ensuring that the website is safe or protected from known threats/attack techniques used by hackers; supporting the implementation of web-based systems that will be deployed on the website; and facilitating the creation of user accounts for website users, when needed.

d. Animation – This refers to the rapid display of a sequence of images of two-dimensional (2-D) or three-dimensional (3-D) artwork or model positions in order to create an illusion of movement. Cartoons on television are examples of animation.

e. Contact Us – This is a link to a page that contains contact details including telephone numbers and a link that refers to a mail-to action form page capable of submitting information, suggestion, comments and complaint from the public which are automatically submitted to the official email of the office or unit.

f. Creation – This refers to Web Creation which is the process that involves consolidating the contents, developing the web pages and organizing the hardware, software and personnel to activate a website and make it available on the Internet.

g. Content – Any document that is required to be published on the websites as specified under Section 6.c of this Memorandum Circular. Some contents must conform to the formats (such as list, detailed report, picture or scanned image, audio, video, etc.) to be prescribed by the unit/office with authority over the documents.

h. Content Contributor – This refers to the office or person tasked to provide the documents and other information that will be published on the Internet. The Directorial Staff at NHQ level and their counterpart Divisions/Section Chiefs at the lower units/offices/stations are primarily tasked as content contributors in their respective website and all relevant entries in the websites must pass their rigid scrutiny.

i. Crime Data/Statistics – This is a link to a page that contains statistical information pertaining to volume of crimes, crimes distribution, trends and if possible, crime maps which are categorized as crimes against person and crimes against property. These shall be published and updated monthly in a format to be prescribed by DIDM.

j. Domain Name – It is an identification label that defines the realm of administrative autonomy, authority, or control in the Internet. For purposes of this Memorandum Circular, a Domain Name is a name given to the PNP for our website and/or email address. For example, the Domain Name *pn.gov.ph* could be used as *www.pnp.gov.ph* (referring the website of NHQ, PNP) and *john.doe@pnp.gov.ph* (referring to an email address of a particular person in the PNP).

k. Downloads – This term is often used to describe the process of copying a file from an online service (website, email, FTP site) to one's own computer. This section is required in the PRO/NSU website for publication of downloadable materials such as application forms, bid notices, and other documents for public consumption.

l. DPPAR – This refers to the Daily PNP Personnel Accounting and Reporting that is integrated into the PNP websites. This is a system instituted by the PNP to conduct daily physical accounting of all PNP personnel.

m. FTP Site – File Transfer Protocol (FTP) site is an Internet site that allows the uploading and/or downloading of files in the Internet.

n. Footer – It is an area located at the lowest portion of a webpage and is used to display marginal information pertaining to the copyright, creator and/or administrator of the website, etc.

o. Gallery – This is where pictures of important and significant events/activities of the office can be found.

p. Header – It is an area at the top of the webpage that is placed with a Logo and Name of the PNP Unit/Office. It must also contain a noticeable graphics image of the Philippine National Flag.

q. Home – This is a link to a page that refers to its Home page.

r. Home Page - the main (front) page that contains the Header and all the important information and links to major documents or pages in the website.

s. Image Editing – This term encompasses the processes of altering images, whether they are digital photographs, traditional analog photographs, or illustrations. Digital images involve image enhancement (correcting color hue and brightness), changing color, cropping, size alteration, layering and merging of images, sharpening and softening, etc.

t. Key Officers – This is a link to a page that contains the names and designation of PNP officers holding important positions in the PNP hierarchy which are published and updated regularly. The page shall also contain the organizational structure, when applicable.

u. Maintenance – This refers to website maintenance which is a series of actions performed to keep a website running smoothly. It may be done on a regular basis, or scheduled as needed. In some cases, access to the website may be temporarily restricted while maintenance is performed, in which case a notice may be sent to users ahead of time to make them aware of the fact that the site will not be available during a specific time period on a particular day.

v. Monitoring – Is the act of watching the website everyday to check if it is up and running. This also involves reviewing and/or assessing the contents of the website to determine whether they are still relevant or updated. Monitoring needs to be conducted in a regular basis to determine which web pages need to be changed or updated.

w. News/Press Release – This is a link to a page that contains all important press releases provided for in the forms of print or other media such as audio or video which are published and updated monthly. It should include accomplishments and responses made on petty/street crimes and domestic problems.

x. Password – A secret word or string of characters that is used for authentication, to prove identity and allow access to a resource (example: a PIN used to access an ATM is a type of password). The password should be kept secret from those not allowed access.

y. PCR Activities – This is a link to a page that contains various police community relations-related projects, including but not limited to: crime prevention seminars, disaster response; relief operation; search and rescue; and community assistance activities with corresponding pictures which are published and updated quarterly in a format prescribed by DPCR.

z. Plans and Programs – This is a link to a page that contains all significant lined-up unit programs and activities to be undertaken in the near future in a format to be prescribed by DPL.

aa. Policies – This is a link to a page that contains all policy pronouncements, official statements and rules and regulations issued by the Office/Unit or by the NHQ, PNP.

bb. RICTMD – This refers to the Regional Information and Communications Technology Management Division, which is a newly-created division in the Police Regional Offices as a counterpart of DICTM at NHQ.

cc. Updating – This refers to the process of changing/making the contents of a webpage current and updated in accordance with the schedules (Section 7) set forth under this Memorandum Circular.

dd. Username – This refers to the name used by the system to identify users and the access levels granted to them.

ee. Wanted Persons or Most Wanted Persons – This is a link to a page where the list and/or pictures of Most Wanted Persons in the area are published. ONLY pictures of those with pending Warrant of Arrest shall be published on the website.

ff. Web Administrator – This refers to the person tasked to administer and ensure that the website is up and running smoothly at all times.

gg. Web-based/enabled Services – This refers to any system deployed on the Internet that delivers some form of services. The system can only be accessed through web capable devices such as computers, Internet-ready cellular phones, and other similar devices installed with web browsers.

hh. Web-based Online Survey – A perception survey conducted through the Internet.

ii. Web Committee – It refers to the governing body or group of people headed by the Web Supervisor which is tasked to administer and manage the website in accordance with the provisions of this Memorandum Circular.

jj. Web Host – This refers to a private company or corporation that is contracted to host the website of PNP Units.

kk. Web Link – This is a link that leads to a page in the website or to another website. There must be links to the official Philippine Government Portal and other law enforcement agencies based locally or abroad.

ll. Webpage Editor – This refers to a person who is tasked to create and edit the design and contents of web pages.

mm. Web Supervisor – This refers to the personnel tasked to manage, administer and supervise all phases of a website project from its development to implementation.

nn. Visitor Counter – This is a text or image on the webpage that displays the latest tally of the number of Internet users who visits the website.

5. POLICIES:

a. The PNP Letter of Instructions 03/09 (Spider Web) requires that all PNP units, from NHQ down to police stations shall create, develop, administer and maintain an official WEBSITE following the standard convention of domain names to provide current updates of information and services to the public and to the PNP personnel. This

requirement shall remain in effect and further improved under this Memorandum Circular.

b. The utilization of the websites supports one of the Chief, PNP's Eight Foundation Initiatives which gives emphasis on the importance of "Police-Community Partnership" to revitalize and institutionalize the collaborative relationship between the police and community.

c. The creation of PNP websites supports the PNP-ITP, particularly the key result areas on "Information and Communication Technology" and "Public Information and Advocacy."

d. In this era of "Cyber Space", the maximum use of internet websites would provide better dissemination of information and would serve as a platform for web-enabled services that encourages people's participations in matters pertaining to policing and public safety which would eventually result into the public's voluntary support and acceptance and a strengthened police-community partnership.

6. GENERAL GUIDELINES:

a. As a mandatory requirement, only the National Headquarters (NHQ), Police Regional Offices (PROs), and National Support Units (NSUs) are tasked to create, use, administer, update and maintain their own website following the standard naming convention of domain names (*Example: www.pro1.pnp.gov.ph for Police Regional Office 1 or www.sanfermandocps.pro1.pnp.gov.ph for San Fernando CPS*) to provide current updates of information and accommodate web-enabled services both to the public and PNP personnel. They may have the options to choose their web host and shoulder the creation and maintenance cost chargeable to their respective MOOE;

b. Although it is optional, the police districts, PPOs/CPOs, stations or precincts are encouraged to have their websites subject to the availability of their own funds;

c. For all intents and purposes, the NHQ, PNP Website is made as a model in the creation of such and made as reference by lower units in complying with the requirements of this Memo Circular for those applicable items only. Concerned units may have the option to have their own design of the page and menus provided it will conform to the existing PNP policies and that the minimum guidelines specified under this Memo Circular are fully satisfied. As a mandatory requirement, each website must contain the following, but not limited to:

- 1) A Home Page;
- 2) About Us;
- 3) Accomplishments;
- 4) Contact Us;
- 5) Crime Data/Statistics;
- 6) Downloads;
- 7) Gallery;
- 8) Key Officers;
- 9) News/Press Releases;
- 10) PCR Activities;
- 11) Plans and Programs;
- 12) Policies;
- 13) Wanted Persons;
- 14) Web Links to other government websites; and
- 15) Visitor Counter.

d. Other non-mandatory entries/menus such as information about: training and schooling; UN Mission; Internal Affairs Service, etc. maybe included but shall be continuously updated as soon as there are current changes;

e. All entries/menus in the websites shall conform to the format to be prescribed by concerned NHQ Directorial Staff as specified in Section 8.b.7 of this Memorandum Circular;

f. The websites must have the capability to accommodate or support transactional web-based systems that will be deployed by the NHQ, PNP such as: On-line Survey; Electronic DPPAR; and other systems that may be developed in the future subject to approval by the C, PNP; and

g. The concerned PRO/NSU shall regularly allocate funds to ensure the continuous activation of its Website and shall ensure that all information contained therein is current and updated.

7. SCHEDULES OF UPDATING:

For clarity, the following schedules must be observed in updating the Unit Website:

1) Crime Data/Statistics – shall be updated monthly not earlier than the previous month up to current month except for the month of January, where the statistics should cover the preceding annual period (*Example: for February 2011, the crime statistics data displayed in the website should be those for the month of January 2011. The same applies for the months of March up to December. For the month of January, however, the ones displayed should cover the data within the 12 month period of the previous year*).

2) News/Press Releases – shall be updated monthly not earlier than the previous month up to current month.

3) Accomplishments – shall be updated quarterly not earlier than previous quarter up to current quarter except for the months of January, February and March, where the data should cover the preceding annual period (*Example: for April, May and June 2011, the accomplishments data displayed in the website should be those for the first quarter of 2011 up to current period. For July, August and September, the accomplishment data displayed should be those for second quarter 2011 and so on except for January, February and March 2011 where accomplishments to be displayed cover the preceding 12 months of 2010*).

4) PCR Activities – shall be updated quarterly not earlier than previous quarter up to current quarter. (*Example: for January, February and March 2011, the PCR Activities displayed in the website should be those for the last quarter of 2010 up to current period. For April, May and June, the PCR Activities displayed should be those for first quarter 2011 up to current period and so on*).

5) Most Wanted Person – shall be updated regularly and exclude those already arrested.

6) All other contents shall be updated as the need arises. For example, the list of key officers shall be updated immediately once there is a change in command or succession in the hierarchy.

8. WEB COMMITTEE AND WEB TEAMS

The Web Committee at NHQ and Web Teams at the lower PNP offices/units which are specifically created under LOI "Spider Web" to effectively manage the websites at their respective levels shall continue to exist. To make it more responsive to the prevailing trend and situation, however, some amendments and supplemental provisions are introduced in this Memo Circular. And to ensure that each website project is in line with the thrusts and programs of the PNP-ITP, the CRDS at PROs and CDS at NSUs, being the Assistant Chiefs of their respective PMOs, are designated as Web Supervisors. Shown below are the composition, designation and specific tasking of each member of the Web Committee and Web Teams:

a. Composition and Designation

1) NHQ Web Committee

- a) TCDS – Web Supervisor
- b) TDICTM – Assistant Web Supervisor
- c) D, ITMS – Web Administrator
- d) C, TRD, ITMS – Web Trainer
- e) WSCSD, ITMS – Image Editor/Animator/Web Database Programmer
- f) Directorial Staff – Webpage Editor/Content Contributors

2) PRO/NSU Web Teams

- a) CRDS/CDS – Web Supervisor
- b) C, RICTMD/Chief IT Officer – Web Administrator/Image Editor/Animator/Webpage Editor
- c) Division Chiefs of PROs/NSUs – Content Contributors

3) Others

- a) DD/PD/CD/COP/SC – Web Supervisor
- b) Chief IT Officer – Web Administrator/Image Editor/Animator/Webpage Editor
- c) Section Chiefs of Districts/PPOs/CPOs/PS – Content contributors

b. Tasking

1) Web Supervisor

- a) Manage, administer and supervise all phases of a website project from its development to implementation;
- b) Oversee the design and implementation of the website;
- c) Ensure that appropriate funds are allocated to support the creation, deployment and continuous operation of the website;
- d) Direct other members of the Committee/Team to perform their assigned tasks;
- e) Monitor and review the website to ensure its continuous operations and that it contains updated and relevant information;
- f) Ensure that the information posted in the website are in consonance with the ethical doctrine and gender sensitivity; and
- g) All Web Supervisors at the lower offices/units shall submit Monthly Website Update Report to the NHQ Web Supervisor in a format to be prescribed by the latter NLT every last day of the month through email.

2) Assistant Web Supervisor

- a) Assist the Web Supervisor in the actual monitoring of websites and perform the latter's functions in his absence; and
- b) Inform the Web Supervisor regarding the defects found on the website and recommend necessary actions to implement needed changes.

3) Website Administrator

- a) Design the structure and layout of the website;
- b) Ensure that the web servers, hardware and software are operating accurately;
- c) Regularly monitor and ensure that all menus in the website are updated and immediately notify concerned content contributors if their respective contributions require updating;
- d) If a feedback mechanism facility is available in the website, seek approval from higher authority before replying to comments/feedbacks from the public;
- e) Examine traffic through the site;
- f) Ensure that the website is safe or protected from known threats/attack techniques used by hackers and take appropriate measures to defend the website or mitigate the impact of attack once it is already taking place;
- g) Support the implementation of web-based systems that will be deployed on the website;
- h) Facilitate the creation of user accounts for website users, when needed; and
- i) Submit monthly Website Update Report to the Web Supervisor.

4) Web Trainer

- a) Schedule and provide in-service trainings on webpage development, image editing, animation and website creation and administration to members of the Web Committee/Teams, especially to content contributors in coordination with the HRDD in their respective levels.

5) Webpage Editor

- a) Responsible in creating and updating the contents of a web page; and
- b) Ensure that proper authority is consulted before making any revision to the contents of a webpage.

6) Image Editor

- a) Design and create digital images needed in the webpage such as logos, pictures, and other images that will serve as labels of links, etc.; and
- b) Perform image editing, when required.

7) Content Contributor

The members of the Directorial Staff are designated as content contributors for the NHQ Website. Their counterparts at the PROs/NSUs down to the Districts/CPOs/PPOs/Stations are similarly designated for their respective websites. As such, they shall perform the following tasks:

- a) Provide the contents that will be published on the websites.

a.1. In particular, the following shall provide contents for the NHQ Website:

- a.1.1. DPRM: List of Key Officers and other information related to personnel assignment;
- a.1.2. DI: Most Wanted Persons and other personalities with warrants of arrest;
- a.1.3. DO: Operational Accomplishments including accomplishments and/or responses made on petty/street crimes and domestic problems;
- a.1.4. DIDM: Crime Statistics;
- a.1.5. DPCR: PCR Activities;
- a.1.6. DPL: Plans and Programs;
- a.1.7. DHRDD: Memorandum circulars, official statements, directives and rules and regulations which are applicable for the public use; and
- a.1.8. PIO: News/Press Releases which shall include latest updates on significant events/incidents.

a.2. For the lower units/offices, the following shall provide the contents for their respective Websites:

- a.2.1. RPHRDD/ADP/Admin Officer: List of Key Officers and other information related to personnel assignment;
- a.2.2. RID/ADI/Intelligence Officer: Most Wanted Persons and other personalities with warrants of arrest;
- a.2.3. ROPD/ADO/Operations Officer: Operational Accomplishments including accomplishments and/or responses made on petty/street crimes and domestic problems and Plans and Programs;
- a.2.4. RIDMD/ADIDM/Investigation Officer: Crime Statistics;
- a.2.5. RPCRD/ADPCR/PCR Officer: PCR Activities; and
- a.2.6. RPIO/PIO: News/Press Releases which shall include latest updates on significant events/incidents.

b) Perform the actual updating of respective assigned contents (List of Key Officers, Most Wanted Persons, Accomplishments, Crime Statistics, PCR Activities and Press Releases) in their respective website and ensure conformity with the periodic schedules prescribed under this Memorandum Circular. The entry of these contents shall strictly be in accordance with the format prescribed by the respective NHQ D-Staff;

c) Review and proofread the materials;

d) Coordinate with the Web Administrator to ensure that the materials are published on time; and

e) All content contributors must exercise extra caution and adequate security measures to ensure that the safety of its personnel and the stability of the PNP organization are not compromised by such disclosures through the Internet. Only unclassified information that does not pose any risk on the life of key PNP personnel must be published on the website.

9. ADMINISTRATIVE SANCTIONS:



Any violation of the provisions of this Memo Circular shall be dealt with administratively in accordance with the provisions of applicable laws, rules and regulations.

10. RESCISSION:

All PNP policies, directives and other issuances which are inconsistent with the provisions of this Memo Circular are hereby deemed rescinded or modified accordingly.

11. EFFECTIVITY:

This Memo Circular shall take effect fifteen (15) days from the filing of a copy hereof at the University of the Philippines Law Center in consonance with Sections 3 and 4 of Chapter 2, Book VII of Executive Order No. 292, otherwise known as "The Revised Administrative Code of 1987", as amended.

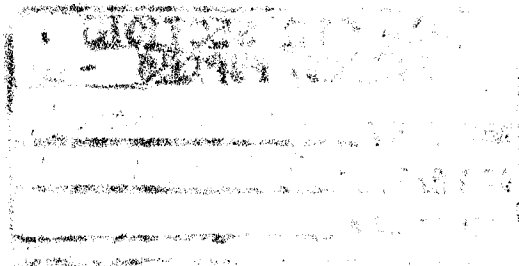

Paul M. Bacalzo
ATTY PAUL M. BACALZO, Ph.D.
Police Director General
Chief, PNP
CNP Ltr. 2011 5043090

5043090

Distribution:

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- Command Group
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"To Serve and Protect."

DICTM ROUTING SLIP

Ctrl No. _____

Subject

Memorandum Circular No. 2011-010

FROM	TO	DATE/TIME	SIGNATURE	ACTION REQUESTED (AR)
Admin	EX-3	18 April 11	[Signature]	A - Approval/Signature
EX-0	DD	18 APRIL 2011	[Signature]	B - Appropriate Action
				C - Comment/Recommendation
DD	DD	18 Apr 13:44	DAVID [Signature]	D - Study/Investigation
				E - Reply for Signature of DICTM
				F - Attention to HWI
				G - Rewrite/Redraft/Retype
				H - Info/Notation
				I - See Me/Call Me
				J - Dissemination
				K - Dispatch
				L - Reference/File
				M - For Implementation
				N - Others
Additional Remarks				HWI

Subject: Memorandum Circular No. 2011-010
 Date: April 25, 2011

	Recvd by	Date
CHS	PO2 SEBASTIAN [Signature]	4-25-11 / 505 #
CES	NUP MANSER [Signature] CS	04/25/11 1425H
ITMS	PO1 DENNIS [Signature]	04/25/11 1335Z
ES	PO1 BIGNON [Signature]	4/25/11 1440H
FS	NUP JEFF [Signature]	4/25/11
HSS	PO1 BRUNO [Signature]	4/25/2011 1445H
HS	PO1 ANGELO [Signature]	4/25/11 1420H
IAS	PO1 [Signature]	Apr. 25, 2011
LS	NUP COX [Signature]	4-25-11
LSS	PO1 MORA, MRS S [Signature]	4/25/11
PNPTS	B. SWANER [Signature]	4-25-11
AVSEG	[Signature] FAX	
CSG	NUP [Signature]	4/25/11 3:20 PM
FED	NUP D. GUTAN [Signature]	04/25/2011 09:10
CLG	PO2 [Signature]	4-25-11 1430H
CIDG	NUP JONAN [Signature]	4-25-11 2:30 PM
IG	PO1 PARESTINA [Signature]	4/25/2011 0300PM
MG	NUP [Signature]	4-25-11 2:30 PM
PCRG	PO1 ABNER [Signature]	4/25/ 2:10
PIO	PO2 [Signature]	APR 25 2011 14:03 PM
PSPG	PO2 DANDASAN [Signature]	4/25 2pm
SAF	[Signature] FAX	
HPG	PO1 BACANI [Signature]	4-25-11

- 1 VER 200920 H/ Picardal
- 2 201025 H/ Tagufo
- 3 VER 201108 H/ POZ SANCHEZ
- 4A 201320 H/ Una
- 4B 201410 H/ Negro
- 5 201415 H/ POZ SUSON
- 6 201110 H/ POI Pringal
- 7 201315 H/ Mauding
- 8 201600 H/ ZUNIGA
- 9 201457 H/ GILGAY
- 10 201550 H/ Jay
- 11 201650 H/ Risperas
- 12 201425 H/ Risperas? (ate Remy)
- 13 201540 H/ Maravilla
- 14 200945 H/ POI David
- Akari 201020 H/ BMSOTU
- NCR 201435 H/ POZ Aticao
- SAF 200935 H/ POZ ZUÑIGA
- AVSEG 200958 H/ POZ Taluban