

BUREAU OF CORRECTIONS

CITIZEN'S CHARTER 2023 (1st Edition)



BUREAU OF CORRECTIONS

CITIZEN'S CHARTER 2023 (1ST EDITION)

Approved by:

GENERAL GREGORIO PIO P CATAPANG JR., AFP (RET.), CESE, CCLH Director General

Approved Date: _____

I. Mandate

Safekeeping and instituting reformation programs to national inmates sentenced to more than 3 years.

II. Vision

"A highly efficient and competent corrections service by 2040 that provides effective safekeeping and holistic reformation programs, in observance to domestic and international standards to PDL confined in Operating Prisons and Penal Farms (OPPFs)"

III. Mission

"To contribute to the protection of the society by ensuring that PDL confined at BuCor are completely incapacitated from further committing criminal acts through instituting effective safekeeping and by engaging in different reformation programs to become a productive and law-abiding member of society upon release."

IV. Core Values

<u>God Centered</u>—Centering our lives joyfully and dynamically upon the person of God. <u>Vigilance</u> — We are committed to enhance public safety by being responsible to the extreme demands of corrections duties.

Innovativeness – We seek continuing advancement in corrections management in order to face emerging challenges and to optimize application of resources. Integrity– We promote accountability, equity and inclusiveness by adhering to high ethical and moral standard.

<u>Commitment–</u> We are committed to attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



List of Services

National Headquarters (NHQ)	Page Number
Internal Services	
A. Issuance of BuCor Identification Card	10
B. ICT Support Service	11
C. Issuance of Pay Slip	12
D. Issuance of Office Supplies	13
E. Issuance and Processing of Loan Clearance	15
External Services	
 A. Issuance of Certificate of Confinement (only for released PD B. Issuance of Certified Machine Copy from File of 	L) 17
Certificate of Discharge from Prison	19
C. Issuance of Prison Record and/or Synopsis of Prison Record D. Verification of PDL status eligibility for Parole and Executive	d 21
Clemency and date of Release	23
E. Issuance of Certificate of Appearance	25
F. Issuance of Official Receipt	26
G. Application for Contract of Lease (Macro Business)	27
H. Application for Entering into Contract (Macro Business)	29
I. Application for Contract Lease (Micro Business)	31
J. Application for Revocable Permit (Micro Business)	33
K. Request for the Entry of Construction Materials for the Repair	ir/Renovation
Of Quarters and Issuance of Certification	35
L. Clearance for No Issued House Directives	38
M. Issuance of Vehicle Pass	40
N.Blotter and Complaint	43
O.Issuance of Permit's (Passing-thru Burial, Entry of Constructi	
Internet/Meralco installation and Repair	45
P. Rental of Bureau of Corrections (BuCor) Facilities Q.Educational Tour	48 51
R. Order of Payment for BuCor Employees, Tenants and Privat	
S. Order of Payment for Rental and BuCor Share	54
T. Request for Documents/Data of Student and Private Entities	
U. Issuance of Service Record, Certificate of Employment/Com	
V. Issuance of Certificate of NO Pending Case	57



97

Other Corrections Facilities

New Bilibid Prison

Internal Services A. Radiology Services	60
External Services A. Request of PDL to view the remains of their deceased relatives B. Request Issuance of Certificate of Detention/Confinement (Active PDL)	62
Thru-Email	65
C. Issuance of Medical Abstract	67
D. Attorney's Visit	68
E. Clinical Laboratory Services	69 70
F. Sacrament and Sacramentals G. Marriage in Prison	70 71
H. Process/Procedure in the Court Appearance of PDL as provided	7 1
under the BuCor Operating Manual	73
I. Issuance of Death Cetificate and/or release of Cadaver	75
New Bilibid Prison (Reception and Diagnostic Center)	
A. Admission and Confinement of PDL	78
B. PDL Visitation Services	81
C. PDL Permanent Visitor's Pass	83
New Bilibid Prison (Medium Security Camp)	
A. PDL Visitation Services	86
B. Issuance of PDL Permanent Visitor's Pass	89
New Bilibid Prison (Minimum Security Camp)	
A. Visitation Services	92
San Ramon Prison and Penal Farm	
Internal Services	
A. Issuance of BuCor Personnel Identification Card (ID)	95
B. ICT Support Service	96
C. Issuance of Payslip	
D. Issuance of Office Supplies	98
E. Issuance of Certificate of NO Pending Case	100



A. Issuance of Certification of Detention/Confinement	
(For Active,Released,Deceased, and Escape)	102
B. Issuance of Certified Machine Copy from File of Certificate of	
Discharge from Prison	104
C. Issuance of Prison Records and/or Synopsis of Prison Record	106
D. Verification of PDL Status eligibility for Parole and Executive Clemency	
& Date of Release	108
E. Issuance of Certificate of Appearance	110
F. Issuance of Official Receipt	111
G. Application for Contract of Lease (Macro Business)	112
H. Application for Entering into Contract (Macro Business)	114
I. Application for Contract of Lease (Micro Business)	116
J. Application for Revocable Permit (Micro Business Enterprise)	118
K. Request for the Entry of Construction Materials for the	
Repair/Renovation of Quarters & Issuance of Certification	120
L. Clearance for No issued House Directives	123
M.Issuance of Vehicle pass/Decal Sticker	125
N. Blotter Complaint	127
O. Issuance of Permits (Entry of Construction Materials & Internet/MERALCO	
Installation&Repair)	129
P. Educational Tour (Tour Proper)	131
Q. Order of Payment for BuCor Employees, Tenants & Private Entities	132
R. Order of Payment for Rental	134
S. Request for Documents/Data of Students & Private Entities/Individual	135
T. Request of PDL to view the Remains of their Relatives	136
U. Issuance of Medical Abstract	139
V. Attorney's Visit	140
W. Sacrament and Sacramentals	141
X. Marriage in Prison	142
Y. Process/Procedure in the Court appearance of PDL as provided under the	
BuCor Operating Manual	144
Z. Issuance of Death Certificate & or/Release of Cadaver	146
AA. Admission & Confinement of PDL	148
AB. Educational Tour (Application)	151
AC. Visitation Services	153
AD. Issuance of Service Record, Certificate of Employment/Compensation,	166
Issuance Records from 201 File	155



197

Iwahig Prison and Penal Farm

Internal Services	
A. Issuance of BuCor Personnel Identification Card (ID)	157
B. ICT Support Service	158
C. Issuance of Office Supplies	159

External Services

A. Issuance of Confinement	161
B. Copy of Prison Records, Certificate of Confinement and Discharge from Prison	163
C. PDL Permanent Visitor's Pass	164
D. Spiritual and Moral/Values Formation for PDL	166
E. Claim of PDL Cadaver/Remains	168
F. Issuance of Medical Abstract	170
G. Clinical Laboratory Services	171
H. Admission and Confinement of PDL	172
I. Process /Procedure in the Court appearance of PDL as provided under	
the BuCor Operating Manual	175
J. Educational Tour	177
K. Utilization of River Resort (Balsahan)	178
L. Issuance of Service Record, Certificate of Employment/Compensation	179

Davao Prison and Penal Farm

Internal Services

A. Issuance of Records from 201 File (Active Employee)	181
B. Issuance of Pay Slip	182
C. ICT Support Service	183
D. Issuance of Official Receipt	184
E. Issuance of BuCor Identification Card (ID)	185
F. Issuance of Office Supplies	186

Α.	Issuance of Certificate of Confinement	189
В.	Issuance of Certificate of Appearance	191
C.	Issuance of Certified Machine Copy of Discharge from Prison (From File)	193
D.	Order of Payment	195
E.	Admission & Confinement of PDL	



F. Medical Laboratory (Blood)Test for confined PDL at DPPF Infirmary		200
G. Medical Laboratory (Blood) Test for PDL as OPD (Compound)	202	
H. Medical Laboratory (needs Physical Appearance Test)	204	
I. Issuance of Medical Abstract	205	
J. Claim of Death Certificate & PDL Cadaver	207	
K. Verification of PDL status eligibility for Parole & Executive Clemency		
and Date of Release	209	
L. Visitation of Services	211	
M. Process/Procedure in the Court appearance of PDL as provided under		
BuCor Operating Manual	213	
N. Application for Revocable Permit (Micro Business Enterprise)	215	
O. Issuance of Service Record, Certificate of employment/Compensation	217	
P. Issuance of Certificate of No Pending Case	218	
Leyte Regional Prison		
Internal Services		
A. Issuance of Records from 201 File (Active)	221	
B. Issuance of Records from 201 File (In-Active)	222	
C. Issuance of Pay Slip	223	
D. Issuance of Office Supplies	224	
E. Issuance of BuCor Identification Card (ID)	226	
E. ICT Support Service	227	
External Services		
A. Issuance of Certificate of Appearance	230	
B. Issuance of Official Receipt	232	
C. Visitation Services	233	
D. Visitor's Pass	235	
E. Issuance of Certificate of Confinement and Discharge from Prison		
Verification of Prison Record	237	
F. Issuance of Medical Abstracts	239	
G. Claim of PDL Cadaver/Remains	241	
H. Moral and Spiritual Program/Reformation Services	243	
I. Process /Procedure in the Court appearance of PDL as provided under		
BuCor Operating Manual	245	
J. Attorney's Visit	248	
K. Admission & Confinement of PDL		249
L. Application for Revocable Permit (Micro Business Enterprise)	252	
M. Issuance of Service Record, Certificate of Employment/with Compensation	254	



255

N. Issuance of Certificate of No Pending Case

Correctional Institution for Women

Internal Services

257
258
260
261
262

A. Issuance of Certificate of Confinement (Active & Released)	265	
B. Issuance of Certified True Copy from Files of Discharge from Prison	267	
C. Issuance of Prison Record and/or Synopsis of Prison Record	269	
D. Verification of PDL Status Eligibility for Parole and Executive		
Clemency and Date of Release	271	
E. PDL Permanent Visitor's Pass	273	
F. PDL Visitation & Services Procedure	275	
G. Application for Entering into Contract (Macro Business)	278	
H. Application fo Contractof Lease (Micro Business)	281	
I. Order of Payment for BuCor, Employees, Tenants & Private Entities	283	
J. Issuance of Official Receipt	284	
K. Issuance of Certificate of Appearance	285	
L. Requirements for PDL to View the Remains of their Relatives	286	
O. Request for the entry of Construction Materials for the Repair/Renovation		
of Quarters & Issuance of Certification	288	
P. Process /Procedure in the Court appearance of PDL as provided under		
BuCor Operating Manual	291	
Q. Educational Tour	293	
R. Attorney's Visit	295	
S. Issuance of Certificate of Appearance	297	
T. Admission & Confinement of PDL		298
U. Issuance of Medical Abstract	301	



Sablayan Prison and Penal Farm

Internal Services

A. Issuance of 201 File Issuance	303
B. Issuance Office Supply	304
C. Issuance of No Pending Case	305

External Services

A. Verification and Issuance of PDL Records/Status	308
B. Issuance of PDL's Certificate of Good Conduct	310
C. PDL Visitation Services	311
D. Moral and Spiritual Program/Reformation Services	313
E. Marriage in Prison	315
F. PDL Permanent Visitor's Pass	317
G. Issuance of Certified Machine Copy from Files of Certificate of	
Discharge from Prison	319
H. Issuance of Certificate of Confinement (for released PDL)	321
Issuance of Prison Record and/or Synopsis of Prison Record	323
I. Verification of PDL Status Eligibility for Parole and Executive	
Clemency and Date of Release	325
J. Issuance of Vehicle Pass	326
K. Blotter and Complaint	328
L. Admission and Confinement of PDL	329
M. Claim of Cadaver	333
N. Issuance of Medical Abstract	335
O. PDL Medical Treatment in BuCor Health Facility (In-Patient)	336
P. Process/Procedure in the Court appearance of PDL as provided under	
the BuCor Operating Manual	337
Q. Issuance of Certificate of Appearance	339
R. Attorney's Visit	340
S. Issuance of Certificate of Confinement (for Active PDL)	341
T. PDL Permanent Visitor's Pass U. Issuance of Employees' Pay Slip, Certificate of Employment and	343
Certificate of Employment with Compensation	346

Feedback and Complaints Mechanism

List of Offices



National Headquarters

Internal Services



1. Issuance of BuCor Personnel Identification Card (ID)

The BuCor ID is issued to BuCor personnel for identification purposes and for use to any transaction to other government agencies and private companies

Office or Division	Information and Communications Technology Division (ICTD)					
Classification	Simple					
Type of	G2G-Government to Government					
Transaction						
Who may avail	All personnel une					
CHECKLIST REQU	REMENTS	W	HERE TO	SECURE		
Principal	-			-		
BuCor Identification				and Communicatio	on Technology	
Application Form (BI	, ,	Di	vision (ICT	/		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Secure BuCor Identification Card Application Form (BICAF) at the ICTD Office.	1. Issue BICAF t the employee.	to	None	1 minute	ICTD Staff	
2.Fill out the BICAF and submit at the ICTD Office.	2. Receive the accomplished form and check for completenes and accuracy of the data given.		None	3 minutes	ICTD Staff	
3.Wait for the processing of the BuCor Identification Card.	3. Process the employees Identification Card.		None	10 minutes	ICTD Staff	
4.Claim the BuCor Identification Card.	4. Release the employees Identification Card.		None	1 minute	ICTD Staff	
	TOTAL	.:	None	15 minutes		



2. ICT Support Services

The Information and Communication Technology Division (ICTD) caters technical support services to offices/personnel that need maintenance/repair of their ICT equipment.

Office or Division		Information and Communications Technology Divisio (ICTD)				
Classification		Simple				
Type of Transaction	Type of Transaction G2G–Govern					
Who may avail		All offices/pe	rsonnel und	er the Bureau c	of Corrections	
CHECKLIST REQUIR	REMEN [®]	TS	WHERE TO) SECURE		
ICT Support Request	Form (I	SRF)		and Communic Division (ICTD)		
CLIENT STEPS	AGEN	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Secure ISRF at the ICTD Office.	1. Issu employ	eISRFtothe /ee.	e None	1 minute	ICTD Staff	
2.Fill out the ISRF and submit at the ICTD Office		eive the plished	None	2 minutes	ICTD Staff	
3.Wait for the designated ICTD Personnel to proceed to the offices as requested.	Persor procee client's addres technic the IC	ed to the s office to	None	23 minutes	ICTD Staff	
	corres Service the rep	nance has	None	2 minutes	ICTD Staff	
4.Sig-in at the acknowledgement of the repair/ maintenance rendered by designated ICTD Personnel.	corres	e a copy of the ponding e report to the		1 minute	ICTD Staff	
		TOTAL:	None	29 minutes		



3. Issuance of Pay Slip

The Pay Slip is issued to all BuCor Employees in the National Headquarters, Correctional Institution for Women and the New Bilibid Prison for information, reference and as a supporting document in applying loans.

Office or Division		Human Resource Division (HRD)				
Classification		Simple			(/	
Type of Transactio	n	G2G				
Who may avail		All BuCor er	nploye	es		
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECUR	E
Principal						
None				N/A		
Representative						
Authorization-letter, any valid ID of the E	SuCor en	ployee	D or		Cor, BIR, Post Off 5, GSIS, Pag-IBIC	
CLIENT STEPS	AGEN	CY ACTION	FEI TO PA	BE	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign at the logbook indicating his/her name and time.	1. Provi logbook client al instruct the nee details.	to the nd to fill out	Nor	ie	1 minute	HRD Staff
	1.1 Pro request docume request signed.	ent	None		3 minutes	HRD Staff/ OIC, HRD
2.Sign in the logbook indicating the time of receipt of the requested document.	2. Issue request docume	ed ent.	No	ne	1 minute	HRD Staff
		TOTAL:	No	ne	5 minutes	



4. Issuance of Office Supplies

The office supplies are issued to all offices with an approved Requisition and Issue Slip (RIS).

Office or Division Supply Divis		sion					
		Simple					
Type of Transaction	Type of Transaction G2G-Go		vernment to Government				
Who may avail		All BuCor er	nploye				
CHECKLIST REQUI	REMEN	TS		WH	ERE TO SECUR	E	
Accomplished Requis	sition an	d Issue Slip ((RIS)	Dov	nloadable (Appe/	ndix 63)	
CLIENT STEPS	AGENO	CY ACTION	FEE	S	PROCESSING	PERSON	
			TOI		TIME	RESPONSIBLE	
			PAI	D			
()	1. Rece		Nor	ne	1 minute	Receiving and	
. .	required	document.				Issuing Staff	
the duly						Supply Division	
accomplished						_	
		e RIS No.	Nor	ie	3 minutes	Receiving and	
	if the fo					Issuing Staff	
	and hav	e and valid				Supply Division	
	recorde						
	logbook						
	scan.						
		k for the	Nor	ne	5 minutes	Receiving and	
	-	lity of the			0 111110100	Issuing	
		ed item/s.				Section	
Officer's advice for	•						
the release of	2.1 Prej	pare the	Nor	ne	10 minutes	Receiving and	
items.	items fo	r issuance.				Issuing	
						Section	
	2.2 Upd		Nor	ıe	5 minutes	Receiving and	
	supplies	s data				Issuing	
	base	., .				Section	
	and mo	•					
	records						
	2.3 Info	rm the	Nor		3 minutes	Receiving and	
	request		INOI	ie	3 minutes	Issuing	
	the rele					Section	
	the item					000001	
	2.4 Inst	ruct the	Nor	ne	2 minutes	Receiving and	
	receive	^r to sign				Issuing	
	the RIS	-				Section	
		TOTAL:	Nor	ne	29 minutes		



5. Issuance and Processing of Loan Clearance

Loan Clearance Form is issued to all BuCor Employees for Information, reference and as a supporting document in applying loans.

Office or Division		Human Resource Division (HRD)				
Classification				· · · · · · · · · · · · · · · · · · ·		
Type of Transactio	n	G2G - Gover			overnment	
Who may avail		All BuCor er	nploye			
CHECKLIST REQU	IREMEN	ITS		WH	ERE TO SECURI	
Principal						
Loan Form, Pays required	lip, Othe	r requirement	s as	City	d Party Agency s Savings,AFPFCI S, HRD and othe	
Representative						
Authorization-letter, any valid ID of the E	BuCor en	ployee	D or		Cor, BIR, Post Offi S, GSIS, Pag-IBIC	
CLIENT STEPS	AGEN	CY ACTION	FE	ES	PROCESSING	PERSON
			то		TIME	RESPONSIBLE
			PA			
1. Employee submits their loan clearance form to HRD.	form fro with the forms, p other re as requ	ves loan m employee ir loan oayslips, and quirements ired by the ency they're	Nor	le	1 minute	HRD Staff
	1.1 Dou	ble check if	Nor	ne	3 minutes	HRD Staff
	the sign requirer attache complet	d are				
2.Encodes data on Loan Tracking Database.	2. Enco Loan tra Databa System	acking se	Noi	ne	3 minutes	HRD Staff



	2.1 Double check the employee's net home takepay not to fall below P5,000.00 (as per GAA) and if they have other pending Loan from other agency that has not yet been reflected on their payslip.		3 minutes	HRD Staff
-	3. For Chief, HRD's Signature of theLoan Clearance Form,Payslips, and Loan Form Application.	None	5 minutes	HRD Chief
4. Releasing signed Loan Clearance to Employee.	4. Employee receives in the Logbook indicating the time of receipt of their signed Loan Clearance.	None	1 minute	HRD Receiving Staff
	TOTAL:	None	16 minutes	



National Headquarters



1. Issuance of Certificate of Confinement (only for released PDL)

The Certificate of Detention/Confinement is issued to released PDL needing this document that states the period of his/her incarceration in this prison.

Office/Division	PDL Documents and Processing Division					
Classification	Simple					
Type of	G2C, G2G					
Transaction	020, 020	620, 626				
Who May Avail	Released PDL, Immediate family or relatives of Released PD Legal Counsel of Released PDL, other Government Agencies					
CHECKLIST OF F			WHERE TO S			
Principal						
1.Government Issued Card	Identification	BIR, Post (IBIG	Office, DFA, PSA	, SSS, GSIS, Pag-		
2.Request Form or Au from Released PDL	uthorization Letter		he Day, Docume stance and Com			
Representative						
1. Government issue Card	d Identification	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG				
2. Request Form or A Letter from Releas		Officer-of-the Day, Documents Section/Public Assistance and Complaints Desk Officer Released PDL				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
1.Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru phone call.	1. Receive request and forward to the Chief, Documents Section for approval.	None	5 minutes	Help Desk Officer		
	1.1 Approved request form forward to the Carpeta Unit,	None	3 minutes	OIC, Chief PDPD		



	Documents Section. 1.2 Prepare the requested Certificate.	None	5 minutes	Staff Communications Sub-Unit
2.Wait for the Certificate for signature of the Chief, Documents Section.	2. Sign the requested Certificate.	None	1 minute	Chief, Documents Section
3.Receive the Certificate.	3. Issue the certificate/ certified copy of document requested.	None	1 minute	Help Desk Officer
	TOTAL:	None	15 minutes	



2. Issuance of Certified Machine Copy from File of Certificate of Discharge from Prison

The Certified Machine Copy from File of Certificate of Discharge from Prison is issued to all qualified concerned individuals for legal purposes.

Office/Division	PDL Documents and Processing Division					
Classification	Simple					
Type of Transaction	G2C, G2G					
Who May Avail	PDL, Immediate fam		s of PDL, Legal C	ounsel of PDL,		
	Other Government a	gencies.	_			
Checklist of I	Requirements		Where to Secu	re		
Principal						
1. Government Issu Card	ed Identification	BIR, Post Of IBIG	ffice, DFA, PSA, \$	SSS, GSIS, Pag-		
2. Request Form or from PDL	Authorization Letter		e Day, Document tance and Compl	s Section/ aints Desk Officer		
Representative						
1. Government Issu Identification Ca		BIR, Post Of IBIG	ffice, DFA, PSA, \$	SSS, GSIS, Pag-		
from PDL	r Authorization Letter	Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer Persons Deprived of Liberty (PDL)				
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru phone call.	1. Receive request and forward the same to the Chief, Documents Section for approval.	None	5 minutes	Help Desk Officer		
	1.1 Approved request form forwards to the Carpeta Unit, Documents Section.	None	3 minutes	OIC, Chief PDPD		



	1.2 Prepare the requested Certificate.	None	5 minutes	Staff Communications Sub-Unit
2. Wait for the Certificate to be signed by the Chief, Documents Section.	2. Sign the requested Certificate.	None	1 minute	Chief, Documents Section
3. Receive the Certificate.	3. Issue the Certificate/Certified Copy of documents requested.	None	1 minute	Help Desk Officer
	TOTAL:	None	15 minutes	



3. Issuance of Prison Record and/or Synopsis of Prison Record

The Prison Record/Synopsis is issued to Persons Deprived of Liberty (PDL) and other qualified individuals to update them of the PDL status.

Office or Division	PDL Documents and Processing Division					
Classification	Simple	<u>J</u>				
Type of Transaction	G2G, G2C					
Who may avail	a) Person Deprived o	f Liberty (PD	L)			
	b) Immediate Family					
	c) Legal Counsel of P					
	d) Other Government	Agency				
CHECKLIST OF REQ	JIREMENTS		WHERE TO SE	ECURE		
Principal			<u>(,)) ,))))))))))))))))</u>			
1. Valid ID			ffice/DFA/SSS/G			
			he Day, Docume			
2. Request Form			stance and Com	plaints Desk		
Representative		Officer				
1. Valid ID		BID/Doct O	ffice/DFA/SSS/G	SIS/Dog Ibig		
			he Day, Docume	0 0		
		Officer-of-t	ne Day, Docume			
2. Request Form or Aut	horization Letter from	Public Assistance and Complaints Desk				
PDL		Officer				
			Deprived of Liberty (PDL)			
CLIENT STEPS	AGENCY ACTION					
	AGENCTACTION	FEES TO	PROCESSING	PERSON		
	AGENCI ACTION	BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Public Assistance	1. Receive and					
1. Public Assistance and Complaints	1. Receive and forward the request	BE PAID	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer	1. Receive and forward the request to the Chief,	BE PAID	TIME	RESPONSIBLE		
 Public Assistance and Complaints Desk Officer forwards the request 	1. Receive and forward the request to the Chief, Documents	BE PAID	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by	1. Receive and forward the request to the Chief, Documents Section for	BE PAID	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the	1. Receive and forward the request to the Chief, Documents	BE PAID	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section	1. Receive and forward the request to the Chief, Documents Section for	BE PAID	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	1. Receive and forward the request to the Chief, Documents Section for	BE PAID	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section	1. Receive and forward the request to the Chief, Documents Section for	BE PAID	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	1. Receive and forward the request to the Chief, Documents Section for	BE PAID	TIME 4 minutes	RESPONSIBLE Help Desk Officer		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	 Receive and forward the request to the Chief, Documents Section for approval. 1.1 Receive the 	BE PAID None	TIME	RESPONSIBLE		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	1. Receive and forward the request to the Chief, Documents Section for approval.	BE PAID None	TIME 4 minutes	RESPONSIBLE Help Desk Officer		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	 Receive and forward the request to the Chief, Documents Section for approval. 1.1 Receive the approved request to 	BE PAID None	TIME 4 minutes	RESPONSIBLE Help Desk Officer		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	 Receive and forward the request to the Chief, Documents Section for approval. 1.1 Receive the approved request to be forwarded to the 	BE PAID None	TIME 4 minutes	RESPONSIBLE Help Desk Officer		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	 Receive and forward the request to the Chief, Documents Section for approval. 1.1 Receive the approved request to be forwarded to the 	BE PAID None	TIME 4 minutes	RESPONSIBLE Help Desk Officer		
1. Public Assistance and Complaints Desk Officer forwards the request form duly filled out by the clients to the Documents Section or request made thru	 Receive and forward the request to the Chief, Documents Section for approval. 1.1 Receive the approved request to be forwarded to the 	BE PAID None	TIME 4 minutes	RESPONSIBLE Help Desk Officer		



	1.2 Request carpeta to the In- Charge of Active Carpeta File.	None	2 minutes	Staff Carpeta Unit
	1.3 Requested carpeta for validation.	None	2 minutes	Validation Officer, Carpeta
	1.4 Forward the validated carpeta to the Electronic Data Unit for printing of prison record.	None	2 minutes	Staff, Electronic Data Unit
	1.5 Validate and sign the prison record.	None	2 minutes	Validation Officer
2. Wait for the Certificate to be signed by the Chief, Documents Section.	2. Sign the validated prison record.	None	1 minute	Chief, Documents Section
3. Receive the requested Prison Record/Synopsis.	3. Issue the requested Prison Record/Synopsis.	None	1 minute	Help Desk Officer
	TOTAL:	None	15 minutes	



4. Verification of PDL Status Eligibility for Parole and Executive Clemency and Date of Release

The current Persons Deprived of Liberty (PDL) status is provided to all qualified individuals for their information.

Office or DivisionPDL Documents and Processing DivisionClassificationSimpleType of TransactionG2G, G2CWho may availa) Person Deprived of Liberty (PDL) b) Immediate Family of PDL c) Legal Counsel of PDL d) Other Government Agency							
Who may availa) Person Deprived of Liberty (PDL)b) Immediate Family of PDLc) Legal Counsel of PDL							
Who may availa) Person Deprived of Liberty (PDL)b) Immediate Family of PDLc) Legal Counsel of PDL							
c) Legal Counsel of PDL	a) Person Deprived of Liberty (PDL)						
d) Other Covernment Agency							
CHECKLIST OF REQUIREMENTS WHERE TO SECUR	RE						
Principal							
1. Valid ID BIR/Post							
Office/DFA/SSS/GSIS/ Pag-Ibig							
Representative							
1. Valid ID BIR/Post Office/DFA/SSS/GSIS/Pa	ag-Ibig						
2. Verification Form or Authorization Letter Public Assistance and Complaint	lts Desk						
from PDL Officer							
Persons Deprived of Liberty (PDL	L)						
	PERSON						
	SPONSIBLE						
	p Desk Officer						
and Complaints Desk call or the duly filled-							
Officer calls the out verification form							
Documents Section and process the							
relative to the request required information.							
of the client.							
1.1 Verify to the None 1 minute OIC,							
Inmate Monitoring	, Chief PDPD						
Integrated system							
(IMIS) the status							
of the PDL.							



	1.2 If in doubt or result from IMIS seen to be complicated or need to be updated, request carpeta for validation.	None	8 minutes	Validation Officer, Carpeta
2.Secure the information as to the request of PDL status.	2. Inform the client of the present status of PDL as per record of the Documents Section.	None	2 minutes	Help Desk Officer
	TOTAL:	None	12 minutes	



5. Issuance of Certificate of Appearance

The Certificate of Appearance is issued to BuCor employees from the different prisons and penal farms and other clients who are on official business with the National Headquarters (NHQ).

Office or Division	Communications Management Section, Admin Div., DA								
Classification	Simple								
Type of	G2G, G2C								
Transaction									
Who may avail	BuCor Employees &	other clie							
CHECKLIST OF	F REQUIREMENTS		WHERE TO	O SECURE					
Travel Order/Admin by proper authority	Heads of Operating Prisons and Penal Farms if BuCor employee, Proper Authority if employee of other Government Agency and Non-Government Agency.								
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
1.Submit Travel/ Admin Order.	1. Check/Evaluate the submitted document.	None	2 minutes	CMS Staff					
2. Sign at the logbook for attendance as a basis for attendance.	2. Provide the logbook	None	2 minutes	CMS Staff					
	2.1 Prepare Certificate of Appearance.	None	2 minutes	CMS Staff					
	2.2 Check and sign Certificate of Appearance.	None	2 minutes	Chief, Admin Division					
3.Sign/receive from designated logbook.	3. Release of certificate.	None	1 minute	CMS Staff					
	TOTAL:	None	9 minutes						



6. Issuance of Official Receipt

The Official Receipt is issued to BuCor employees, clients and other payor regarding collection payment of BuCor Operating Income.

Office or Division		Cashier Section					
Classification		Simple					
Type of Transactio	n	G2G, G2B					
Who may avail			oyee		ents and other pa		
CHECKLIST REQU	IREMEN	ſS		WHE	ERE TO SECUR	E	
Principal							
Order of payment	t and othe	er supporting		BuC	Cor Accounting E	Division	
Representative							
Order of payment documents				BuC	or Accounting D	ivision	
CLIENT STEPS	AGENO	CY ACTION	то	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit Order of Payment	Receipt made in payor ar	nd amount id in cash	None		2 minutes	Collecting Officer	
2.Pay the amount of transaction.	2. Coun received reconcil	tmoney	None		4 minutes	Collecting Officer	
3.Obtain the Official Receipt.	3. Issue Receipt.	the Official	None		2 minutes	Collecting Officer	
	1	TOTAL:	No	one	8 minutes		



7. Application for Contract of Lease (FOR MACRO BUSINESS)

Contract of lease is issued to BuCor Employees who desires to establish Business inside the BuCor Reservation or to BuCor Employees who are already Operating Businesses who desire store new their contract.

Office or Division	Bureau of	f Corr	ectio	ns Business Center	r (BBC)	
Classification	Highly Te	chnic	al			
Type of Transaction	G2B					
Who may avail		Business Owner/Business Operator				
CHECKLIST REQUIR	REMENTS			ERE TO SECURE		
1. Letter of Intent			BuC	Cor Business Cente	er	
2. Request for Lar	nd Survey (Building)		Tec	hnical Service Divis	sion, BBC	
3. Affidavit of Unde	ertaking		BB	C Staff		
4. Photocopy of ar	ny Government Issue	d ID		R, SEC, and DTI, Lo		
5. Photo of Busine	ess Establishment		Permit (Mayor's Permit, Brgy. Business Permit)			
6. Business Name	Registration, if any					
CLIENT STEPS	AGENCY ACTION	ТО	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit duly accomplished application form with attached supporting documents.	 Assist the clients and issue forms. 1.1 Examination and assessment of submitted requirements. 		one	1day	BBC Staff	



2. Wait for the approval of the MOA or JVA.	2. Draft the contract.	None		BBC Staff
	2.1 After drafting the contract, secure the documents/inputs/ recommendation of the concerned office.	None	≻ 17 days	BBC Staff
	2.2 Submit to the Legal Service Office for finalization of MOA or JVA.	None		BBC Staff
	2.3 Legal Service Office will endorse the finalized contract to the DG for approval and signature.	None	_ 1 day	BBC Staff
	2.4 Issue the signed contract to the client.	None		BBC Staff
3. Submit the notarized contract to the BBC Office.	3. Received, record and file the contract's copy.	None		BBC Staff
	3.1 Provide copy to COA, Accounting Division, Legal Service, and Directorate for Planning and Management.	None	1 day	BBC Staff
	TOTAL:	None	20 days	



8. Application for entering into Contract (FOR MACRO BUSINESS)

This applies to all individual's enterprises, company, firms and alike not covered by Micro Business Enterprise that who intends to venture into business with Bureau of Corrections.

Office or Division	Bureau of	Bureau of Corrections Business Center (BBC)					
Classification	Highly Tec	chnical					
Type of Transaction	G2B	G2B					
Who may avail	Business (Business Owner/Business Operator					
CHECKLIST REQUIR	EMENTS	WHERE TO SECURE					
ID 6. BIR, SEC, ar Permit (Mayo Business Pe 7. Picture's Ske Proposed Lo	oject Proposal ∟and Survey ndertaking f any Government Iss or's Permit, Brgy. rmit) etch of Business and cation me Registration, if an	ued BB	Technical Services Division, BBC BBC Staff				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Submits letter of	1. Assist the clients.			BBC Staff			
intent with attached supporting documents (Business/Project proposal, Business profile and proposed draft contract.		₽50.00 (Processin g Fee)	⊱ 1day	BBC Staff			



2. For payment	refer to the Accounting Division for the issuance of Order of Payment	(Processi ng fee + Lease rental)	5 minutes	BBC Staff
3. Wait for the approval of the Contract MOA or	3. Draft the contract	None		BBC Staff
JVA	3.1 After drafting the contract, secure the documents/inputs/r ecommendation of the concerned office.	None	── 17 days	BBC Staff
	3.2 Submit to the Legal Service Office for finalization of MOA or JVA.	None		BBC Staff
	3.3 Legal Service Office will endorse the finalized contract to the DG for approval and signature.	None	1 day	BBC Staff
	3.4 Issue the signed contract to the client.	None		BBC Staff
4. Submit the notarized contract to the BBC Office	4. Received, record and file the contract's copy.	None		BBC Staff
	4.1 Provide copy to COA, Accounting Division, Legal Service, Directorate for Planning and Management.	None	23 Hrs & 55 minutes	BBC Staff
	TOTAL:	₱50.00	20days	



9. Application for Contract of Lease (FOR MICRO BUSINESS)

Contract of lease is issued to BuCor Employees who desires to establish business inside the BuCor Reservation or to BuCor Employees who are already Operating Businesses who desire store new their contract.

Office or DivisionBureau of Corrections Business Center (BBC)ClassificationSimpleType of TransactionG2BWho may availBusiness Owner/Business OperatorCHECKLIST REQUIREMENTSWHERE TO SECURE1. Lease ApplicationBuCor Business Center2. Request for Land Survey (Building)Technical Service Division, BBC3. Affidavit of UndertakingBBC Staff4. Photocopy of any Government Issued IDBIR, POST OFFICE, DFA, PSA, GSIS, PAGIBIG, Voter's ID, Nati5. Photo of Business EstablishmentPRC ID, LTO ID, SEC, and DTI, Business Permit (Mayor's Permit					on, BBC A, PSA, SSS, ID, National ID, and DTI, Local	
6. Business Name Registration, ifCLIENT STEPSAGENCY ACT				Busir	PROCESSING	PERSON RESPONSIBLE
1.Submit duly accomplished application form with attached supporting documents.	1. Assist and issue 1.1 Exam and asse of submit requireme	ination ssment ted	TO BEPAIDNone		2 minutes 3 minutes	BBC Staff
2. Wait for the approval of the contract	 2. Draft the contract. 2.1 After the contraster the contraster the contraster the approval BBC Direster 2.2. Issue 	drafting act, e of the ctor.	N	one one one	1 day	BBC Staff BBC Staff
	signed co the client	ontract to	INC	Une		BBC Staff



3. Received the contract for notarization.	3. File the contract's copy.	None	30 minutes	BBC Staff
4. Submit the notarized contract to the BBC Office	4. Provide copy to COA, Accounting Division.	None	1 day	BBC Staff
	None	2 days and 35 minutes		



10. Application for Revocable Permit (FOR MICRO BUSINESS)

Revocable Permit is issued to all qualified individual who intends to venture Micro Business Enterprise within the NBP Reservation.

Office or Division		BuCor Business Center (BBC)						
Classification		Simple						
Type of Transaction		G2B						
Who may avail		Business	Ow		less Operator			
CHECKLIST REQUIR	REMENTS			WHER	E TO SECURE			
 Business applic Affidavit of Waiv Certificate of No Letter of Intent DTI/SEC Barangay/Muniv Sketch of busin location 2x2 ID's (2 pcs.) 	ver o Outstand cipal Busin ess and pr)	ess Permit oposed		Acco	or Business Center (BBC)			
CLIENT STEPS	AGENCY	ACTION	ACTION FEES TO BE PAID		PROCESSIN G TIME	PERSON RESPONSIBLE		
1.Submit duly accomplished business application form with attached supporting documents.	1.1 Asses	l form and		Y	2 minutes 3 minutes	BBC Staff BBC Staff		
		nspection Isurement	₱50.00 (Processing Fee)		45 minutes	BBC Staff		
2. For payment	2. Applica refer to th Accountin Division f issuance of Payme	ne ng or the of Order	e fee + g Monthly r the rental fee) of Order		5 minutes	BBC Staff		



3. Wait for the approval of Revocable Permit	3. Draft the Revocable permit.	None		BBC Staff
	3.1 After drafting the Revocable Permit, recommends to D, BBC for perusal and approval.	None	- 1 day	BBC Staff
4. Received the Revocable Permit for Notarization	4. Issue the approved Revocable Permit.	None	30 minutes	BBC Staff
5. Submits the Notarized Revocable Permit to the BBC Office.	5. Issue copy of approved Revocable Permit and Certificate to Operate	None		BBC Staff
	5.1 File the Revocable Permit's copy	None	1 day	BBC Staff
	5.2 Provide copy to COA and Accounting Division.	None		BBC Staff
	TOTAL:	₱ 50.00	2 days, 1 Hour and 25 minutes	



11. Request for the Entry of Construction Materials for the Repair/ Renovation of Quarters and Issuance of Certification

In line with Sec. 6 of RA 10575, the Bureau of Corrections (BuCor) shall have the absolute authority to design, formulate and implement land-use development plans and policies. Thus, the grant of housing privilege to qualified BuCor employees will uplift their living standards, augment security and preserve BuCor's property within the NBP reservation area.

Office or Division		Housing Sec	ction	Bucor	Business ce	ente	r (BBC)
Classification		Simple		,			
Type of Transactio	on	G2C					
Who may avail		Active Burea	au of	f Correc	tions Emplo	yee	es at NBP Reservation
	JIREMEN				RE TO SECI		
 CHECKLIST REQUIREMENTS Letter of Intent List of construction materials (Itemized) Photocopy of Housing Directive of the requestor; Photocopy of the BuCor ID (back to back) Hardcopy of Photographs subject for construction of quarter, repair, renovation or preventive maintenance of quarter; and Sketch location of the quarter Representative 			Requesting Party				
Order of paymen documents	it and oth	er supporting		BuCor Accounting Division			
CLIENT STEPS	AGENC	CY ACTION	ТС	EES) BE AID	PROCESS G TIN		PERSON RESPONSIBLE
1.Submit a letter of intent with all the requirements.			he clients. None sment of None		2 minutes 3 minutes		Housing Section Staff Housing Section Staff
	Offic forw lette with	sing Section e shall ard the r request complete chments to	N	one	45 minutes		BBC TSD Staff



	the BBC TSD for the conduct of inspection to the quarter subject for construction of new quarter, repair, renovation or preventive maintenance to verify veracity of the request.			
2. Payment	2. Applicant shall proceed to the Accounting Division for the Issuance of Order of payment after which shall proceed at Cahier's Office for Payment.	₱ 100 (Processing Fee)	5 minutes	Accounting Division Cashier's Office Staff
3.Wait for the approval of request.	3. The Housing Section shall inform immediately the requestor the status of request based on the submitted requirements and after the inspection report of the TSD for approval.	None		Housing Section Staff
	3.1 Upon approval a certification will be issued to the requestor.	None	≻ 1 day	Housing Section Staff BSEC Gate Officers
	3.2 The duty BSEC Personnel at the entrance gates should allow entry of the requested construction	None		



materials bas the approved request.			BBC TSD Staff
3.3 The TSD conduct on-si inspection an submit after a report on the status of the requested construction of quarter, repair renovation ar preventive maintenance Housing Sect	te d activity present of new r, ad to the		
	OTAL: ₱ 100	1 day and 55 minutes	



12. Clearance for No Issued House Directives

Memorandum Circular No. 06: Guidelines for the Granting of Housing Directives to Active BuCor Employees at NBP Reservation states that in cases of separation from the service, the grantee and his/her Registered dependents are authorized to stay in the awarded premises, to wit:

- 6.5.4.1 Resignation of the grantee- thirty (30) days after the approval of the resignation;
- 6.5.4.2 Retirement of the grantee- ninety (90) days after the Retirement date; and
- 6.5.4.3 Death of the grantee- six (6) months upon the demise.

In view of this, a clearance for No Issued House directive is issued as part of their clearance prior to separation from service.

Office or Division		Housing Section, BuCor Business Center (BBC)					
Classification		Complex					
Type of Transaction	n	G2C					
Who may avail Employees about to res				esign/retire			
CHECKLIST REQU	ſS	WH	ERE TO SECURI				
1. Clearance For			HR				
2. Photocopy of			ר ,				
3. Agreement for		over of quart	er to	Requesting Party			
active employ					DEDOON		
CLIENT STEPS	AGEN	CY ACTION	FEES	PROCESSING	PERSON		
			TO BE PAID	TIME	RESPONSIBLE		
1.Submit all necessary	1. Assis	t the clients	None	2 minutes	Housing Section Staff		
requirements.	check/ wheth client	sing n Staff shall /validate if er or not the has issued e Directive.	None	3 minutes	Housing Section Staff		
	submi	essment of tted ements.	None	3 minutes	Housing Section Staff		
2.Payment	for the is Order of after wh proceed	to the ing Division suance of Payment	₱ 50.00 (Processi ng Fee)	5 minutes	Accounting Division Cashier's Office Staff		



3. Wait for the issuance of Certificate Clearance	3. If the client has No Issued House Directive, he shall be issued a Certificate of Clearance immediately.	None	10 minutes	Housing Section Staff
	3.1 If the client has a house directive or has an existing application for house directive, he shall turn-over his quarter to an active BuCor employee. The transferee of quarter shall submit necessary requirements for the application of house directives.	None	–1-3 days	Housing Section Staff
	3.2 After the turn- over of quarter, a certification shall be issued to the transferor/client.	None		Housing Section Staff
	TOTAL:	₱ 50.00	3 days and	
			23 minutes	



13. Issuance of Vehicle Pass

The Vehicle Pass is issued by the Front Desk Unit (FDU) of BSEC for Katarungan Residents only.

Office or Division	BuCor Security and Escort Command				
Classification	Simple				
Type of	Vehicle Pass				
Transaction					
Who may avail	Katarungan Residents				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
Katarungan Resider	<u>nts</u>				
1. Application Form		BuCor Security and Escort Command			
2. Photocopy of 2 Va		Client			
3. Original copy of C		Katarungan Village Home Owners			
Residency issued by l	VHAI or rental	Association, Inc.			
agreement. 4. Submit 1 Photoco	ny of OP/CP of	Client			
vehicle, if no OR/CR s		Client			
requirements.					
4.1 If applicant is	not the original	Client			
owner of the vehicle h		Olicit			
notarize copy of deed					
	nt is related to the	Client			
owner submit proof of					
4.3 If the application	nt is not the owner of	Client			
the house submit nota	rized rental contract.				
4.4 If the vehicle	is newly purchased	Client			
submit voice invoice,					
	is company vehicle	Client			
submit Memorandum	•				
authorization letter fro					
allowing the applicant					
	ID of those person	Client			
who issued the M.R a letter.	nd authorization				
	ID of the providuo	Olivert			
owner of the vehicle.	ID of the previous	Client			
5. Picture of Vehicle	(Front and Back)	Client			
	(1 TOTIL ATTU DAUK)	Client			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB
				LE
1. Clients walk in vehicle pass inquiry.	1. Entertain and answers clients query.	None	2 minutes	Front Desk Unit Personnel
2. If clients brought complete requirements	2. Issues application form.	None	1 minutes	Front Desk Unit Personnel
3. Clients fill up application form and submit to FDU.	3. Receives and evaluate completeness of documents presented.	None	5 minutes	Front Desk Unit Personnel
	3.1 Certifies and signed application to be true and complete by FDU personnel.	None	2 minutes	Front Desk Unit Personnel
	3.2 Application forwarded to ODCO for recommendation for approval or disapproval.	None	2 minutes	Office of the Deputy Commander of Operation Personnel
	3.3 Application forwarded to BSEC Commander for approval or disapproval.	None	2 minutes	Office of the Deputy Commander of Operation Personnel
	3.4 After the commander signature the application forwarded to ODCA for dissemination.	None		Office of the Deputy Commander of Administration Personnel
	3.5 FDU receives approved application and process the Gate Pass.	None	1 minute	Office of the Deputy Commander of Administration Personnel



	3.6 Prepared transmittal for release for Gate Pass.	None	1 minute	Front Desk Unit Personnel
	3.7 Contact clients to pick up then Gate Pass.	None	2 minutes	Front Desk Unit Personnel
4. In case of loss of Gate Pass clients will submit notarized affidavit of lost with corresponding	4. FDU will receive affidavit of lost with official receipt from BUCOR cashier.	₱500	2 minutes	Front Desk Unit Personnel
penalty.	4.1 FDU will replace the lost Gate Pass.	None	2 minutes	Front Desk Unit Personnel
	TOTAL:	₱500.00	23 minutes	



14. Blotter and Complaint

Assist and cater BuCor personnel and non-personel of incident reported which transpires within NBP reservation.

Office or Division	BuCor Security and Escort Command					
Classification	Simple					
Type of Transaction	Blotter and Complain	it				
Who may avail	Personnel and Non-p	ersonnel insi	de			
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE		
1. Blotter Form If the incidents h NBP perimeter.	appen inside the	BuCor Secu	rity and Escort C	ommand		
2. Complaint Forn Entertains if the respondent is personn	complainant or	BuCor Secu	rity and Escort C	ommand		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIB LE		
1. Clients walk-in for blotter and complaint.	1. Interview the client to evaluate if it fall to blotter or complaint.	None	10 minutes	Front Desk Unit Personnel		
	1.1 Issue and fill up blotter and coplaint form.	None	10 minutes	Front Desk Unit Personnel		
	1.2 Issued summon for mediation and clarification to both complainant and respondent.	None	20 minutes	Front Desk Unit Personnel		
	1.3 Serve summon to both complainant and	None	CASE TO CASE BASIS (Depends to the	Front Desk Unit Personnel		



respondent.		availability of person involved)	
1.4 Mediation	None	1 Hour	Front Desk Unit Personnel
1.5 Resolution	None	10 minutes	Front Desk Unit Personnel
1.6 The resolution forwarded to ODCO for recommendation Approval/dissaproval	None	2 minutes	Front Desk Unit Personnel
1.7 The resolution forwarded to ODCA for the signature of Commander, BSEC	None	3 minutes	Office of the Deputy Commander of Operation Personnel
1.8 After the Commander's signature, resolution forwarded to FDU for filling.	None	1 minute	Office of the Deputy Commander of Operation Personnel
TOTAL:	None	1 Hour & 56 minutes	



15. Issuance of Permits (Passing-thru Burial, Entry of Construction Materials and Internet/MERALCO installation and Repair

The permit is issued by the Front Desk Unit (FDU) of BSEC for personnel and Non0-personnel lives inside and outside NBP premises.

Office or Division	BuCor Security and	Escort Command				
Classification	Simple					
Type of	Issuance of Permits					
Transaction						
Who may avail	Personnel and Non-p	personnel				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
A. PASSING THRI 1. Request letter ad Commander, BSE 2. Death Certificate 3. Valid ID	dressed to the	Client Client Client				
B. ENTRY OF COM MATERIALS 1. Certification from 2. Request letter ad Commander, Bse 3. Photocopy of But ID's	the BBC dressed to the c	BUCOR BUSINESS CENTER Client Client				
<u>A. PASSING THE</u> 1. Request letter add Commander, BSEC 2. Proof of Billing 3. Photocopy of BUC	dressed to the	Client Client Client				
2	n formation. of Entry it point of vehicle late No. of vehicle					



CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
		BE PAID	TIME	RESPONSIB LE
1. Clients walk-in for permit.	1. Entertain and answer client's query.	None	2 minutes	Front Desk Unit Personnel
2. Clients brought complete requirements	2. Receives and evaluate completeness of documents presented.	None	3 minutes	Front Desk Unit Personnel
	2.1 Certifies and signed application to be true and complete by FDU personnel.	None	2 minutes	Front Desk Unit Personnel
	2.2 Application forwarded to ODCO for recommendation for approval or disapproval.	None	1 minute	Front Desk Unit Personnel
	2.3 Application forwarded to BSEC Commander for approval or disapproval.	None	2 minutes	Front Desk Unit Personnel
	2.4 After the Commander signature, application forwarded to ODCA for dissemination.	None	2 minutes	Office of the Deputy Commander of Administration Personnel
	2.5 FDU receives approved permit and prepared transmittal.	None	1 minute	Front Desk Unit Personnel



	2.6 Released to the clients.	None		Front Desk Unit Personnel
TOTAL:			14 minutes	



16. Rental of Bureau of Corrections (BuCor) Facilities

The Bureau of Corrections (BuCor) has facilities that can be rented by BuCor employees, private individuals, government/non-government and private organizations for some occasions, activities and events.

Office or Division	Bureau of Correction	Bureau of Corrections Business Center (BBC)							
Classification	Simple								
Type of	G2G, G2C	G2G, G2C							
Transaction									
Who may avail	BuCor Employee and Private Individuals								
CHECKLISTOF	REQUIREMENTS		WHERE TO SE	ECURE					
1. Letter-request		Requesting Pa	irty						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE					
1.Submit letter- request and inquire the availability of the facility being requested on the requested date.	1. Check the availability of the facility on the requested date.	None	1 minute	BBC Staff					
2.If the facility is available, secure the payment form.	2. Provide the application and payment form and advise to proceed to the Cashier's Office.	None	3 minutes	BBC Staff					
3.Pay the required fees at the Cashier's Office.	3. Issuance of Official Receipt.	Glorieta Hall BuCor Employee/ Immediate Family (1,000/ occasion) Private Persons (1,500/ occasion) Religious	5 minutes	BBC Staff					



· · · · · · · · · · · · · · · · · · ·	
	Activities
	(500/
	occasion)
	Sunken
	Garden
	Private
	Business
	(1,000/day)
	Private
	School
	(500/day)
	Public
	School (free of
	(free of charge)
	Jamboree
	Lake
	Private
	Business
	(1,000/day)
	Private
	School
	(500/day) Public School
	(free of
	charge)
	onargo)
	Shooting
	<u>Class, A</u>
	(Movie/
	Commercial
	film)
	20,000 for
	first 8hrs and
	1,500 for
	every additional
	hour
	<u>Class B (</u> Doc.
	Film,
	Telemovies/
	Talkshow)



4. Return to the BSEC Office.4. Check the Official Receipt.		None	1 minute	BBC Staff
TOTAL:		Amount depends on the above- mentioned fees.	10 minutes	



17. Educational Tour

The Education Tour is accorded to visitors to have an overview of the history of the Bureau of Corrections (BuCor).

Office or Division		Corrections T	raining Div	vision		
Classification		Simple	-			
Type of Transaction	า	G2G, G2C				
Who may avail			lian and G	overnment Emplo	yees	
CHECKLIST REQU	REMEN	ITS	WHE	RE TO SECURE		
1. Letter Request and	Valid ID)		ol Professor/Dean		
				I/Tour Coordinato		
CLIENT STEPS		ICY ACTION	FEES	PROCESSING	PERSON	
			TO BE	TIME	RESPONSIBLE	
1 Dresent	1 0 0 0		PAID			
1. Present		ure approved	None	2 minutes	BUCOR Training Coordinator	
approved letter- request.	reques				(Educational	
					Tour)	
2.Pay Entrance	2. Issu	e Official	₱10.00	5 minutes	Collection	
Fee to Cashier's	Receip	ot.	per		Officer,	
Office.			head		Cashier's Office	
3. Fill	3. Pro	vide Waiver	None	3 minutes		
out/Sign	Form.					
Waiver Form.						
		ctorial	None	7		
		-açade				
		riefing.			BUCOR Training	
	3.2 To	ur to	None		Coordinator	
	Museu		None		(Educational	
		Briefing.		_ 3 hours	Tour)	
					,	
	3.3 To	ur to	None			
		m Security				
		Education				
	Sectio					
		e Programs				
	Interac		B10.00	2 h a		
		TOTAL:	₱10.00	3 hours,10 minutes		
			per head	minutes		
			ncau			



18. Order of Payment for BuCor Employees, Tenants and Private Entities

The Order of Payment is issued to employees, tenants, and private entities to determine the transaction of payment.

Offic	ce or Division	Accounting Divis	ion				
Clas	sification	Simple					
Туре		G2G - Governme	ent to Government				
	saction						
	may avail		der the Bureau of Corrections				
	CKLIST REQU	IREMENTS	WHERE TO SECURE				
	cipal						
1.	(erties/facilities)–	Legal Office				
2.	•		BuCor Security and Escort Command (BSEC) Legal Office				
3.	 SALES OF AGRO (income derived from agro product)- Sales Invoice 		Agro-Industries Section				
4.	ELECTRICITY (monthly consumption of tenants)- Billing		General Services Division				
5.	WATER BILL (consumption o Billing	•	General Services Division				
6.	PARTICIPATIN DOCUMENTS the bidders bet bidding) – Cert BAC SEC	(pre-requisite of fore joining the	Bids and Awards Committee Secretariat				
7.	BID/PERFORM (pre-requisite c bidders before contract) - Offic	of the winning entering to	Bids and Awards Committee Secretariat				
8.	CONFISCATE Amount of mor	D MONEY (the ney confiscated	NBP Superintendent's Office				



 During raid)– Inspection & Acceptance Report 9. CERTIFICATION FEE (fees for the issuance of clearances & certification of detainment) – Inmate request letter 10. STICKER (fees for issuance of decal by BuCor) – BSEC request form 				tendent's Office ty and Escort Con	nmand (BSEC)
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request order of payment.	1. Sign in the logbook for record purposes of transaction.		None	8 minutes	Accounting Staff
2. Submit required documents to Accounting Division for assessment and computation of	2. Receive documents and compute the account.		None	8 minutes	Accounting Staff
payment.	2.1 Issue the order of payment to the customer.		None	4 minutes	Accounting Staff
	ΤΟΤΑΙ	L:	None	20 minutes	



19. Order of Payment for Rental and BuCor Share

The Order of Payment is issued to employees, tenants, and private entities to determine the transaction of payment for rental (income from use of BuCor's properties/facilities) and BuCor Share (share of every products old by the contracting party).

Office or Division	Accounting Divis	Accounting Division					
Classification	Simple	Simple					
Type of	G2G, G2C						
Transaction							
Who may avail	All personnel une	der	the Bureau	u of Corrections			
CHECKLIST REQU	IREMENTS	W	HERE TO	SECURE			
Principal							
BuCor Identification	Card	In	formation a	and Communication	on Technology		
Application Form (B	ICAF)	Di	vision (ICT	D)			
CLIENT STEPS	AGENCY		FEES	PROCESSING	PERSON		
	ACTION		TO BE PAID	TIME	RESPONSIBLE		
1.Submit/present documents for assessment and computation of payment and subsequent	 Assess and compute payments of clients. 1.1 Issue the order of payment 		None None	9 minutes 1 minute	Accounting Staff Accounting Staff		
issuance of order of payment.	to the customer.		None	10 minutes			



20. Request for Documents/Data of Students and Private Entities/Individual

The requested documents are provided to students who conducts researches with the endorsement from thesis Advisers of the Colleges/Universities concerned re: requirements for the Architectural Thesis, e.g. statistical information, list of reformation programs, etc.

Office or Division	Directorate for	Directorate for Planning and Management (DPM)						
Classification	Simple							
Type of Transaction								
Who may avail		Students/Private Entities-Indivudual						
CHECKLIST REQUI	REMENTS	WHERE TO S	SECURE					
1.Student Identification 2.Approved Letter-read	-		/ersities concerne er/Dean of Colleg					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1. Present the letter-request with the approval by the higher authority or	1. Receive the approved letter- request.	None	1 minute	PSD Staff				
indorsement to DPM Staff (for Research and thesis requirements).	1.1 Check and process the requested data needed.	None	1 hour	Staff				
	1.2 Sign the requested data.	None	5 minutes	Chief, PSD				
2. Client to receive the requested data.	2. Provide the available requested data needed data/information	None	1 minute	Staff				
	TOTAL:	None	1 hour,7 minutes					



21. Issuance of Service Record, Certificate of Employment/ Compensation

Service Record, Certificate of Employment (COE) and Certificate of Employment with Compensation (COEC) are being issued to BuCor personnel for legal purposes (e.g. application for MERALCO, Maynilad, etc.)

Office or Division		Human Resource Division (HRD)					
Classification		Simple					
Type of Transactio	n	G2G					
Who may avail			orme		Cor Employees		
CHECKLIST REQUIREMENTS					ERE TO SECUR	Ε	
Principal							
None				N/A			
Representative							
Authorization-letter, any valid ID of the E	BuCor en	ployee		GSI	, Post Office, DF <i>I</i> S, Pag-IBIG		
CLIENT STEPS	AGENO	CY ACTION	FE		PROCESSING	PERSON	
			TO PA		TIME	RESPONSIBLE	
1.Sign at the logbook at the HRD front desk.	1. Provi logbook client and instruct the nee details.	to the nd to fill out		ne	1 minute	HRD Staff	
			and let ment		3 minutes	HRD Staff/OIC, Human Resource Division	
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the request docume	ed ent.	None		1 minute	HRD Staff	
		TOTAL:	Noi	ne	5 minutes		



22. Issuance of Certificate of NO Pending Case

NO Pending Case Certificate is issued to NHQ Personnel for legal purposes.

Office or Division	Internal Affairs Service (IAS)						
Classification	Simple						
Type of Transaction	G2G,G2C						
Who may avail	Active and Former BuCor personnel, Other Government						
-	Agencies, etc.						
CHECKLIST REQUIRE	MENTS	WHERE	TO SECU	RE			
Principal							
BuCor ID (For Validation	n if	N/A					
needed)	norconal	Account	ing Soction		achiar		
Receipt from Cashier (If transaction)	personal	Account	ing Sectior	1/08	asmer		
Representative							
Principal Requirements	and	(Request	ting Party)				
Authorization Letter							
CLIENT STEPS	AGE		FEES	Ρ	ROCESSING		
	ACT	ION	TO BE		TIME	RESPONSIBI	LE
1. Accomplish	1. Provide	the	PAID N/A		3 minutes	HRD	
Clearance Form (If for	Loan Clea		IN/75		5 minutes		
Loan purposes)	form.						
2. Official Receipt (OR)	2. Provide	order	₱100.00		5 minutes	Accounting	/
issued by Cashier for	of Paymer	nt				Cashier	
Loan to Private Lending	(Accountin						
Companies	O.R to the	;					
	Cashier.						
3. Fill up the CNPC	3. Validate		N/A			٦	
Issuance Form	Database Printing of						
	Certificate						
	Pending C						
	(CNPC)/	230					
	Certificate	e of					
	Pending C				5 minutes	C.IAS	
	(CPC)				-	and Sta	aff
	(
	3.1 Chief IAS		N/A				
	and other	-1					
	Authorize						
	representa						
	sign the CNPC/CP						
		<u>.</u>		-	•		



4. Sign the Logbook4. Issue the requested document.		N/A	3 minutes	IAS Staff
TOTAL:		₱100.00 (For Private Loan purposes Only)	16 minutes	



New Bilibid Prison

Internal Services



1. Radiology Services

Radiology Services such as X-ray/Ultrasound is conducted to PDL and BuCor employees as requested by the Medical Officer on Duty.

Office or Division		NBP Hospital					
Classification		Simple					
Type of Transaction	on	G2G					
Who may avail		Persons Deprive	ed of Liberty/BuCor Employee				
CHECKLIST OF REQUIREMEN			TS	WHERE TO SECURE			
X-ray & Ultrasound Request Form			Medical Officer on Duty				
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Have a consultation with the OPD Doctor on Duty/Doctor's assessment & order for in patient.	ray/	Receives X- /Ultrasound quest Form.	PDL- None	2 minutes	Rad. Tech on Duty		
2.Proceed to Radiology Department with the properly filled- up Request Form.	2. and pat	Interviews I records ient's data.	BuCor Employee -₱100.00	3 minutes	Rad. Tech on Duty		
	exp abo	Instructs and lains procedure out the cedure.	None	3 minutes	Rad. Tech on Duty		
3. Secure scheduled date of the examination.	retu	Set the date to urn for the cedure.	None	3 minutes	Rad. Tech on Duty		
		TOTAL:	PDL- None	11 minutes			
			BuCor Employee -₱100.00				



New Bilibid Prison

External Service



1. Request of PDL to View the Remains of their Deceased Relatives

Application to view the remains of deceased relative; supporting documents – A minimum or medium security inmate may, upon written application, be allowed by the Superintendent to view the remains of their immediate relatives upon written application and submission of supporting document.

Office or Division	New Bilibid Prison				
Classification	Simple				
Type of Transaction	G2G				
Who may avail	All Persons Deprived of Liberty (Medium and Minimum Security Class)				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. Death certificate		Local Civil Registrar			
2. Burial permit		Local Civil Registrar/LGU			
3. Funeral Contract		Funeral Service			
4. Wife or husband (mar	riage certificate)				
5. Child (birth certificate certificate of the PDL);	e of child and marriage				
6. Brother/sister (birth c and birth certificate of th	ertificate of brother/sister e PDL);				
7. Father/mother (birth c	certificate of the PDL);	PSA			
8. Grandchild (birth certificate of grandchild and of the latter's parent who may be son or daughter of the PDL)					
9. Grandparent (birth certificate of the PDL and of his/her parent who is the son/daughter of the deceased grandparent)					



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook at the Receiving Area/Front Desk.	1. Give the logbook to the client.	None	5 minutes	Front Desk Officer
2.Submit Letter request and supporting documents.	2. Receive letter request and checks completeness of supporting documents.	None	5 minutes	Receiving Officer NBP Supt. Office of Overseer's Office if the inmate/PDL is the one submitting.
	2.1 Secure Case Profile from concerned Overseer's Office.	None	30 minutes	Overseer's Office Personnel
	2.2 Prepare endorsement for approval/disappro val of the Director General.	None	10 minutes	Admin Officer
	2.3 Evaluate/ Screen letter request and supporting documents.	None	30 minutes	Office of the Director, Directorate for Security and Operations
	2.4 Approval/ Disapproval by the Director General.	None	4 hours	HEA and Director General



2.5 Prepare Exit Pass to include finger prints to PDL.	None	1 hour	Personnel of Subpoena Unit
2.6 Assign Escorts.	None	30 minutes	Chief of Escort Group
2.7 Inform the family.	None	15 minutes	Staff of Supt. Office
TOTAL:	None	7 Hours, 5 minutes	



2. Request for Issuance of Certificate of Confinement (Active PDL Thru E-Mail

Certificate of Confinement is being issued to individuals (Relatives, Legal Counsel and other persons duly authorized by competent authorities for any legal purposes.

Office or Division		NBP Superintendent Office					
Classification Sir		Simple	Simple				
Type of TransactionG2C, G		G2C, G2G					
_			elative of PDL, Legal Counsel and persons authorized by ompetent authorities.				
Checklist of Requirements					Where to	o Secure	
Principal							
1. Government issued Identification Carc			rd	BIR, Phil. Post Office, DFA, PSA, SSS, GSIS and Pag-Ibig			
Representative							
 Government issued Identification Card Mission Order Letter of Intent from Competent author 				BIR, Phil. Post Office, DFA, PSA, SSS, GSIS and Pag-Ibig Requesting Office/Agency/Authority Requesting Office/Agency/Authority			
CLIENT STEPS				S TO PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter- request from counsel, relative, and law enforcement agency electronic mail (e-mail) with attached photo copy of valid ID to the NBP Supt's Office.	and pri and inf	ile. code t with		one	5 minutes 4 minutes	Email Correspondence Office, NBP Superintendent's Office Encoder, NBP Superintendent's Office	



1.2 Routing Slip to Overseer for Preparation of Certificate of Confinement.	None	5 minutes	Encoder, NBP Superintendent's Office
1.3 Overseer Offi to return the request with attached Certificate of Confinement.	ce None	20 minutes	Administrative Officer, NBP
1.4 Inform the requesting party.	None	3 minutes	Email Correspondence Office, NBP Superintendent's Office
1.5 Issues Certificate of Detention.	None	2 minutes	Email Correspondence Office, NBP Superintendent's Office
ΤΟΤΑΙ	L: None	39 minutes	



3. Issuance of Medical Abstract

Duly accomplished medical abstract issued as per request of the concerned client.

Office or Division	New Bilibid Prison Hospital					
Classification	Complex					
Type of Transaction	Government to Government/PDL/Counsel/Relatives of PDL					
Who may Avail	Government to Government/PDL/Counsel/Relatives of PDL					
CHECKLIST OF REC	EQUIREMENTS WHERE TO SECURE					
Letter Request		Requestir	ng Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Submit a letter- Request for medical Abstract to the Superintendent's Office.	1. Concerned Quadrant will receive the letter- Request from PDL.	None	C/o Superintendent' s Office	PDL or PDL's Relative		
2.Issued to the PDL once medical Abstract is available	2. Dispatch of the Medical abstract to the Superintendent's Office.	None		Admin Staff on Duty/Outside Referral Staff on Duty		
	TOTAL:	None	4 days			



4. Attorney's Visit

Attorney's visit is accorded to the counsel of Persons Deprived of Liberty (PDL)

Office or Division	Office of the Superintendent of New Bilibid Prison					
Classification	Simple					
Type of Transaction	G2C, G2G					
Who may Avail	Counsel of Persons Dep	orived of Li				
CHECKLIST OF REC	QUIREMENTS		WHERE TO SI	ECURE		
Principal						
Government Issued I		and IBPID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Send request for video conferencing via email together With photocopy of IBPID or PAOID.	1. Print email and inform the requester of the available schedule.	None	2 minutes	Email Correspondence Office, NBP Superintendent's Office		
	1.1 Forward the printed e-mail to the NBP Superintendent for approval.	None	4 minutes	Chief of Staff NBP Supt's Office		
2. Wait for the approval together with the schedule of video conferencing.	2. Inform the client of the approved request	None	2 minutes	Email Correspondence Office, NBP Superintendent's Office Video		
	2.1 The facilitator will send the calendar invitation and the zoom link to be sent a day prior to the virtual meeting.	None	2 minutes	conference facilitator, NBP Supt's Office		
	TOTAL:	None	10 minutes			
•	not necessary since Conc request is approved.	erned Offi	cer will just inforn	n the client thru		



5. Clinical Laboratory Services

Laboratory Examinations of PDL are ordered by the Medical Officer on Duty while for BuCor employees such examinations are required for promotion and training purposes. BuCor applicants may also avail of such examination.

Office or Division	NBP Hospital						
Classification	Simple						
Type of Transaction	G2G, G2C						
Who may avail							
CHECKL	CHECKLIST OF REQUIREMENTS WHERE TO SECURE						
Properly filled out Laboratory Request Form		NBP Hospital Medical Officer on Duty Concerned Office					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Present letter- request/laboratory request.	laboratory Examination.	None	1 minute	Laboratory personnel on Duty			
2.Securing specimen sample	2. Specimen collection.	None	2 minutes	Laboratory personnel on Duty			
	2.1 Process specimen collected.	None	12 minutes	Laboratory personnel on Duty			
	2.2 Perform examination, review, and interpret results.	None	1 hour	Medical Technologist on Duty			
3.Securing or Issuance of Laboratory results at the Laboratory Department.	3. Encode, record, & release of results.	None	15 minutes	Laboratory personnel			
	TOTAL:	None	1 hour & 30 minutes				



6. Sacrament and Sacramentals

Sacrament means the seven sacraments (Baptism, Confirmation, Eucharist Reconciliation, Anointing, and Marriage) on Christian traditions, while Sacramental are those rites, actions and things such as blessing of things, rooms, religious articles, etc., Religious beliefs rituals help PDL uplift their spiritual and moral development through devotions and prayers. This guide would assist PDL avail with sacraments, sacramental and religious rituals from the chaplaincy services.

Office or Division	Moral and Spiritual Section (Chaplaincy Office)					
Classification	Simple	<u> </u>	1 5 - 7			
Type of	G2G, G2C					
Transaction	,					
Who may avail			DL) and PDL's Fa	amily		
CHECKLIST REQU	IREMENTS	WHERE TO	SECURE			
Principal						
1. Request Form (for Chaplaincy Services)		Chaplaincy C				
2. Birth Certificate (for Baptism) or Baptismal Certificate (for		Philippine Sta Church/Orgai	atistics Authority (nization	PSA)		
confirmation) 3. Personal Data Re		BuCor Overs	eer's Office/IDPD			
(Religious Affiliati 4. Pass/Permit (visitors/family/sp	,	BuCor Super	intendent/Overse	er's Office		
5. Accomplished For		Chaplaincy Office				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Submit	1. Receive and	None	5 minutes	Staff/Officer		
Request Form	check document	is		Chaplain Office		
and other	(Request Form,					
documents.	Birth Certificate	or				
	Baptismal					
	Certificate and					
	Personal Data					
	Personal Data Record).					
	Record).					
	Record). 1.1 Administer					
	Record).	None	10 minutes	Chaplain Catholic		
	Record). 1.1 Administer Sacraments/		10 minutes 15 minutes			
NOTE: 1. If no avail	Record). 1.1 Administer Sacraments/ Sacramental. TOTAL	.: None	15 minutes	Catholic		
NOTE: 1. If no avail Volunteer	Record). 1.1 Administer Sacraments/ Sacramental. TOTAL	.: None	15 minutes	Catholic		



7. Marriage in Prison

Marriage in prison is one among the privilege sofa PDL can avail through wedding rites. Marriage ceremony either valid (church/religious) or licit (government) or both (licit/valid) may undergo procedures through different government agencies and church/religious institutions.

Office or Division	Moral and Spiritu	al	Section (C	haplaincy Office)		
Classification	Simple			,		
Type of	G2G, G2C					
Transaction						
Who may avail	Persons Deprive					
CHECKLIST REQUI	REMENTS	W	WHERE TO SECURE			
Principal						
1. Birth Certificate				atistics Authority		
2. Certificate of No N	•	Pł	nilippine St	atistics Authority	(PSA)	
(CENOMAF						
3. 3 pieces 2X2 Pho			noto Cente			
4. Endorsement Lett				laincy Office		
5. Personal Data Re				seer's Office		
6. Endorsement Lett	er to	O	ffice of the	Superintendent		
Civil Registrar	and Contract					
7. Marriage License 8. Baptismal Certific			ivil Registra hurch/Relig			
of marriage)	ale (purpose					
9. Confirmation		Church/Christian (Catholic)				
Certificate (Christia	n)	Charlen Chinstian (Catholic)				
10. Marriage Banns	(1)	Church/Parish				
11. Certificate (Famil	v	NBP Hospital				
Planning Semina						
12. Certificate (Pre-C		Pastor/Priest/Minister				
and seminar						
13. Pass/Permit (visit	tors,	BuCor Overseer's Office/Superintendent				
sponsor, minister	, ,					
CLIENT STEPS	AGENCY		FEES	PROCESSING	PERSON	
	ACTION		TO BE	TIME	RESPONSIBLE	
			PAID			
1. Submit	1. Validate		None	3 minutes	Staff/Officer	
documents with	documents and				Chaplain Office	
request to marry.	endorse to Overseer's Offic	6				
2.Attend seminar.	2. Conduct	0.				
	seminar on:					



	2.1 Family Planning 2.2 Pre-Cana Seminar	None None	20 minutes 20 minutes	DHS/Health Center-LGU Minister/Priest
3.Process documents to Civil Registrar.	3. Endorse to Civil Registrar.	None	5 minutes	Office of Superintendent
4.Claim marriage license and contract.	4. Release Marriage License And Contract.	₱200.00	20 minutes	Client/Civil Registrar
5.Bride and Groom contract marriage.	5. Minister administer Rites.	None	30 minutes	Mayor/Judge/ Imam/Uztads/ Pastor/Priest
	₱200.00	1 Hour,38 minutes		
NOTE: 1. Payment c	of ₱200.00 will be pai	id at the Ci	vil Registrar.	

After wedding, contract must be submitted to civil registrar, church, overseer for records to ensure legitimate rite, administering minister must have license to marry and celebret (priest).



8. Process/Procedure in the Court appearance of PDL as provided under the BuCor Operating Manual

The current process/procedure in the Court Appearance of PDL was through In-Court proceedings at NBP Court pursuant to OCA No. 163-2013 and Via Video Conference Hearing using a Flatform provided by the Supreme Court pursuant OCA No. 06-2021.

Office or Division	Court and Subpoena Office					
Classification	Simple					
Type of Transaction	G2G,G2C					
	Person Deprived of Lib		Hanarabla Court			
	Personnels/Representa			TO SECURE		
1. Valid ID			Company ID			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Forwarded Cour Order, Subpoena, Notice of Hearing from Supt. Office, Post Office,	, Order, Subpoena, Notice of Hearing	None	5 minutes	Receiving Officer		
Electronic Mail (E- mail) and Court Personnel.	 1.1 Records the Court Order, Subpoena, Notice of Hearing. 	None	5 minutes	Receiving Officer		
	1.2 Determine the venue of Court hearing.	None	10 minutes	Admin Officer		
	1.3 Prepare official pass form	None	5 minutes	Passes In- Charge		
	1.4 Proceed to ID section for taking of fingerprint and validation of the identity of the PDL.	None	30 minutes	Liaison Officer		
	1.5 Submit the official pass form to Supt. Office for	None	10 minutes	Liaison Officer		



				1908
	signature and approval.			
	1.6 Receives approved pass with attached documents.	None	5 minutes	Receiving Officer Liaison Officer
	1.7 Photocopy the approved pass and attached documents.	None	10 minutes	Liaison Officer Releasing Officer
	1.8 Prepare request for escorts to the Escorting group.	None	5 minutes	Releasing Officer
	1.9 Sign request for Escorts Guards.	None	5 minutes	Team Leader Subpoena Unit
	1.10 Forward request for escort guards and passes at NBP Escort Group.	None	5 minutes	Chief CASO Liaison Officer
2. In Court and VCH Proceeding, Court Personnel/Staff, PDL and Escorts guards are required for registration.	official logbook,	None	5 minutes	Security Officer
 Proceed to designated court. 	3. Assist/Guide to the designated Court Room.	None	3 minutes	Facilitator
	3.1 Proper coordination and verification of Link with the different metro manila and provincial courts having a scheduled hearing via VCH	None	3 minutes	Facilitator
	TOTAL:	None	1 hour & 46 minutes	



9. Issuance of Death Certificate and/or Release of Cadaver

Death Certificate refers to the official document relative to the death of a person, including the date of birth and death. Shall be claimed only by immediate family members or an authorized representative NBP Hospital safe-keeps death certificate, while the cadaver is stored in accredited funeral parlor.

Office or Division	Directorate for H	lealth and W	elfare Services	
Classification	Simple			
Type of Transaction				
Who may avail	PDL Kin / Autho			
CHECKLIST	F OF REQUIREMENT	S	WHERE T	O SECURE
release	Certificate and / or ca	daver	Superintendent'	s Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Family member/ Authorized representatives requests for death certificate and / or Cadaver release.	1. Superintendent Office forwards the approved request to the Mortuary Section, NBP Hospital.	None	30 minutes	Superintendent's Office
	1.1 Verifies PDL information upon receipt of approved request.	None	1 hour	Mortuary Section, Staff
	1.2 Forwards the original death certificate (Registered/unre gistered) and cadaver release form to the Superintendent's Office.	None	15 minutes	Mortuary Section, Staff



1.3 Secures copy of Original death certificate from the Superintendent's Office duly signed by the immediate family member or authorized representative.	None	15 minutes	Mortuary Section, Staff
TOTAL:	None	2 Hours	



New Bilibid Prison

External Service

Reception and Diagnostic Center (RDC)



1. Admission and Confinement of PDL

The NBP-RDC will received PDL from other City Jails or other Law Enforcement Agencies with Authority to transfer PDL.

Office or Division	Overseer/Receiving Section I	RDC			
Classification	Simple				
Type of Transaction	G2G, G2C				
Who may avail	A. City Jails B. Provincial Jails C. District Jails D. Local Police Stations E. DSWD F. PDEA G. NBI; and H. Other Law Enforcement Agencies with authority to transfer PDL from Regional and other Trial Courts.				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE			
1. Mittimus/Final Commitment Order addressed to the Director General Bureau of Corrections.		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
2. Information Sheet		Office of the State, Provincial and City Prosecutors			
3. Final Judgment / Decision		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
4. Certificate of Appeal/Non-Appeal; and Certificate of Non Pending Case/No Pending Case		Office of the Clerk of Court/Branch Clerk of Court			
5. Jail Booking Shee	t / Impression	Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			
6. Certificate of Dete	ntion	Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			



7. Detainees Ma	anifestation	City Jails, Provincial Jails, Municipal Jails, and District Jails		
8. Corrections C	Cluster Form No. 8	City Jails, Provir Municipal Jails,	ncial Jails, and District Jails	
9. Drug Depend	lency Examination	Records Officer Provincial Jails, and District Jails Branch of Clerk	Municipal Jails, s or fom the	
10. Medical Certificate and X-ray Result			Provincial Jails, and District Jails Health Clinics du the Bureau of C	; or from Private uly accredited by
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. West Gate Officer calls/radio the Overseer and Receiving Section.	1. Check pertinent Documents from different jail and received PDL	None	5 minutes	Receiving Officer
2. If the documents are complete Overseer /Receiving Section formally receives the living body/ies	2. Allows the entry of the newly arrived PDL subject for inspection.	None	20 minutes	West Gate Officer/Response Team/K9 Unit
of the transferred PDL	2.1 Upon entry of the newly arrived PDL receiving officer will record PDL information on Logbook.	None	5 minutes	Receiving Officer
	2.2 Receiving Section assigns Prison number to the newly arrived PDL.	None	2 minutes	Receiving Officer



				1905
3. Report Newly arrived PDL to OD Kitchen and Keeper	3. Gives admission Slip to OD, Keeper and Kitchen	None	10 minutes	Receiving Officer
	3.1 Overseer assigns the newly arrived PDL their cell for 5 days quarantine.	None	5 minutes	Receiving Officer
4. Requesting for issuance of Certificate of Appearance Jail Escort.	4. Upon presenting Letter Order of Jail escorts Receiving Officer will issue Certificate of appearance for Jail Escorts.	None	5 minutes	Receiving Officer
5. Fingerprint and Signature of PDL	5. Fingerprint and Signature of newly arrived PDL	None	2 minutes	Receiving Officer
6. PDL Jacket (Carpeta) Interview	Overseer, RDC conducts an interview, validation of information to the newly arrived PDL.	None	During quarantine of PDL	Overseer
	TOTAL:	None	54 minutes	
NOTE:		1		1

NOTE: Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center.



2. PDL Visitation Services (RDC)

The Overseer Office and Listing Officer are the primary responsible and authorized for screening of visitors. As such, it shall maintain a list of registered PDL visitors. Only three (3) registered immediate family are allowed to visit per day.

Office or Division	Inmate Visitation Services Unit (IVSU)					
Classification	Simple	Simple				
Type of Transaction	G2C					
Who may avail	Immediate Fami	ly I	Members of	PDL		
	CKLIST REQUIREMENTS WHERE TO SECURE					
1. Government Issue Card	d Identification		•	ort,Postal., UMID, l 's License, Solo Pa	PAGIBIG, SSS, arent, Senior, PWD.	
2. NBP RDC Visitor's	Pass	NE	BP-RDC			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to the Listing Area of IVSU.	1. Verification of New Visitors.	f	None	5 minutes	Verification Officer, IVSU/Overseer Staff	
	1.1 Issuance of Calling Slip/Visitor's Pas		None	2 minutes	Listing Officer, IVSU	
	1.2 Logbook		None	2 minutes	Listing Officer, IVSU	
2. Sign in to Waiver and surrender ID.	2. Retain Id Stamping of calling Slip/Forearm on male visitors		None	3 minutes	IVSU STAFF	
3. Present belonging for inspection.	s 3.Conduct thorough inspection of Visitor belongings.		None	5 minutes	Searching Officer, IVSU	
4. Body Searching	4.Conduct body frisking.		None	2 minutes	Frisking Officer, IVSU	
5. Monitor's and secure the visiting area	5. Record personal information in the logbook		None	2 minutes	Monitoring Officer, IVSU	



including the time in and timeout of visitors.			
TOTAL:	None	21 minutes	



3. PDL Permanent Visitor's Pass

The PDL Permanent Visitor's Pass is issued to qualified individual to access/allow visits to PDL.

Office or Division	Overseer/NBP-RD	C			
Classification	Simple				
Type of	G2C				
Transaction					
Who may avail	Immediate Famil	<u> </u>			
CHECKLIST REQU	REMENTS	W	HERE TO S	SECURE	
Principal					
1. Proof of Relations		Ma Nor	rriage Cont n-Marriage	ract with OR/Proc (CENOMAR) with	-
2. Government Issue and ID Picture				nt issued ID (exce d 2pcs 2x2 Photo	
3. Clearances		Brg	y. Clearand	ce with Receipt,La	atest Cedula
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present his/her all the requirements including his	1. Verify the validity of all document presented.		None	2 minutes	Overseer Personnel
government issued ID at Overseer Office.	1.1 Verifies if PD visitor is already registered.		None	2 minutes	Overseer Personnel
2. Interview, Photo Capture and Printing at Overseer Office	2. Conduct of interview to establish the truthfulness of the visitors relationship with PDL.		None	5 minutes	Overseer Personnel
	2.1 Photographs the PDL with his visitor (For wife and Common Law Wife).Other immediate family photograph alone.	s r	None	2 minutes	Overseer Personnel



	2.2 Print the PDL visitors Pass.	None	2 minutes	Overseer Personnel
3. Approval of PDL Visitors Pass	3. Submit for approval by the Chief Overseer.	None	2 minutes	Overseer Personnel/Chief Overseer
4. Issuance of PDL Visitors Pass	4. Issues approved pass to the PDL visitor.	None	2 minutes	Overseer Personnel
	TOTAL:	None	17 minutes	



New Bilibid Prison

External Service

Medium Security Camp (MedseCamp)



1. PDL Visitation Services

Visitation of listed immediate family, relatives, friends, Common Law wives (CLW) and wives as a matter of privelege, PDL visitationis every Wednesday to Sunday (BLDG. Scheduled) from 0700H to 1500H with the cut-off time at listing at 1400H. Conjugal visit is also allowed to CLW and wives of the PDL according to their given schedule. All PDL visitors are allowed to visit during special occasions upon approval from the New Bilibid Prison (NBP) Superintendent.

Office or Division	Inmate Visitation	an	d Services	Un	Inmate Visitation and Services Unit-MedseCamp						
Classification	Simple										
Type of	G2C										
Transaction											
Who may avail					es, friends, Cor	nmon Law Wives					
CHECKLIST REQUI	(CLW) ANDWIVE	-5	HERE TO								
1. Passes (for CLW a	and wives only)	0	verseer-Me	as	eCamp						
2. Valid ID's		Int	tegrated ba	ar o	f the Philippine	es (IBP),					
						nission (PRC) ,					
						ffice, School, LTO,					
		D			D, Agency an						
CLIENT STEPS	AGENCY		FEES	PI	ROCESSING	PERSON					
	ACTION		TO BE		TIME	RESPONSIBLE					
1 Qualing Dravidae	1 Concrete		PAID None		1 minute	IVSU					
1. Queuing -Provides and supervise for the		ь.	none			Personnel					
regular visitor and	priority lane	u				r ei sonnei					
Priority Lane.	(PWD, Senior										
	Citizen).										
2. Listing	2. Validates		None	٦	1	<u>_</u>					
5	identity and										
	affinity with the										
	PDL interview.										
	2.1 Verfies		None								
	visitors				0	1 :- 4:					
	identification				 2 minutes 	 Listing Officer 					
	registration at					Unicer					
	Overseer's Office.										
	2.2 Records		None								
	visitor's pass or		INCHE								
	call slip of visitor					J					
		•				1					



3. ID Deposit/Waiver	visitors pass/call slip and allow to sign the waiver,Log information in the Logbook.	None	2 minutes	IVSU Searcher
	3.1 Receives Visitor's ID and issues claim tag number	None		
4. Searching	4. Receives and validates visitors pass/call slip issued by Listing Officer.	None	2 minutes	IVSU
	4.1 Thoroughly searches/inspecti on visitors belongings/things prior entry.	None		Searcher
5. Body Strip Search	5. Receives and validates visitors pass/call slip signed by the searcher and the waiver.	None		
	5.1 Thoroughly body search including their garments/clothing to all PDL visitors and allows to enter inside the camp.	None	5 minutes	IVSU Searcher
6. Entry of PDL Visitor	6. Double check the belongings and visitors pass/call slip. Marking the PDL visitor using stamp pad for identification	None	2 minutes	Control gate Officer



	purposes.			
7. Exit of PDL visitor	7. Checked the marking (stamp pad) of the PDL visitor	None	1 minute	Control gate Officer
8. Claiming of surrendered PDL visitor's ID.	8. Receives claiming stamp and allow the PDL visitor to sign out in the logbook.	None	2 minutes	IVSU Searcher
	TOTAL:	None	17 minutes	



2. Issuance of PDL Permanent Visitor's Pass

The PDL Permanent Visitor's Pass is issued to qualified individual to access/allow visits to PDL.

Office or Division	Overseer-MedseCamp							
Classification	Simple							
Type of	G2C							
Transaction								
Who may avail	Immediate family members, relatives, and friends of PDL							
CHECKLIST REQUI			HERE TO	SECURE				
1. Proof of Relationsh	ip	PS	SA					
2. Government Issued and ID Picture	I Identification	PÆ	•	fice, DFA, PSA, S OMELEC,Nationa agencies.				
CLIENT STEPS	AGENCY		FEES	PROCESSING	PERSON			
	ACTION		TO BE PAID	TIME	RESPONSIBLE			
1. Client to present his/her valid iID and proof of relationship to PDL at IVSU office (Priority Lane)			None None	2 minutes 5 minutes	IVSU Personnel Overseer			
					Personnel			
2. Proceed for Interview at Overseer Office.	2. Interview client for assessment.		None	2 minutes	Overseer Personnel			
3. Fill out PDL Registration Form	3. Receive Registration Form and check all data provided.		None	3 minutes	Overseer Personnel			
4. Proceed for Photo Capturing	4. Photo Capturing		None	2 minutes	Overseer Personnel			



5. Proceed to the waiting area for the issuance of the Permanent	5. Process the Permanent Visitors Pass.	None	5 minutes	Overseer Personnel
Visitor'sPass.	5.1 Forward to the Chief Overseer for approval of the Permanent Visitors Pass.	None	5 minutes	Chief,Overseer
6. Claim the Permanent Visitors Pass.	6.Issue the Permanent Visitors Pass.	None	2 minutes	Overseer
	TOTAL:	None	26 minutes	



New Bilibid Prison

External Service

Minimum Security Camp (MinSeCamp)



1. Visitation Services

Visiting privilege is given to the PDL and their families and friends to visit them.

Office or Division	MinSeCom Inmates Visitation Services Unit (IVSU)							
Classification	Simple							
Type of	G2C							
Transaction	020							
Who may avail	Immediate family members, relatives, friends, and Legal counsel							
CHECKLIST REQUI	REMENTS	W	HERE TO	SECURE	-			
1. Government Issued	I Identification	PS	SA, SSS, G	SIS, PAGIBIG, Ph	nilhealt, Post			
Card					se,Senior Citizen's			
		ID,		and other govern				
CLIENT STEPS	AGENCY		FEES	PROCESSING	PERSON			
	ACTION			TIME	RESPONSIBLE			
	1. Evelvete the		PAID	E minuto o	Listing Officer			
1. Proceed to the Listing Officer at	1. Evaluate the identity of the		None	5 minutes	Listing Officer			
holding area,	visitors,verificati	~						
receives visitors with	n from database							
corresponding	conduct interview							
government issued	of visitors,	••						
identification.	register into the							
Present the Visitors	logbook and							
Identification card	issue calling slip).						
and valid ID for the								
issuance of calling								
slip.								
2. Proceed to the	2. Inspect		None	10 minutes	IVSU Staff and			
Searching Area at	belongings and				Gate Officer			
entrance gate,	conduct body							
present the calling	frisking.							
slip for belongings	FOR MALE							
inspection and body searching PDL	Visitors: Stamp the word "visitor	,,						
visitors.	on his right hand							
3. Proceed to the	3. Double check		None	5 minutes	Gate Officer			
designated area for	the calling slip	•		0 11110100				
conjugal and non-	before allowing							
conjugal area with the		er						
prison camp.	the conjugal.							



3. Upon leaving the prison compound, return to the Listing Area to surrender the calling slip and claim Visitors identification Card.	the presence of	None	1 minute	IVSU Officer Gate Officer
	TOTAL:	None	21 minutes	



San Ramon Prison and Penal Farm Internal Services



1. Issuance of BuCor Personnel Identification Card (ID)

The BuCor ID is issued to San Ramon Prison and Penal Farm personnel for identification purposes and for use to any transaction to other government agencies and private companies

Office or Division	Human Resourc	Human Resource Unit (HRU)						
Classification	Simple							
Type of	G2G-Government to Government							
Transaction								
Who may avail	All personnel une							
CHECKLIST REQU	REMENTS	W	HERE TO	SECURE				
Principal								
BuCor Identification	•	Ηι	uman Reso	ource Unit				
Application Form (BI			-					
CLIENT STEPS	AGENCY		FEES	PROCESSING	PERSON			
	ACTION		TO BE PAID	TIME	RESPONSIBLE			
1Check the list of personnel with available BuCor Identification Card.	1. Provide the list of personnel with BuCor Identification Card.		None	3 minutes	HRU Staff			
2.Wait for the issuance of BuCor Identification Card.	2. To search on the files of the employees Identification Card		None	4 minutes	HRU Staff			
3.Signed the logbook indicating the time of receipt of the Bucor Identification Card	3. Release the BuCor Identification Card		None	2 minutes	HRU Staff			
	TOTAL	.:	None	9 minutes				



2. ICT Support Services

The Information and Communication Technology Section (ICTS) caters technical support services to offices/personnel that need maintenance/repair of their ICT equipment.

Office or Division		Information and Communications Technology Section (ICTS)				
Classification	Simple					
Type of Transaction		G2G–Gover	nment to Go	vernment		
Who may avail			ersonnel und	er the San Ran	non Prison and	
		Penal Farm				
CHECKLIST REQUI			WHERE TO			
ICT Support Request	· ·		Technology	and Communic / Section (ICTS)		
CLIENT STEPS	AGEN	ICY ACTION	FEES TO BE PAID	TIME	RESPONSIBLE	
1.Secure ISRF at the ICTS Office.	1. Issue employe	e ISRF to the ee.	None	1 minute	ICTS Staff	
2.Fill out the ISRF and submit at the ICTS Office	2. Reco accom ISRF		None	2 minutes	ICTS Staff	
designated ICTS Personnel to proceed to the offices as	Personi to the c address		D	23 minutes	ICTS Staff	
	Report repair/ r	out the onding Servic after the maintenance en served.	None	2 minutes	ICTS Staff	
4.Sig-in at the acknowledgement of the repair/ maintenance rendered by designated ICTS Personnel.	corres	e a copy of the conding e report to the		1 minute	ICTS Staff	
		TOTAL	None	29 minutes		



3. Issuance of Pay Slip

Pay slip is issued to SRPPF Personnel for their reference, information and as a supporting document in applying loans.

Office or Division	Human Resource Unit (HRU)							
	Simple							
Type of	G2G-Government to Government							
Transaction								
	Active BuCor En							
CHECKLIST REQUI	REMENTS	W	HERE TO	SECURE				
Representative								
BuCor ID or any valic BuCor Employee	Authorization-letter,Photocopy of BuCor ID or any valid ID of the BuCor Employee		R, Post Of \GIBIG	fice, DFA, PSA, S	SS, GSIS,			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Sign the HR logbook at the HR Office	1. Provide the logbook to the client and instruc to fill up the needed details.	ct	None	3 minutes	HRU Staff			
	1.1 Process the request and let the document requested to be signed.		None	5 minutes	HRU Staff/OIC, Human Resource Unit			
2.Signed the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.		None	3 minutes	HRU Staff			
•	ΤΟΤΑΙ	_:	None	11 minutes				



4. Issuance of Office Supplies

The office supplies are issued to all offices with an approved Requisition and Issue Slip (RIS).

Office or Division		Property Management Section (PMS)					
Classification	Classification Simple						
Type of Transaction	n	G2G-Gover	nment	to G	overnment		
Who may avail		All BuCor er	nploye	es			
CHECKLIST REQU	IREMEN	ITS		WH	ERE TO SECUR	E	
Accomplished Requisition ar			. ,		vnloadable (Appe	,	
CLIENT STEPS		CY ACTION	FEE		PROCESSING	PERSON	
			TO PA		TIME	RESPONSIBLE	
1. Submit three (3) original copies of the duly accomplished	1. Recei required	ve the document.	None nt.		1 minute	Receiving and Issuing Officer PMS	
RIS to the	the form and valic recordec	e RIS No. if is complete and have it in the then scan.	None		2 minutes	Receiving and Issuing Officer PMS	
2.Wait for the Receiving and Issuing Section Officer's advice for	2. Check availabili requeste		None		3 minutes	Receiving and Issuing Officer	
the release of items.		pare the or issuance.	issuance. te the None data		10 minutes	Receiving and Issuing Officer	
	2.2 Upc supplies base ar monitor records	s data nd ing			5 minutes	Receiving and Issuing Officer	



reath the the 2.4 reath	3 Inform the quest or on e release of e items. 4 Instruct the ceiver to sign e RIS.	None None	3 minutes 2 minutes	Receiving and Issuing Officer Receiving and Issuing Officer
	TOTAL:	None	26 minutes	



5. Issuance of Certificate of NO Pending Case

NO Pending Case Certificate is issued to SRPPF Personnel for legal purposes.

Office or Division	Internal Af	fairs Unit	(IAU)			
Classification	Simple		(
Type of	G2G,G2C					
Transaction	,					
	Active SR	•				
CHECKLIST REQUIREMENTS		WHERE	WHERE TO SECURE			
Principal						
Government Issued Identification Card		BuCor SRPPF				
Representative						
Government Issued Ider	ntification	BIR, Pos	st Office, D	FA, PSA, SSS, C	GSIS, Pag-Ibig	
Card of the person						
CLIENT STEPS	AGE		FEES	PROCESSING		
	ACT	ION	TO BE PAID	TIME	RESPONSIBLE	
1.Sign the logbook at the IAU office	1. Provide the logbook to the client and instruct to fill up the needed details.		None	3 minutes	IAU Staff	
	1.1 Procest request and the docum requested signed.	nd let nent	None	5 minutes	IAU Staff	
2.Signed the logbook indicating the time and date of receipt of the requested document.	2. Issue the requested document	l	None	3 minutes	IAU Staff	
	•	TOTAL:	None	11 minutes		



San Ramon Prison and Penal Farm External Services



1. Issuance of Certification of Confinement (for Active, Released, Deceased and Escape)

The Certificate of Confinement is issued to active, released, deceased and escape PDL needing this document that states the period of his/her incarceration in this prison.

Office/Division	PDL Documents	Processing S	Section (PDPS)		
Classification	Simple		<u> </u>		
Type of Transaction	G2C, G2G				
Who May Avail	Legal Counsel of		DL, other Govern		
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
Principal					
1.Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG, National ID			
2.Request Form or Authorization Letter from Active and Released PDL		Officer-of-the Day, PDPS/ Public Assistance and Complaints Desk Officer			
Representative					
1. Government issue Identification Card	1. Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG, National ID		
2. Request Form or Authorization Letter from Released PDL		Officer-of-the Day, PDPS /Public Assistance and Complaints Desk Officer, Active and Released PDL			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to Public Assistance and Complaints Desk PACD Officer and present the require documents and fill out Request for Assistance Form (RAF).	1. Receive request and forward to the Chief, PDPS approval.	None	4 minutes	PACD Officer	
	1.1 Approved request form forward to the Carpeta Unit,	None	3 minutes	OIC, Chief PDPS	



	PDPS. 1.2 Prepare the requested Certificate.	None	5 minutes	Staff Communications Sub-Unit
2.Wait for the Certificate for signature of the Chief, PDPS	2. Sign the requested Certificate.	None	1 minute	Chief, PDPS
3. Receive the Certificate.	3. Issue the certificate/ certified copy of document requested.	None	1 minute	PACD Officer
	TOTAL:	None	14 minutes	



2. Issuance of Certified Machine Copy from File of Certificate of Discharge from Prison

The Certified Machine Copy from File of Certificate of Discharge from Prison is issued to all qualified concerned individuals for legal purposes.

Office/Division	PDL Document Proc	essing Unit (l	PDPS)	
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	Ex PDL, Immediate		ives of PDL, Leg	al Counsel of PDL,
	Other Government a	igencies.		
Checklist of Requirements			Where to Secu	re
Principal				
1. Government Issued Identification Card or any valid ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG, Driver's License, National ID, Company ID, Certificate of Indigency		
2. Request Form or Authorization Letter from PDL		Officer-of-the Day, PDPS Staff/ Public Assistance and Complaints Desk Officer		
Representative				
1. Government Issu Card	ed Identification	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG, Driver's License, National ID, Company ID, Certificate of Indigency		
2. Request Form or Authorization Letter from PDL		Officer-of-the Day, PDPS Staff / Public Assistance and Complaints Desk Officer Persons Deprived of Liberty (PDL)		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	
2. Proceed to Public Assistance and Complaints Desk PACD Officer and present the require documents and fill out Request for Assistance Form (RAF).	 Receive request and forward the same to the Chief, PDPS for approval. Approved request form forwards to the Carpeta Unit, Documents Section. 	BEPAID None	4 minutes 3 minutes	PACD Officer OIC, Chief PDPS



	1.2 Prepare the requested Certificate.	None	5 minutes	Staff Communications Sub-Unit
2. Wait for the Certificate to be signed by the Chief, PDPS.	2. Sign the requested Certificate.	None	1 minute	Chief, PDPS or Deputy Chief in the absence of the Chief
3. Receive the Certificate.	3. Issue the Certificate/Certified Copy of documents requested.	None	1 minute	PACD Officer
	TOTAL:	None	14 minutes	



3. Issuance of Prison Record and/or Synopsis of Prison Record

The Prison Record/Synopsis is issued to Persons Deprived of Liberty (PDL) and other qualified individuals to update them of the PDL status.

Office or Division	PDL Document Processing Section (PDPS)				
Classification	Simple				
Type of Transaction	G2G, G2C				
Who may avail	A. Person Deprived of Liberty (PDL)				
	B. Immediate Family of	of PDL			
	C. Legal Counsel of P				
	D. Other Government Agency				
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE			
Principal					
1. Valid ID			ffice/DFA/SSS/G	U	
2. Request Form		Officer-of-the Day, PDPS/ Public Assistance and Complaints Desk Officer			
Representative					
1. Valid ID		BIR/Post O	ffice/DFA/SSS/G	SIS/Pag-Ibig	
			he Day, PDPS/ P	U	
2. Request Form or Au	thorization Letter from		and Complaints		
PDL		Officer, Persons Deprived of Liberty (PDL)			
			·		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE PAID	TIME	RESPONSIBLE	
1. Proceed to Public	1. Receive and	None	3 minutes	PACD Officer	
Assistance and	forward the request				
Complaints Desk	to the Chief, PDPS				
(PACD) Officer and	for approval.				
present the require					
documents and fill	1 1 Receive the				
	1.1 Receive the	None	4 minutes	OIC, Chief PDPS	
out Request for	approved request to	None	4 minutes	OIC, Chief PDPS Chief, Overseer	
Assistance Form	approved request to be forwarded to the	None	4 minutes	-	
	approved request to	None	4 minutes	-	
Assistance Form	approved request to be forwarded to the Carpeta Unit.			Chief, Overseer	
Assistance Form	approved request to be forwarded to the Carpeta Unit. 1.2 Request	None None	4 minutes 2 minutes	-	
Assistance Form	approved request to be forwarded to the Carpeta Unit. 1.2 Request carpeta to the In-			Chief, Overseer	
Assistance Form	approved request to be forwarded to the Carpeta Unit. 1.2 Request carpeta to the In- Charge of Active			Chief, Overseer	
Assistance Form	approved request to be forwarded to the Carpeta Unit. 1.2 Request carpeta to the In-			Chief, Overseer	
Assistance Form	approved request to be forwarded to the Carpeta Unit.1.2 Request carpeta to the In- Charge of Active Carpeta File.	None	2 minutes	Chief, Overseer Staff, Carpeta Unit	
Assistance Form	 approved request to be forwarded to the Carpeta Unit. 1.2 Request carpeta to the In- Charge of Active Carpeta File. 1.3 Requested 			Chief, Overseer Staff, Carpeta Unit PDPS Staff	
Assistance Form	approved request to be forwarded to the Carpeta Unit.1.2 Request carpeta to the In- Charge of Active Carpeta File.	None	2 minutes	Chief, Overseer Staff, Carpeta Unit	



	1.4 Prison Record for printing	None	2 minutes	PDPS Staff Overseer Staff
	1.5 Validate and sign the prison record.	None	2 minutes	PDPS Staff Overseer Staff
2. Wait for the Certificate to be signed by the Chief, Documents Section.	2. Sign the validated prison record.	None	1 minute	Chief, PDPS Chief, Overseer
3. Receive the requested Prison Record/Synopsis.	3. Issue the requested Prison Record/Synopsis.	None	1 minute	PACD Officer
	TOTAL:	None	14 minutes	



4. Verification of PDL Status Eligibility for Parole and Executive Clemency and Date of Release

The current Persons Deprived of Liberty (PDL) status is provided to all qualified individuals for their information.

Office or Division	PDL Document Processing Section (PDPS)						
	Simple						
Type of Transaction	G2G, G2C						
Who may avail	e) Person Deprived o	f Liberty (PDL)					
) Immediate Family	of PDL					
	g) Legal Counsel of P						
	n) Other Government	Agency					
CHECKLIST OF REQUI	REMENTS		WHERE TO SE	CURE			
Principal							
1. Valid ID			e/DFA/SSS/GSIS	5/			
		Pag-Ibig, Natio					
2. Request Form			nce and Complain	ts			
		Desk Officer					
Representative							
1. Valid ID		BIR/Post Office	e/DFA/SSS/GSIS/	Pag-Ibig, National ID			
2. Verification Form or An from PDL	2. Verification Form or Authorization Letter from PDL		Public Assistance and Complaints Desk Officer PACD Persons Deprived of Liberty (PDL)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON			
	ACTION	BE PAID	TIME	RESPONSIBLE			
1. Proceed to Public	1. Receive	None	1 minute	PACD Officer			
Assistance and	request forward						
Complaints Desk (PACD)	to PDPS for						
Officer and present the	verification						
require documents and fill							
out Request for							
Assistance Form (RAF)	1.1 Verify to the	None	2 minutes	PDPS Staff			
	Inmate	None	2 minutes				
	Monitoring						
	Integrated						
	system (IMIS)						
	the status of						
	the PDL.						



	1.2 If in doubt or result from IMIS seen to be complicated or need to be updated, refer carpeta for validation.	None	6 minutes	PDPS Staff
2.Secure the information as to the request of PDL status.	2. Inform the client of the present status of PDL as per record of the PDPS	None	2 minutes	PDPS Staff
	TOTAL:	None	11 minutes	



5. Issuance of Certificate of Appearance

The Certificate of Appearance is issued to BuCor employees from the different prisons and penal farms and other clients who are on official business with the National Headquarters (NHQ).

Office or Division	Communications Management Unit (CMU), Admin Sec.							
Classification	Simple							
Type of Transaction	G2G, G2C							
Who may avail	BuCor Employees &	other clie						
CHECKLIST OF	REQUIREMENTS		WHERE T	O SECURE				
Travel Order/Admin by proper authority		Chief, A	dministration Sec	otion				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1.Submit Travel/ Admin Order.	1. Check/Evaluate the submitted document.	None	2 minutes	CMU Staff				
2. Sign at the logbook for attendance as a basis for attendance.	2. Provide the logbook.	None	1 minutes	CMU Staff				
	2.1 Prepare Certificate of Appearance.	None	2 minutes	CMU Staff				
	2.2 Check and sign Certificate of Appearance.	None	2 minutes	Chief, Admin Section				
3.Sign/receive from designated logbook.	3. Release of certificate.	None	1 minute	CMU Staff				
	TOTAL:	None	8 minutes					



6. Issuance of Official Receipt

The Official Receipt is issued to SRPPF personnel, clients and other payor regarding collection payment of SRPPF Operating Income.

Office or Division		Cashier Office				
Classification		Simple				
Type of Transactio	n	G2G, G2B				
Who may avail		SRPPF pers	onn	el, clie	ents and other pa	yor
CHECKLIST REQU	IREMEN	ſS		WHE	ERE TO SECURE	
Principal						
Order of paymen documents	t and othe	er supporting		SRF	PPF Accounting L	Jnit
Representative						
Order of payment documents				SRP	PF Accounting U	nit
CLIENT STEPS	AGENO	CY ACTION	ТО	ES BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Order of Payment		ss/Evaluate Payment	None		1 minutes	Collecting Officer
	Receipt made in payor ar	ost in Official ipt payment including and amount paid in cash		one	2 minutes	Collecting Officer
2.Pay the amount of transaction.			No	one	3 minutes	Collecting Officer
3.Obtain the Official Receipt.	Receipt	sue the Official eipt and secure v of order of		one	1 minutes	Collecting Officer
		TOTAL:	No	one	7 minutes	



7. Application for Contract of Lease (FOR MACRO BUSINESS)

Contract of lease is issued to SRPPF Personnel who desires to establish Business inside the SRPPF Reservation or to SRPPF Personnel who are

already Operating Businesses who desire store new their contract.

Office or Division		Bureau of Corrections Business Center (BBC)					(BBC)
Classification		Highly Technical					
Type of Transaction		G2B					
Who may avail		Business (Own			ess Operator	
CHECKLIST REQUIR	REMENTS			WHI	ERE	TO SECURE	
1. Letter of Intent				BuC	Cor I	Business Cente	r
2. Request for Lan	d Survey (I	Building)		Tec	hnic	cal Service Unit	BBC
3. Affidavit of Unde	rtaking			BB	C S	taff	
4. Photocopy of an	y Governm	nent Issued	ID			EC, and DTI, Lo	
5. Photo of Busines	ss Establisl	hment		Permit (Mayor's Permit, Brgy. Business Permit)			
6. Business Name	Registratic	on, if any					
CLIENT STEPS	AGENCY	ACTION	то	ES BE AID	P	ROCESSING TIME	PERSON RESPONSIBLE
1.Submit duly accomplished application form with attached supporting documents.	1. Assist and issue 1.1 Exam and asse of submit requireme	ination ssment ted		one		1day -	BBC Staff



2. Wait for the approval of the MOA	2. Draft the contract.	None		BBC Staff
or JVA.	2.1 After drafting the contract, secure the documents/inputs/ recommendation of the concerned office.	None	── 17 days	BBC Staff
	2.2 Submit to the Legal Service Office for finalization of MOA or JVA.	None		BBC Staff
	2.3 Legal Service Office will endorse the finalized contract to the DG for approval and signature.	None	_ 1 day	BBC Staff
	2.4 Issue the signed contract to the client.	None		BBC Staff
3. Submit the notarized contract to the BBC Office.	3. Received, record and file the contract's copy.	None		BBC Staff
	3.1 Provide copy to COA, Accounting Unit, Legal Service, and Directorate for Planning and Management.	None	1 day	BBC Staff
	TOTAL:	None	20 days	



8. Application for entering into Contract (FOR MACRO BUSINESS)

This applies to all individual's enterprises, company, firms and alike not covered by Micro Business Enterprise that who intends to venture into business with SRPPF.

Office or Division		Bureau of	Corr	ectio	ns	Business Center	· (BBC)
Classification		Highly Technical					
Type of Transaction	1	G2B					
Who may avail		Business	Own			ness Operator	
CHECKLIST REQUI	REMENTS			WHI	ER	RE TO SECURE	
 Letter of Intent Business/Project Proposal Request for Land Survey Affidavit of Undertaking Photocopy of any Government Issued ID BIR, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit) Picture's Sketch of Business and Proposed Location Business Name Registration, if any 2x2 ID's (2pcs.) 			Technical Services Unit, BBC BBC Staff				
CLIENT STEPS	AGENCY	(ACTION	то	ES BE		PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter of	1. Assist t	he clients.		one			BBC Staff
1.Submits letter of intent with attached1. Assist the clients.attached supporting documents1.1 Examination and assessment of submitted requirements.(Business/Project proposal, Business profile and proposed1.2 Conduct survey inspection and			None			⊱ 1day	BBC Staff BBC Staff
draft contract.	evaluation						



		1		
2. For payment		₱50.00	5 minutes	BBC Staff
	Accounting Unit for the issuance of Order of Payment	(Processi ng Fee)		
3. Wait for the approval of the Contract MOA or	3. Draft the contract	None		BBC Staff
JVA	3.1 After drafting the contract, secure the documents/inputs/r ecommendation of the concerned office.	None	── 16 days	BBC Staff
	3.2 Submit to the Legal Service Office for finalization of MOA or JVA.	None		BBC Staff
	3.3 Legal Service Office will endorse the finalized contract to the DG for approval and signature.	None	1 day	BBC Staff
	3.4 Issue the signed contract to the client.	None		BBC Staff
4. Submit the notarized contract to the BBC Office	4. Received, record and file the contract's copy.	None		BBC Staff
	4.1 Provide copy to COA, Accounting Unit, Legal Service, Directorate for Planning and Management.	None	1 day	BBC Staff
	TOTAL:	₱50.00	19 days & 5mins	



9. Application for Contract of Lease (FOR MICRO BUSINESS)

Contract of lease is issued to SRPPF Personnel who desires to establish business inside the SRPPF Reservation or to SRPPF Personnel who are

already Operating Businesses who desire store new their contract.

Office or Division Bureau of Corrections Business Center (BBC)					(BBC)		
Classification Simple							
Type of Transaction		G2B					
Who may avail		Business Ov		siness Operator			
CHECKLIST REQUIR	REMENTS		WH	ERE TO SECURE			
1. Lease Application			BuCo	or Business Center			
2. Request for Land Su	urvey (Build	ding)	Tech	nical Service Unit, I	BBC		
3. Affidavit of Undertak	ing		BBC	Staff			
4. Photocopy of any G	overnment	Issued ID	-	POST OFFICE, DF , PAGIBIG, Voter's			
5. Photo of Business E	stablishme	ent	PRC	ID, LTO ID, SEC, a ness Permit (Mayor	and DTI, Local		
6. Business Name Reg	fany		ness Permit)				
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Submit duly accomplished application form with attached	1. Assist and issue	the clients e forms.	None	2 minutes	BBC Staff		
supporting documents.	1.1 Exam assessme submitted requireme	1	None	3 minutes	BBC Staff		
2. Wait for the approval of the contract		ne contract. drafting the	None		BBC Staff		
	contract,	secure the of the BBC	None	1 day	BBC Staff		
		e the signed to the client.	None		BBC Staff		



3. Received the contract for notarization.	3. File the contract's copy.	None	30 minutes	BBC Staff
4. Submit the notarized contract to the BBC Office	ed contract copy to COA,		1 day	BBC Staff
TOTAL:		None	2 days and 35 minutes	



10. Application for Revocable Permit (FOR MICRO BUSINESS ENTERPRISE)

Revocable Permit is issued to all qualified individual who intends to venture Micro Business Enterprise (MBE) within the SRPPF Reservation.

Office or DivisionBuCor Business Center (BBC)ClassificationSimpleType of TransactionG2BWho may availBusiness Owner/Business OperatorCHECKLIST REQUIREMENTSWHERE TO SECURE1. Business application form 2. Affidavit of Waiver 3. Certificate of No Outstanding balance 4. Letter of Intent 5. DTUSECBuCor Business Center (BBC) Accounting Unit					3BC)
6. Barangay/Municipal					DEDOON
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1.Submit duly accomplished business application form with attached supporting documents.	 Assist the clients. Assessment of submitted form and requirements. Conduct survey inspection and measurement of 		None None None	2 minutes 3 minutes 45 minutes	BBC Staff BBC Staff BBC Staff
2. For payment	the proposed MBE 2. Applicant shall refer to the		₱50.00 (Processing Fee)	5 minutes	BBC Staff



3. Wait for the approval of Revocable Permit	3. Draft the Revocable permit.	None		BBC Staff
	3.1 After drafting the Revocable Permit, recommends to BBC, Branch Manager for perusal and approval.	None	> 1 day	BBC Staff
4. Received the Revocable Permit for Notarization	4. Issue the approved Revocable Permit.	None	30 minutes	BBC Staff
5. Submits the Notarized Revocable Permit to the BBC Office.	5. Issue copy of approved Revocable Permit and Certificate to Operate	None		BBC Staff
	5.1 File the Revocable Permit's copy	None	└── 1 day	BBC Staff
	5.2 Provide copy to COA and Accounting Unit.	None		BBC Staff
	TOTAL:	None	2 days, 1 Hour and 25 minutes	



11. Request for the Entry of Construction Materials for the Repair/Renovation of Quarters and Issuance of Certification

In line with Sec. 6 of RA 10575, the Bureau of Corrections (BuCor) shall have the absolute authority to design, formulate and implement land-use development plans and policies. Thus, the grant of housing privilege to qualified SRPPF Personnel will uplift their living standards, augment security and preserve BuCor property within the SRPPF reservation area.

Office or Division		Housing Sec	ction	, BuCor	Business cente	er (BBC)
Classification		Simple		· · ·		
Type of Transaction	n	G2C				
Who may avail				Correc	tions Employee	es at NBP
Reservation						_
CHECKLIST REQUIREMENTS					RE TO SECUR	
1. Letter of Intent				Requ	esting Party	
2. List of construc		·	'			
3. Photocopy of H	lousing L	irective of the	•			
requestor;						
4. Photocopy of the	ne BuCor	ID (back to				
back) 5. Hardcopy of Pl	hotograph	e subject for				
construction of qu	U 1		n or			
preventive maintenance of quarter; and 6. Sketch location of the quarter						
Representative						
Order of payment	and othe	r supporting		BuCor Accounting Division		
documents		roopporting		Ducor Accounting Division		
CLIENT STEPS	AGENO	CY ACTION	FE	ES	PROCESSIN	PERSON
			то	BE	G TIME	RESPONSIBLE
			P/	AID		
1.Submit a letter of intent with all the	1. Assis	t the clients.	No	one	22 minutes	Housing Unit Staff
requirements.	1.1 Asse	essment of	No	one	23 minutes	Housing Unit
	submitte	ed				Staff
	requiren	nents				
			N L	one	45 minutes	
1.2 Housing Unit N Office shall forward			INC	Sne	45 minutes	BBC TSU Staff
	-					
		r request				
	with con	ents to the				
		U for the				
	conduct	-				
	Conduct	01				



	inspection to the quarter subject for construction of new quarter, repair, renovation or preventive maintenance to verify veracity of the request.			
2. Payment	proceed to the Accounting Unit for the Issuance of Order of payment after which shall proceed at Cahier's Office for Payment.		5 minutes	Accounting Unit Cashier's Office
3.Wait for the approval of request.	3. The Housing Unit shall inform immediately the requestor the status of request based on the submitted requirements and after the inspection report of the TSU for approval.	None		Housing Unit Staff
	3.1 Upon approval a certification will be issued to the requestor.	None	1 day	Housing Unit Staff
	3.2 The duty RSEC Personnel at the entrance gates should allow entry of the requested construction materials based on the approved request.	None		RSEC Gate Officers



3.3 The TSU shall conduct on-site inspection and submit after activity report on the present status of the requested construction of new quarter, repair, repovation and	None		BBC TSU Staff
quarter, repair, renovation and preventive maintenance to the			
Housing Unit.			
TOTAL:	₱100	1 day 1hr & 35 mins	



12. Clearance for No Issued House Directives

Memorandum Circular No. 06: Guidelines for the Granting of Housing Directives to Active BuCor Employees at NBP Reservation states that in cases of separation from the service, the grantee and his/her Registered dependents are authorized to stay in the awarded premises, to wit:

- 6.5.4.4 Resignation of the grantee- thirty (30) days after the approval of the resignation;
- 6.5.4.5 Retirement of the grantee- ninety (90) days after the Retirement date; and
- 6.5.4.6 Death of the grantee- six (6) months upon the demise.

In view of this, a clearance for No Issued House directive is issued as part of their clearance prior to separation from service.

Office or Division	ocparation	Housing Section, BuCor Business Center (BBC)				
Classification		Complex	, -		(- /	
Type of Transaction	n	G2C				
Who may avail		Employees	about to re	esign/retire		
CHECKLIST REQU	CHECKLIST REQUIREMENTS					
 Clearance Form Photocopy of E Agreement for active employee 	•	er to	Requesting Party			
CLIENT STEPS	AGENO	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit all necessary requirements.		t the clients sing Unit	None None	2 minutes 3 minutes	Housing Unit Staff Housing Unit Staff	
	check wheth client	/validate if er or not the has issued Directive.			Stall	
	submi	essment of tted ements.	None	3 minutes	Housing Unit Staff	
2.Payment	the issua Order of after wh proceed	to the ing Unit for ance of Payment	₱ 50.00 (Processing Fee)	5 minutes	Accounting Unit Cashier's Office Staff	



3. Wait for the issuance of Certificate Clearance	3. If the client has No Issued House Directive, he shall be issued a Certificate of Clearance immediately.	None	10 minutes	Housing Unit Staff
	3.1 If the client has a house directive or has an existing application for house directive, he shall turn-over his quarter to an active BuCor employee. The transferee of quarter shall submit necessary requirements for the application of house directives.	None	— 1-3 days	Housing Unit Staff
	3.2 After the turn- over of quarter, a certification shall be issued to the transferor/client.	None		Housing Unit Staff
	TOTAL:	₱ 50.00	3 days and	
			23 minutes	



13. Issuance of Vehicle Pass/Decal Sticker

The Vehicle Pass is issued by the Reservation Security and Escort Command (RSEC) for SRPPF Personnel, SRPPF Residents and Outsiders (Regularly Enters Prison Reservation)

Office or Divis	sion	Reservation Security and Escort Command (RSEC)				
Classification		Simple				
Type of		Vehicle Pas	s/Decal S	Sticker		
Transaction	-					
Who may avai		Katarungan	Resident	S		
	CHECKLIST OF REQUIREMENTS			_	WHERE TO	
1. Application	of Forn	٦		Reservat Comman	tion Security and E Id	scort
2. Photocopy	of OR/0	CR		Client		
3. Photocopy	of Drive	er's License		Client		
4. Deed of Sa (second/thin				Client		
	5. Receipt of payment from the cas For the vehicle pas.		shier	Client		
CLIENT STEPS	AGEN	CY ACTION	FEES 1 PAID	TO BE	PROCESSING TIME	PERSON RESPONSIBLE
-	1.Clier vehicle inquiry	•	N	one	2 minutes	RSEC Officer
2. If clients brought complete requirements	2. Issu applica	es ition form.	None		1 minute	RSEC Officer
3. Clients fill up application form and submit to RSEC Office	evalua	te eteness of ents	None		5 minutes	RSEC Officer
	Cashie the iss	ys at the er's office for uance of receipt of nt	100 - Personnel 150 – SRPPF Residents 300 – Outsiders		5 minutes	Cashier's Collecting Officer



	3.2 Certifies and signed application to be true and complete by the RSEC Officer	None	2 minutes	RSEC Officer
	3.3 Application forwarded to RSEC Commander for the approval	None	2 minutes	RSEC Officer RSEC Commander
	3.4 RSEC Officer receives the approved application and process the Vehicle Pass or Decal Sticker	None	2 minutes	RSEC Officer
	3.5 Prepare transmittal for release of Decal Sticker			
		None	1 minute	RSEC Officer
4. Receive the Decal Sticker	4. Contact clients to pick up the Decal Sticker	None	2 minutes	RSEC Officer
	TOTAL:	100 - Personnel	22 minutes	
		150 – SRPPF Residents		
		300 – Outsiders		



14. Blotter and Complaint

Assist and cater SRPPF personnel and non – SRPPF personnel of incident reported which transpires within SRPPF reservation.

Office or Division	Reservation Security and Escort Command						
Classification	Simple	Simple					
Type of Transaction	Blotter and Complaint						
Who may avail	Personnel and Non-personnel						
CHECKLIST O	F REQUIREMENTS		WHERE TO S	ECURE			
1. Blotter Form If the incidents perimeter.	happen inside the SRPPF	Reservation	Security and Es	cort Command			
2. Complaint Fo Entertains if th respondent is	e complainant or	Reservation	Security and Es	cort Command			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE			
1. Clients walk-in for blotter and complaint.	1. Interview the client to evaluate if it fall to blotter or complaint.	None	10 minutes	RSEC Officer			
	1.1 Issue and fill up blotter or complaint form.	None	10 minutes	RSEC Officer			
	1.2 Issue summon for mediation and clarification to both complainant and respondent.	None	20 minutes	RSEC Officer			
	1.3 Serve summon to both complainant and respondent.	None	CASE TO CASE BASIS (Depends to the availability of person involved)	RSEC Officer			
	1.4 Mediation	None	1 Hour	RSEC Officer			



		[
1.5 Resolution	None	10 minutes	RSEC Officer
1.6 The resolution review by the RSEC Commander for signature and approval	None	3 minutes	RSEC Commander RSEC Officer
1.7 The resolution forwarded to Assistant Regional for Security and Operation (ARSSO) information	None	1 minutes	ARSSO Office RSEC Officer
1.8 RSEC Office for filling	None	1 minute	RSEC Officer
TOTAL:	None	1 Hour &	
		55 minutes	



15. Issuance of Permits (Entry of Construction Materials and Internet/ZAMCELCO installation and Repair)

The permit is issued by the Reservation Security and Escort Command (RSEC) Office of BSEC for personnel and Nonn-personnel lives inside and outside SRPPF premises.

Office or Division	Reservation Security and Escort Command (RSEC)				
Classification	Simple				
Type of	Issuance of Permits				
Transaction					
Who may avail	Personnel and Non-p				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. ENTRY OF CON	STRUCTION				
MATERIALS					
1. Certification	from the BBC	BUCOR BUSINESS CENTER			
2. Request lette Commander, R	er addressed to the SEC	Client			
3. Photocopy o valid ID's	f BuCor ID or any	Client			
B. Entry of Internet/Z and Repair	amcelco Installation				
1. Request letter a Commander, R		Client			
2. Proof of Billing		Client			
3. Photocopy of B	UCOR ID	Client			
Note : All request lo following in					
Time & Date	e of Entry				
MAKE and I	Plate No. of vehicle				
Contact Nur	mber				



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. Client walk-in for permit.	1. Entertain and answer client's query.	None	2 minutes	RSEC Officer
2. Clients brought complete requirements	2. Receives and evaluate completeness of documents presented.	None	3 minutes	RSEC Officer
	2.1 Certifies and signed application to be true and complete by RSEC personnel.	None	2 minutes	RSEC Officer
	2.2 Application forwarded to Commander, RSEC for for approval or disapproval.	None	1 minute	Commander, RSEC RSEC Officer
	2.3 Approved application forwarded to RSEC (Admin Officer) for dissemination	None	1 minute	Commander, RSEC
	2.4 RSEC Personnel receive the permit and prepare transmittal.	None	2 minutes	RSEC Officer
	2.5 Release to the client.	None	1 minute	RSEC Officer
	TOTAL:	None	12 minutes	



16. Educational Tour (Tour Proper)

The Education Tour is accorded to visitors to have an overview of the history of the San Ramon Prison and Penal Farm.

Office or Division		Training Unit					
Classification		Simple					
Type of Transaction	n	G2G, G2C					
Who may avail			lian a		d Government Employees		
CHECKLIST REQU	IREMEN	TS			RE TO SECURE		
Letter Request an	d Valid I	D			hool Professor/D		
	_				avel/Tour Coordii		
CLIENT STEPS		CY ACTION		ES	PROCESSING		
) BE AID	TIME	RESPONSIBLE	
1. Present approved letter- request.	1. Secu reques	ure approved t.	N	one	2 minutes	Training Unit Staff	
2. Fill out/sign waiver.	2. Prov Form.	vide Waiver	N	one	3 minutes		
	2.1 Pictorial Admin Façade with Briefing.		N	one			
	2.2 Tour to Minimum Security Compound with Proper Briefing.			one	3 hours	└── Training Unit Staff	
	2.3 Tour to Max/Med Security Compound with Proper Briefing						
	2.4 GAD building for lecture/open forum						
		TOTAL:	No	one	3 hours,5 minutes		



17. Order of Payment for BuCor Employees, Tenants and Private Entities

The Order of Payment is issued to employees, tenants, and private entities to determine the transaction of payment.

Office or Division	Accounting Unit				
Classification	Simple				
Type of	G2G - Governme	ent to Government			
Transaction					
Who may avail	All personnel under the San Ramon Prison and Penal Farm				
CHECKLIST REQUIRE	MENIS	WHERE TO SECURE			
Principal		Work and Livelihood Section			
1. SALES OF AGRO (derived from agro proc Invoice		work and Livelinood Section			
2. ELECTRICITY (mor consumption of tenant	•	General Services Section (GSS)			
3. WATER BILL (mont consumption of tenant		General Services Section (GSS)			
 4. PARTICIPATING FEE&BID DOCUMENTS (pre-requisite of the bidders before joining the bidding) – Certification from BAC SEC 		Bids and Awards Committee Secretariat (BAC)			
 5. BID/PERFORMANCE BOND (pre-requisite of the winning bidders before entering to contract) - Official Receipt 		Bids and Awards Committee Secretariat (BAC)			
6. CERTIFICATION FI		BuCor Business Center (BBC)			



		Reservation Security and Escort Command (RSEC)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit required documents to Accounting Unit for assessment and computation of payment.	1. Receive documents and compute the account.	None	15 minutes	Accounting Unit Staff	
	1.1 Issue the order of payment to the customer.	None	5 minutes	Accounting Unit Staff	
	TOTAL	None	20 minutes		



18. Order of Payment for Rental

The Order of Payment is issued to employees, tenants, and private entities to determine the transaction of payment for rental (income from use of SRPPF's properties/facilities).

Office or Division	Accounting Unit	Accounting Unit					
Classification	Simple						
Type of	G2G, G2C						
Transaction							
Who may avail	All personnel un (SRPPF)				enal Farm		
CHECKLIST REQU	IREMENTS	WH	ERE TO SE	CURE			
Principal							
Income from use of properties/facilities,		BBC)				
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Request Statement of Account	1. Prepare Statement Account		None	4 minutes	BBC Staff		
2.Submit/present documents for assessment and computation of	2. Assess and compute payments to clients.		None	4minutes	Accounting Unit Staff		
payment and subsequent issuance of order of payment.	2.1 Issue the order of payment to the customer		None	2 minutes	Accounting Unit Staff		
	тот	AL:	None	10 minutes			



19. Request for Documents/Data of Students and Private Entities/Individual

The requested documents are provided to students who conducts researches with the endorsement from thesis Advisers of the Colleges/Universities concerned re: requirements for the Architectural Thesis, e.g. statistical information, list of reformation programs, etc.

Office or Division	Admin. Sectio	n					
Classification	Simple	Simple					
Type of Transaction	G2C, G2B	G2C, G2B					
Who may avail		Students/Private Entities-Indivudual					
CHECKLIST REQUI	LIST REQUIREMENTS WHERE TO SECURE						
1. Student Identificati 2. Approved Letter-re	-		ersities concerne				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	-			
	ACTION	BE PAID	TIME	RESPONSIBLE			
1. Present the letter-request with the approval by the Superintendent or indorsement to concern section	 Receive the approved letter- request and forward to the concern office 1.1 Check and 	None	1 minute 1 hour	Admin Staff Admin Staff			
	process the requested data needed. 1.2 Sign the	None	4 minutes	Admin Staff			
	requested data.						
2. Client to receive the requested data.	2. Provide the available requested data needed data/information		1 minute	Admin Staff			
	TOTAL:	None	1 hour and 6minutes				



20. Request of PDL to View the Remains of their Relatives

Application to view the remains of deceased relative; supporting documents – A minimum or medium security inmate may, upon written application, be allowed by the Superintendent to view the remains of their immediate relatives upon written application and submission of supporting documents

Office or Division	Overseer - SRPPF					
Classification	Simple					
Type of Transaction	G2G					
Who may avail	All Persons Deprived of Lil Security Class)	perty (Medium and Minimum				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
1. Death certificate		Local Civil Registrar				
2. Burial permit		Local Civil Registrar/LGU				
3. Wife or husband (ma	rriage certificate)					
4. Child (birth certificate certificate of the PDL);	of child and marriage					
5. Brother/sister (birth co and birth certificate of th	ertificate of brother/sister he PDL);					
6. Father/mother (birth o	certificate of the PDL);					
`	ificate of grandchild and of may be son or daughter of	PSA / Visitors List				
8. Grandparent (birth ce of his/her parent who is deceased grandparent)						



CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
1. Sign in the Client's Logbook at the Receiving Area/Front Desk.	1. Give the logbook to the client.	None	4 minutes	Overseer Staff
2.Submit Letter request and supporting documents.	2. Receive letter request and checks completeness of supporting documents.	None	5 minutes	Overseer Staff
	2.1 Secure Case Profile and Visitor's List of the PDL	None	30 minutes	Overseer Staff
	2.2 Prepare endorsement for approval/disapproval of the Superintendent.	None		Overseer Staff Admin Officer
	2.3 Evaluate/ Screen letter request and supporting documents.	None	30 minutes	Assistant Regional Supt for Security and Operation
	2.4 Approval/ Disapproval by the Superintendent.	None	4 hours	Supt Office
	2.5 Prepare PDL Pass to include finger prints to PDL.	None	1 hour	PDPS, Subpoena Unit
	2.6 Assign Escorts.	None	30 minutes	RSEC



2.7 Inform the family Through CTOS	. None	15 minutes	CTOS
TOTAL:	None	7 Hours, 4	
		minutes	



21. Issuance of Medical Abstract

Duly accomplished medical abstract issued as per request of the concerned client.

Office or Division	SRPPF Health and Welfare Service (HWS)						
Classification	Complex						
Type of Transaction	Government to Governm	nent/PDL/C	Counsel/Relatives	of PDL			
Who may Avail	Government to Governn	nent/PDL/C	Counsel/Relatives	of PDL			
CHECKLIST OF REC	UIREMENTS		WHERE TO SE	CURE			
Letter Request		Requestir	ng Party				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Submit a letter- Request for medical Abstract to the Chief, HWS	1. HWS receive the letter request from the PDL / Overseer Section.	None	30 minutes	HWS Staff			
2.Receive once medical Abstract is available	2. Dispatch of the Medical abstract to the Overseer' office.	None	4 days	Hospital Admin on duty and Medical officer			
	TOTAL:	None	4 days & 30 minutes				



22. Attorney's Visit

Attorney's visit is accorded to the counsel of Persons Deprived of Liberty (PDL)

Office or Division	Gate Security and Control Unit (GSCU)									
Classification S	Simple									
Transaction	G2C, G2G									
Who may Avail	Counsel of Persons Dep	rived of Li	berty (PDL)							
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	ECURE						
Principal										
Government Issued Id	entification Card	PAO ID a	and IBPID							
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE						
1.Present approved request for visit with photocopy of IBPID / PAO ID	1. Receive and inspect the require documents	None	2 minutes	GSCU Officer						
2. Log in at the GSCU Attorney's Visit logbook.	 Provide Attorney's Visit logbook. Call the attention of the Concern PDL at the inner gate 	None	-5 minutes	GSCU Officer GSCU Officer						
3. Wait for the PDL to arrive at the inner gate		None	2 minutes	GSCU Officer						
	TOTAL: None 9 minutes									
NOTE: Approved requ	est for request appointm	nent		NOTE: Approved request for request appointment						



23. Sacrament and Sacramentals

Sacrament means the seven sacraments (Baptism, Confirmation, Eucharist Reconciliation, Anointing, and Marriage) on Christian traditions, while Sacramental are those rites, actions and things such as blessing of things, rooms, religious articles, etc., Religious beliefs rituals help PDL uplift their spiritual and moral development through devotions and prayers. This guide would assist PDL avail with sacraments, sacramental and religious rituals from the chaplaincy services.

Office or Division	Moral and Spiritual Program Unit (Chaplaincy Office)						
Classification	Simple		5 -		/		
Type of	G2G, G2C						
Transaction							
Who may avail	Persons Deprived of Liberty (PDL) and PDL's Family						
CHECKLIST REQUI	REMENTS	W	HERE TO S	SECURE			
Principal							
1. Request Form (for Services)	Chaplaincy	Ch	aplaincy O	ffice/MSP Office			
2. Birth Certificate (for Baptismal Certific	• •		ilippine Sta iurch/Orgar	itistics Authority (nization	PSA)		
confirmation) 3. Personal Data Re	cord (Religious	SF	RPPF Overs	seer's Office/PDF	2S		
Affiliation) 4. Pass/Permit		Su	perintende	nt/Overseer's Of	îce		
(visitors/family/spons 5. Accomplished For		Ch	Chaplaincy Office/MSP Office				
CLIENT STEPS	AGENCY		FEES TO	PROCESSING	PERSON		
	ACTION		BE PAID	TIME	RESPONSIBLE		
1. Submit Request Form and other documents.	1. Receive and check documents (Request Form, Birth Certificate or Baptismal Certificate and Personal Data Record).		None	5 minutes	MSP Officer Chaplain Office		
	1.2 Administer Sacraments/ Sacramental.		None	10 minutes	Chaplain Catholic		
	TOTAL	.:	None	15 minutes			
NOTE: 1. If no available minister, chaplaincy office ask assistance from Religious Volunteer 2. For one (1) day pass/permit, may undergo same proves for visitors pass.							



24. Marriage in Prison

Marriage in prison is one among the privilege sofa PDL can avail through wedding rites. Marriage ceremony either valid (church/religious) or licit (government) or both (licit/valid) may undergo procedures through different government agencies and church/religious institutions.

Office or Division	Moral and Spiritu	ıal	Program U	Init (Chaplaincy O	ffice)
Classification	Simple				
Type of	G2G, G2C				
Transaction					
Who may avail	Persons Deprive				
CHECKLIST REQU	REMENTS	W	HERE TO	SECURE	
Principal					
1. Birth Certificate				atistics Authority (
2. Certificate of No N	•	Pł	hilippine St	atistics Authority ((PSA)
(CENOMAF					
3. 3 pieces 2X2 Pho			hoto Cente		
4. Endorsement Let	-			plaincy Office	
5. Personal Data Re			-	eer's Office	
6. Endorsement Let	ter to	0	ffice of the	Superintendent	
Civil Registrar					
7. Marriage License			ivil Registra		
8. Baptismal Certific	cate (purpose		hurch/Relig	Jion	
of marriage) 9. Confirmation		Church (Christian (Catholia)			
Certificate (Chris	tion)	Church/Christian (Catholic)			
10. Marriage Banns	uarij	Church/Parish			
11. Certificate (Fami	lv.	SRPPF HWS			
Planning Semin					
12. Certificate (Pre-0		Pastor/Priest/Minister			
interview and ser					
13. Pass/Permit (vis		SRPPF Overseer's Office/Superintendent			
sponsor, ministe				•	
CLIENT STEPS	AGENCY		FEES	PROCESSING	PERSON
	ACTION		TO BE	TIME	RESPONSIBLE
			PAID		
1. Submit	1. Validate		None	3 minutes	MSP Officer
documents with	documents and				Chaplain Office
request to marry.	endorse to				
	Overseer's Offic	e.			
2.Attend seminar.	2. Conduct				
	seminar on:				



	2.1 Family Planning 2.2 Pre-Cana	None None	20 minutes 20 minutes	DHS/Health Center-LGU Minister/Priest
	Seminar			
3.Process	3. Endorse to Civil	None	5 minutes	Office of
documents to Civil Registrar.	Registrar.			Superintendent
4.Claim marriage	4. Release	₱200.00	20 minutes	Client/Civil
license and contract.	Marriage License And Contract.			Registrar
5.Bride and Groom	5. Minister	None	30 minutes	Mayor/Judge/
contract marriage.	administer Rites.			Imam/Uztads/
				Pastor/Priest
	TOTAL:	₱200.00	1 Hour,38	
			minutes	
NOTE: 1. Payment of	of ₱200.00 will be pai	id at the Ci	vil Registrar.	

After wedding, contract must be submitted to civil registrar, church, overseer for records to ensure legitimate rite, administering minister must have license to marry and celebrant (priest).



25 . Process/Procedure in the Court appearance of PDL as provided under the BuCor Operating Manual

The current process/procedure in the Court Appearance of PDL was through In-Court proceedings at NBP Court pursuant to OCA No. 163-2013 and Via Video Conference Hearing using a Flat form provided by the Supreme Court pursuant OCA No. 06-2021.

Office or Division	Court and Subpoena Unit, PDPS					
Classification	Simple					
Type of Transaction	G2G-G2C	G2G-G2C				
Who may avail	Person Deprived of Lik Personnel's/Represen		e Honorable Cour	t		
CHECKL	-IST OF REQUIREMEN	NTS	WHERE	TO SECURE		
1.Valid ID			Company ID			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Forwarded Co Order, Subpoena Notice of Hearing from Supt. Office Post Office,	Notice of Hearing	None	5 minutes	Subpoena Officer		
Electronic Mail (E mail) and Court Personnel.	E- 1.1 Records the Court Order, Subpoena, Notice of Hearing.	None	5 minutes	Subpoena Officer		
	1.2 Determine the venue of Court hearing.	None	10 minutes	Subpoena Officer		
	1.3 Prepare official pass form, taking finger print and validation of the identity of the PDL	None	35 minutes	ID Unit		
	1.4 Submit the official pass form to Supt. Office for signature and approval.	None	10 minutes	Subpoena Officer		



	1.5 Receive approved pass with attached	None	5 minutes	Subpoena Officer
	documents. 1.6 Photocopy the approved pass and attached documents. Prepare request for escorts to the RSEC. Sign the request for Escort Guards	None	15 minutes	Subpoena Officer
	1.7 Forward request for escort guard and passes at RSEC.	None	5 minutes	Subpoena Officer
2. In Court and VCH Proceeding, Court Personnel/Staff, PDL and Escorts guards are required for registration.	2. Registration at official logbook, frisking, and proper identification.	None	5 minutes	GSCU Officer
3. Proceed to designated court.	3. Assist/Guide to Inner gate.	None	3 minutes	Subpoena Unit/Court Facilitator
	3.1 Proper coordination and verification of Link with the different metro manila and provincial courts having a scheduled hearing via VCH.	None	3 minutes	Subpoena Unit/Court Facilitator
	TOTAL:	None	1 hour & 41 minutes	



26. Issuance of Death Certificate and/or Release of Cadaver

Death Certificate refers to the official document relative to the death of a person, including the date of birth and death. Shall be claimed only by immediate family members or an authorized representative.

SRPPF HWS safe-keeps death certificate, while the cadaver is stored in accredited funeral parlor.

tuneral parlor.				
Office or Division		SRPPF Health and Welfare Services (HWS)		
Classification	Simple			
Type of Transaction	-			
Who may avail		PDL Kin / Authorized Representative		
CHECKLIS	ST OF REQUIREMEN	ITS	WHERE T	O SECURE
1. Request of Death release	Certificate and / or ca	adaver	Superintendent's	Office
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Family member/ authorized representatives requests for death certificate and / or Cadaver release.	1. HWS verifies the PDL's death to the Reports and Records of Death at the Nurses Station.	None	15 minutes	HWS Staff
	1.2 HWS verifies and gather PDL's information necessary for the preparation of the certificate at the PDPS.	None	30 minutes	HWS Staff
	1.3 HWS prepares the Death Certificate and later on sign by the informant/ Admin and Medical officer	None	30 minutes	HWS Staff



1.4 Secures an Original copy of the Death Certificate signed and received by the immediate family member / authorized representative.	None	15 minutes	HWS Staff
1.5 Forward a copy of Death Certificate to the PDPS and Investigation Section for consolidation of documents and investigation purposes.	None	30 minutes	HWS Staff
TOTAL:	None	2 Hours	



27. Admission and Confinement of PDL

The SRPPF-RDC will receive PDL from other City Jails or other Law Enforcement Agencies with Authority to transfer PDL.

Office or Division	Overseer/Receiving	n Unit RDC			
Classification	Simple				
Type of Transaction	G2G, G2C				
Who may avail	A. City Jails				
witho may avair	B. Provincial Jails				
	C. District Jails				
	D. Local Police Sta	tions			
	E. DSWD				
	F. PDEA				
	G. NBI; and				
		cement Agencies with authority to transfer			
		and other Trial Courts.			
CHECKLIST OF R		WHERE TO SECURE			
1.Mittimus/Final Commitmer		Supreme Court; Sandiganbayan; Court of			
to the Director General Bu	reau of Corrections.	Appeals; Regional and other Trial Courts;			
		Office of the Clerk of Court; and other branch			
		of Clerk of Courts.			
2. Information Sheet		Office of the State, Provincial and City			
		Prosecutors			
		110300001013			
3. Final Judgment / Decision		Supreme Court; Sandiganbayan; Court of			
		Appeals; Regional and other Trial Courts;			
		Office of the Clerk of Court; and other branch			
		of Clerk of Courts.			
4. Certificate of Appeal/Non-	Appeal; and	Office of the Clerk of Court/Branch Clerk of			
Certificate of Non Pending C	ase/No Pending	Court			
Case					
5. Jail Booking Sheet / Impre	ession	Records Officer from City Jails, Provincial			
		Jails, District Jails, Local Police Stations and			
		other Law Enforcement Agencies			
6. Certificate of Detention		Records Officer from City Jails, Provincial			
		Jails, District Jails, Local Police Stations and			
		other Law Enforcement Agencies			
7. Detainees Manifestation		City Jails Provincial Jails Municipal Jails			
7. Detainees Manifestation		City Jails, Provincial Jails, Municipal Jails, and District Jails			
8. Corrections Cluster Form	No. 8	Records Officer from City Jails, Provincial			
	110. 0	Jails, Municipal Jails, and District Jails or			
		from the Branch of Clerk of Court			



9. Drug Dependency Examination			Health Services Unit of City Jails, Provincial Jails, Municipal Jails, and District Jails; or from		
10. Medical Certificate and X-ray Result			Private Health Cl accredited by the Corrections and e enforcement age	e Bureau of other Law	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E	
1. Gate Security and Control Unit (GSCU) calls/radio the Overseer and Receiving Unit.	1. Check pertinent Documents from different jail and received PDL	None	5 minutes	Receiving Officer	
2. If the documents are complete Overseer /Receiving Unit formally receives the living body/ies of the transferred PDL	2. Allows the entry of the newly arrived PDL subject for inspection.	None	20 minutes	GSCU	
	2.1 Upon entry of the newly arrived PDL receiving officer will record PDL information on Logbook.	None	5 minutes	Receiving Officer	
	2.2 Receiving Section assigns Prison number to the newly arrived PDL.	None	2 minutes	Receiving Officer	
3. Report Newly arrived PDL to OD Kitchen and Keeper	3. Gives admission Slip to OD, Keeper and Kitchen	None	10 minutes	Receiving Officer	
	3.1 Overseer assigns the newly arrived PDL their cell for 5 days quarantine.	None	5 minutes	Receiving Officer	

. .



4.Requesting for issuance of Certificate of Appearance Jail Escort.	4. Upon presenting Letter Order of Jail escorts Receiving Officer will issue Certificate of appearance for Jail Escorts.	None	5 minutes	Receiving Officer
5. Fingerprint and Signature of PDL	5. Fingerprint and Signature of newly arrived PDL	None	2 minutes	ID Unit, PDPS
6. PDL Jacket (Carpeta) Interview	6.Overseer, RDC conducts an interview, validation of information to the newly arrived PDL.	None	During quarantine of PDL	Overseer
NOTE	TOTAL:	None	54 minutes	

NOTE:

Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center.



28. Educational Tour (Application)

The Office of the Superintendent is issuing the permit to allow students to know the facts about Correction Service and the cause of a person of being imprisoned.

Office or Division	Training Unit	·		
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	School faculty mer	mbers or Educat	tional Institution	
CHECKLIST OF RE	QUIREMENTS	W	HERE TO SEC	URE
Letter Request recomm	nended by the	School/College	s/Universities	
Dean or Head of Schoo			1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
request.	 Administrative Officer evaluates the request and forwards the letter to the Superintendent's Office. If the Superintendent approves the request, the Administrative Officer forwards it to the Training Unit. 	None		Administrative Officer SRPPF Superintendent/ Administrative Officer
2.Proceed to the Office of the Training Unit.	2. Furnish the ARSSO with the copy of the approved request for the clients designated schedule.	None	14 minutes	Training Unit



3.Receive the copy of the approved request and return for the conduct of the educational tour on the designated schedule.	3. Furnish the client of the approved request for the designated schedule.	None	2 minutes	Training Unit
	TOTAL:	None	21 minutes	



29. Visitation Services

Visiting Privilege is given to the PDL and their families and friends to visit them.

Office or Division	SRPPF Listing and In	mates Visita	ation Services L	Jnit (IVSU)	
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	PDL, Immediate family of PDL, Friends and Legal counsel				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	ECURE	
Government Issued Ide	ntification Card	PSA, SSS, GSIS, PagiBIG, Philhealth Office. and Visitors Identification Card			
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
1.Proceed to the Listing Area at Gate 3 and present the Visito Identification Card fo the issuance of calling slip.	identity of the visitor, register into the logbook	None	2 minutes	Listing Officer, IVSU Listing Unit	
2. Proceed to the Searching Area, present the calling slip and surrender Visitor's Identification Card for baggage searching and body frisking.	2. Evaluate the identity of the visitor and receive the visitor's identification card and after which, visitor will be subject to body search including his/her belongings.	None	15 minutes	Searching Officer, IVSU Baggage Searching Area	
3.Bring the calling slip and proceed inside the prison compound.	3. Check for the presence of contraband and government property in the belongings of the visitor before allowing them to leave.	None	2 minutes	Guard Searcher, IVSU Searching Area Room	



	FOR MALE VISITOR: Verified the presence of stamp with the word" VISITOR" on the right hand before allowing him to leave.			
4.Upon leaving the prison compound, return to the Searching Area to surrender the calling slip and claim Visitor's Identification Card.	4. Return the visitor's ID.	None	2 minutes	IVSU Guard Searcher
	TOTAL:	None	21 minutes	



30. Issuance of Service Record, Certificate of Employment/ Compensation, Issuance Records from 201 File

Service Record, Certificate of Employment (COE) Certificate of Employment with Compensation (COEC), issuance of records from 201 file are issued to SRPPF personnel for legal purpose.

Office or Division	Human Resource	e U	nit (HRU)			
Classification	Simple					
Type of Transaction	G2G-Government to Government					
	Active and Form					
CHECKLIST REQUI	REMENTS	W	HERE TO	SECURE		
Principal						
Government Issued I Card	dentification	Βι	uCor S			
Representative						
BuCor ID or any valid BuCor Employee	Authorization-letter,Photocopy of BuCor ID or any valid ID of the		R, Post Of AGIBIG	fice, DFA, PSA, S	SS, GSIS,	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Sign the HR logbook at the HR Office	1. Provide the logbook to the client and instruc to fill up the needed details.	ct	None	3 minutes	HRU Staff	
	1.1 Process the request and let the document requested to be signed.		None	5 minutes	HRU Staff/OIC, Human Resource Unit	
2.Signed the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.		None	3 minutes	HRU Staff	
	ΤΟΤΑΙ	_:	None	11 minutes		



Iwahig Prison and Penal Farm Internal Service



1. Issuance of BuCor Personnel Identification Card (ID)

The BuCor ID is issued to BuCor personnel for identification purposes and for use to any transaction to other government agencies and private companies

Office or Division	Information and Communications Technology Section (ICTS)					
Classification	Simple					
Type of	G2G-Government to Government					
Transaction						
Who may avail	All personnel uno					
	LIST REQUIREMENTS WHERE TO SECURE					
Principal	0		<u> </u>		-	
BuCor Identification Application Form (BI	-		ection (ICT	and Communicatio	n Technology	
CLIENT STEPS			FEES	PROCESSING	PERSON	
	ACTION		TO BE PAID	TIME	RESPONSIBLE	
1.Secure BuCor Identification Card Application Form (BICAF) at the ICTS Office.	1. Issue BICAF t the employee.	to	None	1 minute	ICTS Staff	
2.Fill out the BICAF and submit at the ICTS Office.	2. Receive the accomplished form and check for completeness and accuracy of the data given.		None	3 minutes	ICTS Staff	
3.Forward the BuCor Identification Card Application for mailing to NHQ	3. Process the employees Identification Card for mailing		None	10 minutes	ICTS Staff Liaison Officer	
4.Claim the BuCor Identification Card.	4. Release the employees Identification Card.		None	1 minute	ICTS Staff	
	TOTAL		None	15 minutes		

technic 20

2. ICT Support Services

The Information and Communication Technology Section (ICTS) caters technical support services to offices/personnel that need maintenance/repair of their ICT equipment.

Office or Division		Information (ICTS)	and Commu	nications Techn	ology Section
Classification		Simple			
Type of Transaction		G2G–Gover	nment to Go	vernment	
Who may avail		All offices/pe	ersonnel und	er the Bureau o	of Corrections
CHECKLIST REQUI	REMEN [.]	TS	WHERE TO) SECURE	
1. ICT Support Reque	st Form	(ISRF)	SRF) Information and Communication Technology Division (ICTS)		
CLIENT STEPS	AGEN	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure ISRF at the ICTS Office.	1. Issu employ	e ISRFto the /ee.	e None	1 minute	ICTS Staff
2.Fill out the ISRF and submit at the ICTS Office		eive the plished	None	2 minutes	ICTS Staff
3.Wait for the designated ICTS Personnel to proceed to the offices as requested.	3. Designated ICTS Personnel to proceed to the client's office to address the technical problem of the ICT equipment or installation.		None	23 minutes	ICTS Staff
	corres Service the rep	nance has	None	2 minutes	ICTS Staff
4.Sig-in at the acknowledgement of the repair/ maintenance rendered by designated ICTS Personnel.	corres	e a copy of the ponding e report to the		1 minute	ICTS Staff
		TOTAL:	None	29 minutes	



3. Issuance of Office Supplies

The office supplies are issued to all offices with an approved Requisition and Issue Slip (RIS)

Office or Division Classification Type of Transa		Supply Office-IPPF Simple G2G-Government to Government			
Who may avail CHECKLIST RE	QUIREMEN		employees) SECURE	
1. Accomplished Issue Slip(RIS)	Requisition	and	Downloada	ble (Appendix 63)	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit four (4) original copies of duly accomplished	1.Recieve required do 1.1 Issue F the form is	ocument.	None	1 Minute 2 minutes	Receiving and Issuing Staff Supply Division Receiving and
RIS to the Receiving Staff for documentation.	completed valid. Reco the logboo scan.	ord it in			Issuing Staff Supply Division
2. Wait for the Receiving and Issuing Section Officer's advice	2. Check for availability requested	of the	None	4 minutes	Receiving and Issuing Section
for the release of items.	2.1 Prepar Items for Is		None	10 minutes	Receiving and Issuing Section
	2.2 Update supplies da and monito records.	atabase	None	5 minutes	Receiving and Issuing Section
	2.3 Inform requesting the release	office on	None	3 minutes	Receiving and Issuing Section
	2.4 Instruct receiver to "Received the RIS.	sign the by" in	None	2 minutes	Receiving and Issuing Section
		TOTAL:	None	27 minutes	



Iwahig Prison and Penal Farm External Services



1. Issuance of Certificate of Confinement

The Certificate of Confinement is issued to the PDL relatives/immediate family needing this document that states the period of his/her incarceration in this prison.

Office/Division	Inmates Documer	nt Processing	g Section			
Classification	Simple		-			
Type of	G2C, G2G					
Transaction						
Who May Avail	Released PDL, In					
	Legal Counsel of	Released PL	WHERE TO S			
CHECKLIST OF R			WHERE IU 3	DECURE		
Principal 1.Government Issued	Identification Card	DID Deat C				
T.Government issued	Identification Card		alth, National ID	SSS, GSIS, Pag-		
2.Request Form or Au from Released PDL	thorization Letter		ne Day, Documer stance and Comp	nts Section/ plaints Desk Officer		
Representative						
1. Government iss	ued		Office, DFA, PSA,	SSS, GSIS, Pag-		
Identification Card	A (1 · /·	IBIG				
2. Request Form of Letter from Releas		Officer-of-the Day, Documents Section/Public				
		Assistance and Complaints Desk Officer Released PDL				
CLIENT STEPS	AGENCY	FEES TO PROCESSING PERSON				
OLIENT OTEL O	ACTION	BE PAID	TIME	RESPONSIBLE		
1.Public Assistance	1. Receive	None	5 minutes	Help Desk Officer/		
and Complaints	request and			PDPS Staff		
Desk Officer	forward to the					
forwards the request	Chief, Documents					
form duly filled out	Documents					
	Section for					
by the clients to the Documents Section	Section for					
Documents Section with attached	Section for approval.					
Documents Section		None	3 minutes	OIC, Chief PDPS		
Documents Section with attached request letter or request made thru	approval. 1.1 Approved request form	None	3 minutes	OIC, Chief PDPS		
Documents Section with attached request letter or	approval. 1.1 Approved request form forward to the	None	3 minutes	OIC, Chief PDPS		
Documents Section with attached request letter or request made thru	approval. 1.1 Approved request form forward to the Carpeta Unit,	None	3 minutes	OIC, Chief PDPS		
Documents Section with attached request letter or request made thru	approval. 1.1 Approved request form forward to the Carpeta Unit, Documents	None	3 minutes	OIC, Chief PDPS		
Documents Section with attached request letter or request made thru	approval. 1.1 Approved request form forward to the Carpeta Unit,	None	3 minutes	OIC, Chief PDPS		



	1.2 Prepare the requested Certificate.	None	5 minutes	Staff Communications Sub-Unit
2.Wait for the Certificate for signature of the Superintendent.	2. Sign the requested Certificate.	None	1 minute	Chief & Staff, Documents Section
3.Receive the Certificate.	3. Issue the certificate/ certified copy of document requested.	None	1 minute	Help Desk Officer
	TOTAL:	None	15 minutes	



2. Copy of Prison Record, Certificate of Confinement and Discharge from Prison

The true copy of prison record, certificate of confinement and certificate of discharge from prison are issued to all qualified concerned individuals for legal purposes.

Office or Division	IPPF Documents Office					
Classification	Simple	Simple				
Type of Transaction	G2C, G2G					
Who may Avail	PDL, Immediate Famil government agencies	ly of PDL, Le	egal Counsel and	d other		
CHECKLIST OF	REQUIREMENTS		WHERE TO SEC	CURE		
1. Proof of Relationship)	Requesting PSA	g Party			
2. Government Issued		Post Offic	GSIS, PagiBIG, ce, Integrated Identification Ca	Bar of the		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1.Present required documents and proceed to the PDPD Office and fill out request.	1. Receive and check the documents.	None	3 minutes	PDPD Officer		
2.Wait for the processing of request.	2. Verify the prison record of PDL, prepare the Certification and forward to the Administrative Office for signature of the Superintendent.	None		Chief, PDPD		
3.Receive certificate thru signing in the logbook.	3. Receive signed certificate and release copy to the client.	None	2 minutes	PDPD Office		
	TOTAL:	None	15 minutes			



3. PDL Permanent Visitor's Pass

The PDL Permanent Visitor's Pass is issued to qualified individuals to access/allow visits to PDL.

Office or Division	IPPF Overseer's Office	;		IPPF Overseer's Office			
Classification	Simple						
Type of Transaction	G2C						
Who may Avail	Immediate Family Mem	nbers, relativ	es and friends c	f PDL			
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE			
1.Proof of Relationship 2.Government Issued Identification Card		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Present Visitor's Information sheet and submit documentary requirements and sign waiver.	1. Check verify and validate the submitted documentary requirements.	None	5 minutes	Overseer's Office			
	1.1 Interview applicant.	None	10 minutes	Overseer's Office (IVSU Officer)			
	1.2 Prepare PDL Permanent Visitor's Pass and Identification Card to be submitted to the OIC of Sub- Prisons for his recommendation for approval of the Superintendent.	None	10 minutes	Overseer's Office Staff			



2. Secure payment of Slip to Cashier	2. Issue payment of slip.	₱50.00		Cashier's Office
	2.1 Receive payment and issue Official Receipt.		5 minutes	Staff
3. Present Official	3. Release ID	None		
Receipt (OR) to Overseer's Office as	and Visitor's Pass.			Overseer's
proof of payment and	F 455.		5 minutes	Office Staff
receive the Permanent Visitor's Pass.	3.1 Receive filled- out Feedback Form.	None		
	TOTAL:	₱50.00	35 minutes	

4. Spiritual and Moral/Values Formation for PDL



The permit to conduct spiritual and moral/values formation for PDL is issued to organization, individuals who want to conduct religious activities inside the prison compound.

Office or Division	IPPF Chaplain's Office	e				
Classification	Simple	Simple				
Type of Transaction	G2C	G2C				
Who may Avail	Missionaries, Religious Volunteers, Religious organization, Pastors, Priests, Religious Schools, and regular Religious Volunteer Organization (RVO).					
CHECKLIST OF F	REQUIREMENTS		WHERE TO SEC	CURE		
1. Letter-request	Requesting PSA	g Party				
2. Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.				
CLIENT STEPS	AGENCY ACTION		PROCESSING	PERSON		
		BE PAID	TIME	RESPONSIBLE		
1. Present valid ID, sign in the visitor's logbook at main gate and proceed to the Chief Chaplain/ Religious Coordinator.	 Issue Visitor's Slip. Refer requester to the Chief Chaplain/Religious Coordinator. 	None None	5 minutes 5 minutes	Main Gate Officer Main Gate Officer		
2. Submit letter- request to the Chief Chaplain/Religious Coordinator.	 2. Receive and evaluate letter-request. 2.1 Forward request with recommendation to the Office of the Superintendent. 	None	2 minutes 3 minutes	Chief Chaplain/In- Charge, Moral And Spiritual Program Office Staff, Moral and Spiritual Program Office		



		N 1	40	1905
3. Wait for the processing of request.	Superintendent.	None	10 minutes	Administrative Officer, Superintendent's Office
4. For regular RVO, submit requirements for approval of the Memorandum of Agreement (MOA).	4. Receive and evaluate requirements for approval of MOA.	None	12 hours	In-Charge, Moral and Spiritual Program Office
5.Receive copy of approved request/MOA.	5. Release copy of approved request/MOA to client.	None	5 minutes	Administrative Officer, Superintendent's Office
6.Coordinate with the Chief Chaplain/Religious Coordinator for proper scheduling of activities.	6. Furnish copy of approved request/ MOA to religious coordinator, OIC of Sub-Prison.	None	10 minutes	Administrative Officer, Superintendent's Office
7. Proceed to the Office of the Religious Coordinator for issuance of Pass/Permit and copy of waiver.	7. Release of Pass/Permit to conduct religious activities and waiver for approval of the Penal Superintendent.	None	30 minutes	Religious Coordinator, Chaplaincy Office
8. Receive Pass/Permit and copy of waiver.	8. Release Pass/Permit and copy of waiver.	None	2 minutes	Religious Coordinator, Chaplaincy Office
9.Fill out and submit Feedback Form.	9. Receive Feedback Form and drop it at the designated suggestion box.	None	3 minutes	Religious Coordinator, Chaplaincy Office
	TOTAL:	None	13 hours, 15 minutes	



5. Claim of PDL Cadaver/Remains

The family members and relatives of deceased Person Deprived of Liberty (PDL) may claim the cadaver/remains upon approval of the Superintendent.

Office or Division	Chief of Hospital					
Classification	Simple	Simple				
Type of Transaction	G2C	G2C				
Who may Avail	Family members an	d relatives o	of PDL			
CHECKLIST OF R	EQUIREMENTS	WHERE T	O SECURE			
1.Letter-request indica	ating the purpose	Requesting	g Party			
2. Government Issued	Identification Card	Post Office	, GSIS, PagiBIG, e, Integrated Bar s Identification Ca	of the		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Proceed to the Superintendent's Office, present required documents and fill out request form to claim PDL remains.	1.Issue request form.	None	5 minutes	ARTA/PACD Staff		
2. Wait for the processing of the request.	2. Receive request form and verify submitted documents by the client.	None	5 minutes	ARTA/PACD Staff		
	2.1 Refer the request to the Overseer's Office.	None	5 minutes	Staff, Overseer's Overseer's Office		
	2.2 Submit the documents for approval of the Superintendent.	None	10 minutes	IPPF Superintendent		



3. Receive approval for claim of the cadaver and proceed to the IPPF Hospital.	3. Release the Cadaver.	None	20 minutes	Chief of IPPF Hospital/Chief Security, IPPF Hospital
	None	45 minutes		



6. Issuance of Medical Abstract

Duly accomplished medical abstract issued as per request of the concerned client.

Office or Division	IPPF Hospital					
Classification	Complex					
Type of Transaction	Government to Governr	nent/PDL/0	Counsel/Relatives	of PDL		
Who may Avail	Government to Governr	nent/PDL/C	Counsel/Relatives	of PDL		
CHECKLIST OF REC	UIREMENTS		WHERE TO SE	CURE		
1. Letter Request		Requestir	ng Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Submit a letter- Request for medical Abstract to the Superintendent's Office.	1. Concerned Quadrant will receive the letter- Request from PDL.	None	3 days	PDL or PDL's Relative		
2.Issued to the PDL once medical Abstract is available	2. Dispatch the Medical abstract to the Superintendent's Office.	None	4 days	Admin Staff on Duty/Outside Referral Staff on Duty		
	TOTAL:	None	7 days			



7. Clinical Laboratory Services

Laboratory Examinations of PDL are ordered by the Medical Officer on Duty while for BuCor employees such examinations are required for promotion and training purposes. BuCor applicants may also avail of such examination.

Office or Division	IPPF Hospital						
Classification	Simple						
Type of Transaction	Government to PDL/B		••				
Who may avail	To PDL/BuCor Emplo						
CHECKL	IST OF REQUIREMEN	ITS	WHERE	TO SECURE			
1. Properly filled or	ut Laboratory Request	Form	IPPF Hospital Medical Officer on Duty Concerned Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Present letter- request/laboratory request.	 Receives request for laboratory Examination. 	None	1 minute	Laboratory personnel on Duty			
2.Securing specimen sample	2. Specimen . collection.	None	2 minutes	Laboratory personnel on Duty			
	2.1 Process specimen collected.	None	12 minutes	Laboratory personnel on Duty			
	2.2 Perform examination, review, and interpret results.	None	l hour	Medical Technologist on Duty			
3.Securing or Issuance of Laboratory results at the Laboratory Department.	3. Encode, record, & release of results.	None	15 minutes	Laboratory personnel			
	TOTAL:	None	1 hour & 30 minutes				



8. Admission and Confinement of PDL

The NBP-RDC will received PDL from other City Jails or other Law Enforcement Agencies with Authority to transfer PDL.

Office or Division	Overseer/Receiving Section I	RDC			
Classification	Simple				
Type of Transaction	G2G, G2C				
Who may avail	A. City Jails B. Provincial Jails C. District Jails D. Local Police Stations E. PDEA F. NBI; and G. Other Law Enforcement Agencies with authority to transfer PDL from Regional and other Trial Courts.				
CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE			
1. Mittimus/Final Commitment Order addressed to the Director General Bureau of Corrections.		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
2. Information Sheet		Office of the State, Provincial and City Prosecutors			
3. Final Judgment / Decision		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
4. Certificate of Appeal/Non-Appeal; and Certificate of Non-Pending Case/No Pending Case		Office of the Clerk of Court/Branch Clerk of Court			
5. Jail Booking Sheet	t / Impression	Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			
6. Certificate of Deter	ntion	Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			



7. Detainees Ma	nifestation	City Jails, Provincial Jails, Municipal Jails, and District Jails		
8. Drug Depende	ency Examination	Records Officer from City Jails, Provincial Jails, Municipal Jails, and District Jails or fom the Branch of Clerk of Court		
9. Certificate of (CPI/ GCTA		City Jails, Provir Municipal Jails,	
10 Medical Certificate and X-ray Result			Provincial Jails, and District Jails Government He	; or from alth Clinics duly e DOH and other
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receives PDL from Competent Courts (Provincial Jail/City Jail/& Others)	1. CheckandreviewtheauthenticityofDocumentsfromdifferentjailsandothers1.1ReceivingOfficerconductsvalidationof	None		Receiving Officer
	information of the newly arrived PDL.			
are complete RDC- Overseer formally	2. Receiving Officer assigns Prison number to newly arrived PDL & entry of details in Alpha Book.	None	3 minutes	Receiving Officer
	2.1 Report of new committal.	None	2 minutes	Receiving Officer



	2.2 Preparation of Corrections Order (Taken up)	None	1 minute	Receiving Officer
	2.3 Distribution of provisions to newly arrived PDL.	None	1 minute	Receiving Officer
3.Fingerprint and Signature of PDL	3.Fingerprinting and Signature of newly arrived PDL	None	3 minutes	Identification Unit
4.Photograph of PDL	4.Photography (newly arrived PDL)	None	2 minutes	Photography Unit
5.Issuance of Certificate of Appearance Jail Escort.	5.Upon presenting Letter Order of Jail escorts, Receiving Officer will issue Certificate of appearance for Jail Escorts as requested	None	2 minutes	Receiving Officer
6.Proceed to Medium Security Compound for turnover of newly arrived PDL	6.Allows the entry of the newly arrived PDL subject for inspection of belongings	None	5 minutes	Gate Officer
	6.1 keep a copy of PDL turn over signed by the gate officer	None		Receiving Officer
7. Conduct interview to newly arrived PDL	7.fill out Registration sheet and booking sheet.	None	5 minutes	Receiving Officer

Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center.



9. Process/Procedure in the Court appearance of PDL as provided under the BuCor Operating Manual

The current process/procedure in the Court Appearance of PDL was through In-Court proceedings at NBP Court pursuat to OCA No. 163-2013 and Via Video Conference Hearing using a Flatform provided by the Supreme Court pursuant OCA No. 06-2021.

Office or Division	Court and Subpoena Office						
Classification	Normal						
Type of Transaction	G2G-G2C						
Who may avail	Person Deprived of Lib	erty					
	Personnels/Representa			TO SECURE			
1. Valid ID			Company ID				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON			
CLIENT STEPS	AGENCI	BE PAID	TIME	RESPONSIBLE			
1.Forwarded Cour Order, Subpoena, Notice of Hearing from Supt. Office, Post Office,	rt 1. Received Court Order, Subpoena, Notice of Hearing	None	5 minutes	Subpoena Officer			
Electronic Mail (E mail) and Court Personnel.	 1.1 Records the Court Order, Subpoena, Notice of Hearing. 	None	5 minutes	Subpoena Officer			
	1.2 Determine the venue of Court hearing.	None	3 minutes	Subpoena Officer			
	1.3 Prepare request for escorts to the Escorting group.	None	5 minutes	Subpoena Officer			
	1.4 Prepare official pass form	None	5 minutes	Subpoena Officer			
	1.5 Proceed to ID section for validation of the identity of the PDL.	None	10 minutes	Subpoena Officer			



Jan				1905
	1.6 Submit the official pass form to Supt. Office for signature and approval.	None	10 minutes	Subpoena Officer
	1.7 Receives approved pass with attached documents.	None	5 minutes	Subpoena Officer
	Photocopy the approved pass and attached documents.	None	10 minutes	Subpoena Officer
2. In Court and VCH Proceeding, Court Personnel/Staff, PDL and Escorts guards are required for registration.	official logbook,	None	5 minutes	Security Officer
3. Proceed to designated court.	3. Assist/Guide to the designated Court Room.	None	3 minutes	Facilitator
	3.1 Proper coordination and verification of Link with the different metro manila and provincial courts having a scheduled hearing via VCH.	None	3 minutes	Facilitator
	TOTAL:	None	1 hour & 9 minutes	



10. Educational Tour

The Education Tour is accorded to visitors to have an overview of the history of the Iwahig Prison and Penal Farm (IPPF).

Office or Division		Public Information Office				
Classification		Simple				
Type of Transaction	n	G2G, G2C				
Who may avail					overnment Emplo	
CHECKLIST REQU	IREMEN	TS			RE TO SECURE	
1. Letter Request					hool Professor/De avel/Tour Coordin	
CLIENT STEPS	AGEN	ICY ACTION	FEE TO E PAI	BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter- request.	1. Secure approved request.		Non	e	2 minutes	IPPF Public Information Officer
2. Present approved letter- request	2. Pictorial at IPPF Administrative Building with Briefing.		Nor	e		
	2.1 Proper Briefing with Presentation at New Conference Room.		Non	e	2 hours	IPPF Public Information Officer
	2.2 Tour to IPPF Building IV/Souvenir Shop with Inmate Program Interaction.		Nor	e		
TOTAL:			None	e	2 hours, 2 minutes	



11. Utilization of River Resort (Balsahan)

The river resort (Balsahan) is utilized to promote tourism and to serve as an additional income of the prison and penal farm.

Office or Division	Office of the Superintendent, IPPF							
Classification	SIMPLE	SIMPLE						
Type of Transaction	G2C, G2G							
Who may Avail	Walk-in clients							
CHECKLIST OF	REQUIREMENTS	W	HERE TO SECU	IRE				
1. Government Issue	ed Identification Card	PSA, SSS, GSI Office	S, PagiBIG, Phi	lhealth, Post				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
logbook intended for Balsahan	1. Greet requester and provide the logbook for registration.	None	5 minutes	Main Gate Officer				
2. Pay the corresponding fees.	2. Receive payment and issue Official Receipt (OR).	₱20.00/person entrance fee	10 minutes	Collection Officer, Balsahan				
	2.1 Assist the client in locating designated cottage.	₱250.00 (Small) to ₱500.00 (Big) per cottage	5 minutes	Collection Officer, Balsahan				
3.Fill out and submit Feedback Form.	3. Receive Feedback Form and drop it at the designated suggestion box.	None	5 minutes	Balsahan Gate Officer				
	TOTAL:	₱20.00/person entrance fee	25 minutes					
		₱250.00 (Small) to ₱500.00 (Big) per cottage						

12. Issuance of Service Record, Certificate of Employment/ Compensation



Service Record, Certificate of Employment (COE) and Certificate of Employment with Compensation (COEC) are being issued to BuCor personnel for legal purposes (e.g. application for PALECO, PPCWD, etc.)

Office or Division Human Resource Section (HRS)								
Classification		Simple			× ,			
. .	Type of Transaction G2G							
Who may avail			ormer		or Employees			
CHECKLIST REQU	IREMEN	ITS		WH	ERE TO SECUR	E		
Principal								
None				N/A				
Representative								
Authorization-letter, any valid ID of the E	BuCor en	nployee		GSI	, Post Office, DFA S, Pag-IBIG	A, PSA, SSS		
CLIENT STEPS	CLIENT STEPS AGENCY ACTION		FEI TO PA	BE	PROCESSING TIME	PERSON RESPONSIBLE		
1. Sign at the logbook at the HRS front desk.	ook at the logbook to the		Nor	ne	1 minute	HRS Staff		
2. Issuance of Request Slip	2. Sending the fill-out request slip to the Records Management Section, HRD- NHQ thru email.		No	ne	2 minutes	HRS Staff		
3. Sign in the logbook indicating the time of receipt of the requested document.	logbook indicating the the time of receipt requested of the requested document.		No	ne	1 minute	HRS Staff		
		TOTAL:	No	ne	4 minutes			



Davao Prison and Penal Farm Internal Services



1. Issuance of Records from 201 File (Active Employee)

Records from 201 File is issued to DPPF Active personnel for legal purposes (e.g. Copy of Appointment, Copy of Oath, Commendations, Admin Order etc.)

Office or Division	vision DPPF Human Resource Section (HRS)							
Classification		Simple						
Type of Transaction	on	G2G - Gove	rnmer	nt to Government				
Who may availActive and former Buck				BuCo	BuCor Employees			
CHECKLIST REQUIREMENTS				WHE	RE TO SECURE			
Principal								
1. Government Issue	ed Identi	fication Card			Post Office, DFA 5, Pag-IBIG, Ager			
2. Request Form (RA	AF STO-	PR-016-F01)		PACE	Staff (HRS)			
Representative								
1. Authorization-let ID or any valid ID o					Post Office, DFA 5, Pag-IBIG, Ager			
CLIENT STEPS	AGEN	CY ACTION	FE	ES	PROCESSING	PERSON		
			TO PA		TIME	RESPONSIBLE		
1. Sign in the logbook with the date and time of receipt	 Provide the logbook to the client and issue request form, instruct the client to fill out the needed details and then refer to HRU Staff Assist the client, keep sign in the 		No		3 minutes 10 minutes	ARTA/PACD Staff HRS Staff		
2. Sign in the logbook with the date and time of receipt	logbook process 2. Issue reques	book and start cess the request Issue the quested cument.		ne	1 minute	HRS Staff		
		TOTAL:	No	ne	' 14 minutes			



2. Issuance of Pay Slip

The Pay Slip is issued to all BuCor Employees in the Davao Prison and Penal Farm, for information, reference and as a supporting document in applying loans.

Office or Division DPPF Human Resource Section (HRS))							
Classification		Simple					
Type of Transactio	n	G2G					
Who may avail		All BuCor er	nploy	rees			
CHECKLIST REQU	IREMEN	TS		WHE	RE TO SECURE		
Principal							
1. Government Issued Identification Card				Pag-	IBIG, Agency/Co	., PSA, SSS GSIS, mpany	
2. Request Form (RA	F STO-P	R-016-F01)		PACE) Staff (HRS)		
Representative							
Authorization-letter, any valid ID of the B			D or		or, BIR, Post Offic , GSIS, Pag-IBIG	ce, DFA, PSA, , Agency/Company	
CLIENT STEPS	CLIENT STEPS AGENCY ACTION		то	ES BE \ID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to ARTA/PACD (HR) and sign in the logbook	1. Provide the logbook to the client and issue request form, instruct the client to fill out the needed details and then refer to HRU staff		No		3 minutes	ARTA/PACD Staff (HRS) HRS Staff	
	1.1. Assist the client, keep sign in the logbook and start process the request		No No		4 minutes 1 minute	Chief, Human	
	request docume					Resource Unit	
2. Sign in the logbook with the date and time of receipt	2. Issue request docume	ted		ne	1 minute	HRS Staff	
		TOTAL:	Nc	ne	9 minutes		



3. ICT Support Services

The Information and Communication Technology Division (ICTD) caters technical support services to offices/personnel that need maintenance/repair of their ICT equipment.

Office or Division		echnology Unit				
Classification	(ICTU) Simpl					
Type of Transaction				nent to Go	vernment	
Who may avail		All of	fices/pers	sonnel und	er the Bureau o	of Corrections
CHECKLIST REQUI	REMEN [®]	TS	WHER	E TO SECI	JRE	
1. ICT Support Reque (ISRF)	est Form	ו	Informa (ICTU)	tion and C	ommunication T	echnology Unit
CLIENT STEPS	AGEN			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure ISRF at the ICTD Office.	1. Issue employ		to the	None	1 minute	ICTU Staff
2.Fill out the ISRF and submit at the ICTU Office	2. Receive the accomplished I S R F .			None	2 minutes	ICTU Staff
3.Wait for the designated ICTU Personnel to proceed to the offices as requested.	3. Designated ICTU Personnel to proceed to the client's office to address the technical problem of the ICT equipment or installation.		None	23 minutes	ICTU Staff	
	3.1 Fill out the corresponding Service Report after the repair/ maintenance has been served.			None	2 minutes	ICTU Staff
4.Sig-in at the acknowledgement of the repair/ maintenance rendered by designated ICTU Personnel.	4. Give a copy of the corresponding service report to the client.			None	1 minute	ICTU Staff
		T	OTAL:	None	29 minutes	



4. Issuance of Official Receipt

The Official Receipt is issued to BuCor employees, clients and other payor regarding collection payment of BuCor Operating Income.

Office or Division		DPPF Cashi	er U	nit			
Classification		Simple					
Type of Transacti	on	G2G, G2B					
Who may avail			oyee		ents and other pa		
CHECKLIST REQ	UIREMEN	ſS		WHE	ERE TO SECURE		
Principal							
1. Order of payme documents	nt and othe	r supporting		DPF	PF Finance/ Acco	ounting Unit	
Representative							
1. Order of payme documents				DPP	F Finance/ Accou	unting Unit	
CLIENT STEPS	TC			ES BE ND	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit Order of Payment				one	2 minute	Collecting Officer	
2.Pay the required amount of the transaction.	ed amount received and reconcile the amount that should			one	2 minutes	Collecting Officer	
3.Obtain the Official3. Issue the Official Receipt.NReceipt.Receipt.			No	one	1 minute	Collecting Officer	
		TOTAL:	No	ne	5 minutes		



5. Issuance of BuCor Personnel Identification Card (ID)

The BuCor ID is issued to BuCor personnel for identification purposes and for use to any transaction to other government agencies and private companies

Office or Division	DPPF Human Resource Unit (HRU)							
Classification	Simple							
Type of Transaction	G2G-Govern	me	ment to Government					
Who may avail	All personnel	l un	ider the Bu	reau of Correction	S			
CHECKLIST REQUI	REMENTS	W	HERE TO	SECURE				
Principal								
BuCor Identification (Application Form (BI	-		formation a vision (ICT	and Communicatio ⁻ D)	n Technology			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Proceed to HRU, sign in the logbook and wait for the issuance of the BuCor Identification Card.	sign in the logbook and wait for the issuance of the BuCor Identification			5 minutes	HRU Staff			
2. Claim the BuCor Identification Card2. Release the clients Bucorwith date and time.Identification Card.			None	1 minute	HRU Staff			
TOTAL: None 6 minutes								
Note: BuCor Identifica	tion Card already	' pro	ocessed at	NHQ and send to	DPPF HR			



6. Issuance of Office Supplies

The office supplies are issued/released to all offices with an approved Requisition and Issue Slip (RIS).

Office or Division		DPPF Supply Se	ection	ection				
Classification		Simple						
Type of Transactio	n	G2G-Governme	nt to Gov	vernment				
Who may avail		All BuCor emplo	yees					
CHECKLIS	T REQU	REMENTS		WHERE TO	SECURE			
1. Accomplished Re (RIS)	quisition	and Issue Slip	PMSS Down	S Iloadable (Appen	dix 63)			
CLIENT STEPS	AGENO	CY ACTION	FEESTO BE PAID		PERSON RESPONSIBLE			
1. Submit two (2) original copies of the duly approved Requisition to Issue Slip (RIS) to the PMS	 Receive the required document. The PMS Incoming In charge will received the RIS and recorded in the logbook. 		None None	5 minutes	Receiving staff Receiving staff			
	notation Invento checkin of stoch allowed for issu	ward C,PMS for n then, to ory Unit Staff for ng of availability ks and input the l/available stocks ance to ting office	None	15 minutes	C, PMS; Inventory Staff; Inspection Staff			
	Inspect for assi	ward to ion Unit Incharge gnment of RIS r as control r	None	15 minutes	Inventory Unit Staff; Inspection Unit In Charge			
	will pre	pection Unit Staff pare the stocks pated in RIS .	None	30 minutes	Inspection Unit Staff			



2. Receive the itemized available supplies as indicated in the RIS	 2. For Release of requested stocks 2.1 The Inspection Unit In charge verified the prepared stock and let the requesting office sign in the received box in the RIS. 2.2 The Inspection Unit In Charge will stamp the RIS form "RELEASED" for claimed stocks 	None	25 minutes 5 minutes	Inspection Unit In Charge
	TOTAL:		1 hour and 35 minutes	



Davao Prison and Penal Farm External Services



1. Issuance of Certificate of Confinement

The Certificate of Confinement is issued to immediate family of PDL released PDL and other Government agencies needing this document that states the period of his/her incarceration in this prison.

Office or Division	Office or Division DPPF PDL Docu /Documents Sect				and Processing S	ection (PDPS)	
Classification		Simple					
Type of Transaction	on	G2G, G2C					
Who may avail PDL, Immedia				mily	or relatives of PD	L, Legal Counsel	
	of PDL, other				ent agencies.		
CHECKLIST REQUIREMENTS				WH	ERE TO SECUR	Ε	
Principal							
1. Government issu	ied identif	ication Card		GSI	, Post Office, DFA S, Pag-IBIG, COI ncy/Company		
				/ igc	ney/company		
2. Request Form (F	RAF STO-	PR-016-F01)		AR	A/PACD Officer		
Representative							
Authorization-letter					, Post Office, DFA		
Any valid ID issued by the government				GSIS, Pag-IBIG, COMELEC, Agency/Company			
CLIENT STEPS	AGENC	Y ACTION	FEE	S	PROCESSING	PERSON	
			TO PAI		TIME	RESPONSIBLE	
1. Proceed to ARTA/PACD Unit (Admin Bldg. lobby), sign in the logbook and get the request form	and issu form, ins	de the N to the client ue request struct the fill out the		one	3 minutes	ARTA/PACD Staff	
2. Proceed to PDPS and wait for the requested document.	and start the requ		No	one	9 minutes	Staff, PDPS	
	2.1 Sign the Certificate of Confinement/ Detention			one	1 minute	Chief, PDPS	



3. Sign in the logbook with the date and time of receipt.	3. Issue the requested document.	None	1 minute	Staff, PDPS
	TOTAL:	None	14 minutes	



2. Issuance of Certificate of Appearance

The Certificate of Appearance is issued to BuCor Employees from different prison facilities and to others clients from other agency or private firm.

Office or Division	DPPF Admin	DPPF Administrative Section						
Classification		Simple						
Type of Transaction	on	G2G, G2C						
Who may avail		BuCor Employ DPPF.	BuCor Employees and other clients with official business at OPPF.					
CHECKLIST REQU	IIREMEN	TS		WH	ERE TO SECUR	E		
Principal								
1. Travel Order/Adm proper authority.	in. Order	duly signed by	y	DPF	PF Administrative	Section		
2. Request Form (RA	AF STO-F	PR-016-F01)		ART	A/PACD Officer			
CLIENT STEPS	AGENO	CY ACTION	FEE TO PAI	BE	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to ARTA/PACD Unit (Admin Bldg. lobby),sign in the logbook and get the request form	logbook and issu form, ins client to	ovide the ook to the client issue request , instruct the t to fill out the led details		one	3 minutes	ARTA /PACD Staff		
2.Proceed to Admin. Office and submit the request form with Travel/Admin Order	2. Assist the client, keep sign in the logbook and Check/ Evaluate the submitted documents		No	ne	2 minutes	Receiving staff, Administrative Section		
	2.1 Star process request docume	ing the ed	No	ne	3 minutes	Staff, Administrative Section		
	2.2 Sign the Certificate of Appearance		Nc	ne	1 minute	Chief, Administrative Section		



3. Sign in the logbook with the date and time of receipt.	3. Issue the requested document.	None	1 minute	Staff, Administrative Section
	TOTAL:	None	10 minutes	



3. Issuance of Certified Machine Copy of Discharge from Prison (From file)

The Issuance of Certificate/Certified Machine Copy of Discharge from prison is issued to qualified concerned individuals for legal purposes.

Office or Division DPPF PDL Doct				nent a	and Processing	Section (PDPS)
Classification		Simple				
Type of Transactio	n	G2G-G2C				
Who may avail					amily/relatives of	
		PDL, Legal C	ouns			_
	CHECKLIST REQUIREMENTS				ERE TO SECUP	RE
Principal						
1. Government issue	ed identif	ication Card			, Post Office, DF S, Pag-IBIG, CC	
					ncy/Company	
2. Request Form				ART	A/PACD Officer	
Representative						
Authorization-letter f				BIR	, Post Office, DF	A, PSA, SSS
Any valid ID issued	by the go	vernment			S, Pag-IBIG, CC	DMELEC,
				<u> </u>	icy/Company	
CLIENT STEPS	AGENO	CY ACTION	FEE		PROCESSING	
			TO PAI		TIME	RESPONSIBLE
1. Proceed to ARTA/PACD Unit (Admin Bldg lobby), sign in the logbook and get the request form	request	< to the nd issue t form, the client ut the	N	one	3 minutes	ARTA /PACD Staff
2.Proceed PDPS and submit the required documents needed	keep sig logbook submitte docume	ents and ocessing	None		9 minutes	Staff, PDPS
	2.1 Sigr request docume	ed	N	one	1 minute	Chief, PDPS



3. Sign in the logbook with the date and time of receipt	3.Issue the requested document.	None	1 minute	PDPS Staff
	TOTAL:	None	14 minutes	



4. Order of Payment

The Order of Payment is issued to BuCor employees, private entities, store owners to determine the transaction of payment.

Office or Division	DPPF Accounting/Finance Section			
Classification	Simple			
Type of Transaction	G2G-Government	to Government		
Who may avail	Personnel from ot	her government agencies, bidders		
	from private firm,	BuCor personnel and store owners.		
CHECKLIST REQUIREMEN	TS	WHERE TO SECURE		
Principal				
1. Request Form		ARTA/PACD UNIT		
2. Government issued Identifi	cation Card	BIR, Post Office, GSIS, SSS, PAG- IBIG, FDA, PSA, COMELEC, Agency/Company		
Representative				
 Government issued Identifi person being represented (1 photocopy) 	original and 1	BIR, Post Office, GSIS, SSS, PAG- IBIG, FDA, PSA, COMELEC, Agency/Company		
1.SALES OF AGRO (income		Agro-Industries Section		
Agro product)- Sales Invoi	се			
2. CERTIFICATE OF NO PE	NDING CASE	Legal Office		
. 3. PARTICIPATING FEE & I DOCUMENTS (Pre-requisite before joining the bidding) – BAC SEC	of the bidders	Bids and Awards Committee Secretariat		
4. BID/PERFORMANCE BO (pre-requisite of the winning entering to contract) - Offici	g bidders before	Bids and Awards Committee Secretariat		
5. CONFISCATED MONEY Amount of money confise during raid/greyhound)– Inspection & Acceptance	Intelligence and Investigation Section (IIS)			
6. STORE RENTALS (income derive from use properties)	of BuCor's	BuCor Business Center (BBC)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ARTA/PACD Unit (Admin Bldg lobby), sign in the logbook and get the request form	1.Provide the logbook to the client and issue request form, instruct the client to fill out the needed detail	None	3 minutes	ARTA/PACD Staff
2. Proceed to office concern and submit required documents	2. Sign in the logbook and assess the submitted documents	None	2 minute	Finance/ Accounting Staff
2.1 Receive order of payment	2.1 Issue the order of payment to the customer	None	1 minute	
		TOTAL:	6 minutes	



5. Admission and Confinement of PDL

The RDC-Overseer will receive PDL from other Jails and Law Enforcement Agencies with Authority to transfer PDL thru coordination from the ICTU

Office or Division	DPPF RDC-Overseer/Receiving Section RDC					
Classification	Simple					
Type of	G2G, G2C					
Transaction	626, 626					
Who may	A. City Jails					
avail	B. Provincial Jails					
	C. District Jails					
	D. Local Police Stations					
	E. DSWD					
	F. PDEA					
	G. NBI; and					
		rcement Agencies with Authority to transfer PDL nd other Trial Courts				
CHECKLIST	OF REQUIREMENTS	WHERE TO SECURE				
	Commitment Order	Supreme Court; Sandiganbayan; Court of				
addresse	ed to the DPPF	Appeals; Regional and other Trial Courts; Office				
Superinte	endent	of the Clerk of Court and other branch of Clerk				
		of Courts				
2. Information	on Sheet	Office of the State, Provincial and City				
		Prosecutors				
3. Final Jud	gment/Decision	Supreme Court; Sandiganbayan; Court of				
		Appeals; Regional and other Trial Courts; Office				
		of the Clerk of Court and other branch of Clerk of Courts				
4 Cortificat	e of Appeal/Non-	Office of the Clerk of Court/Branch Clerk of				
	nd Certificate of	Court				
	Case/No Pending	oourt				
Case						
	ing Sheet/Impression	Records Officer from City Jails, Provincial Jails,				
	- ·	District Jails, Local Police Stations and other				
		Law Enforcement Agencies				
6. Certificat	e of Detention	Records Officer from City Jails, Provincial Jails,				
		District Jails, Local Police Stations and other				
		Law Enforcement Agencies				
	s Manifestation	City Jails, Provincial Jails and District Jails				
	ns Cluster Form No. 8	City Jails, Provincial Jails and District Jails				
9. Drug Dep	pendency Examination	Records Officer from City Jails, Provincial Jails,				
		Municipal Jails and District Jails of from the Clerk of Court				



	Cartificate and V rest			ile Drevinciel
Result	Certificate and X-ray	Jails, Municip Private Healtl Bureau of Co Enforcement		ict Jails or from redited by the er Law
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DPPF Checkpoint	 Check Latter Order and Approved Pre- Coordination from the ICTU. If documents are complete, proceed to the designated Receiving Area 	None	5 minutes	Gate Officer
2. If documents are complete, proceed to the designated Receiving Area	 PDL are Checked by the personnel from Health Section Receiving Officer will check Documents from different jail and received PDL 	None None	2 minutes	Assigned Personnel from the Health Services Section Receiving Officer/Overseer Personnel/PDPS Personnel
	2.2 Record PDL information on Logbook and assigned Prison Number	None	►25 minutes	
3. Report Newly arrived PDL to the OD,	3. Gives admission slip to OD, Kitchen, RDC and Overseer	None	10 minutes	Receiving Officer
Kitchen, RDC and Overseer	3.1 Receiving Officer assigns the newly arrived PDL to their cells for a 5-day quarantine period.	None	5 minutes	Receiving Officer



4. Requesting for Issuance of Certificate of Appearance for Jail Escorts	4. Upon presenting Letter Order of Jail escorts, the Receiving Officer will issue Certificate of Appearance for escorts	None	5 minutes	Receiving Officer			
5. Fingerprint and signature of PDL	5. Fingerprint and Signature of newly arrived PDL	None	2 minutes	Receiving Officer			
6. PDL Jacket (Carpeta) Interview	6. RDC and Overseer will conduct interview, validation of information to the newly arrived PDL	None	During quarantine period of PDL	Receiving Officer/Overseer			
Total: None 54 minutes							
Note: Newly arrived P	DL are subjected for 5 d	lavs quarantir	e and orientation	s from different			

Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center.



6. Medical Laboratory (Blood)Test for confined PDL at DPPF Infirmary

Medical Blood Laboratory Test is conducted to PDL and sent out to nearest Public Hospitals as requested by the Physician on Duty such as Hematology: CBC, Platelet count, blood typing, Clinical Microscopy: urinalysis, Urine HCG determination, Stool Examination, Occult Blood determination, Blood Chemistry: Fasting Blood Sugar, Total Cholesterol, LDL Cholesterol HDL Cholesterol, Triglycerides, Creatinine (Crea), SGPT, SGOT, Blood Urea Nitrogen (BUN), Blood uric Acid (BUA).

Office or Division		DPPF Infirmary / Health and Welfare Services Section			
Classification		Simple			
Type of Transaction	۱	G2G			
Who may avail		Persons Deprived of Liberty/BuCor Employee			
CHECKLIST	t of r	EQUIREMENT	S	WHERE T	O SECURE
OPD Laboratory Rec	•			Medical Officer on	Duty
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
 Proceed to Infirmary nurse on duty (NOD) and tell about health complaint 	 Interview and ecord the patients' ata then assess the ealth complaints 1.1 Endorse to the Physician on Duty (POD) 		None	5 minutes 2 minutes	Ward Nurse on Duty
	execut reques docum	te orders, te laboratory at and forward tents to I nurse	None	10 minutes	Physician on Duty (POD)
	date fo	tion of blood	None	5 minutes	Ward Nurse on Duty



r			r	
3.	3.Prepare and Perform (extraction of blood samples). 3.1 Submit the Blood specimen to Davao Regional Medical Center	None None	5 minutes 1 day	Referral Nurse
	TOTAL:	None	1 day and 27 minutes	



7. Medical Laboratory (Blood)Test for PDL as OPD (Compound)

Medical Blood Laboratory Test is conducted to PDL and sent out to nearest Public Hospitals as requested by the Physician on Duty such as Hematology: CBC, Platelet count, blood typing, Clinical Microscopy: urinalysis, Urine HCG determination, Stool Examination, Occult Blood determination, Blood Chemistry: Fasting Blood Sugar, Total Cholesterol, LDL Cholesterol HDL Cholesterol, Triglycerides, Creatinine (Crea), SGPT, SGOT, Blood Urea Nitrogen (BUN), Blood Uric Acid (BUA).

Office or Division		DPPF Infirmary / Health and Welfare Services Section				
Classification		Simple				
Type of Transactio	n	G2G				
Who may avail		Persons Depr	ived of Liber	ty (PDL)		
CHECKLIS	ST OF F	REQUIREMEN	TS	WHERE T	O SECURE	
1. OPD Laboratory R	Request	t Form		Medical Officer of	on Duty	
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Proceed to compound infirmary compound nurse on duty (NOD) and tell the nurse about health complaint.	 Interview and record the patients' data then assess the health complaints Endorse to the Physician on Duty (POD) 		None None	5 minutes 20 minutes	Compound Ward Nurse on Duty	
2.Tell the Physician about the health complaints	2. Make orders and execute laboratory (if needed) request and forward documents to referral nurse		None		Physician on Duty (POD)	
	date fo	tion of blood	None		Compound Ward Nurse on Duty	



3. Prepare for the scheduled date of the extraction of blood samples.	3.Prepare and perform (extraction of blood samples)	None	5 minutes	
	3.1 Submit the Blood specimen to Davao Regional Medical Center, and wait for the result to claim	None	1 day	⊱Referral Nurse
	TOTAL:	None	1 day and 45 minutes	



8. Medical Laboratory (Needs Physical Appearance) Test

Medical Blood Laboratory Test that's need physical appearance is conducted to PDL and sent out to nearest Public Hospitals as requested by the Physician on Duty such as 12L, Chest X-ray, 2D Echo, CT Scan, MRI, ect.

Office or Division	Division DPPF Infirmary / Health and Welfare Services Section				
Classification Simple					
Type of Transaction	Type of Transaction G2G				
Who may avail Persons Deprived o					
			TS		O SECURE
1. OPD Laboratory I	Request F	Form		Medical Officer of	on Duty
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to compound infirmary/DPPF Infirmary	 Interview and record the patients' data then assess the health complaints 1.1 Endorse to Physician on Duty (POD) 		None None	5 minutes 2 minutes	Compound Ward Nurse on Duty (NOD)
2. Prepare for the scheduled date of the extraction of blood samples	2. Physician on duty will make orders and execute laboratory request, make justification letter (none availability of equipment) and sent to DOJ for clearance to outside hospital referral		None	13 minutes	Referral Nurse
	TOTAL		None	20 minutes	



9. Issuance of Medical Abstract

Duly accomplished medical abstract issued as per request of the concerned client.

Office or Division	DPPF Infirmary / Health and Welfare Services Section				
Classification	Complex				
Type of Transaction	Government to Government/PDL/Counsel/Relatives of PDL				
Who may Avail	Government to Government/PDL/Counsel/Relatives of PDL				
CHECKLIST OF REQ	UIREMENTS		WHERE TO S	ECURE	
1. Letter Request		Requesti	ng Party		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit a letter request for medical Abstract	 Receive the letter request from PDL 1.1 Forward to the Superintendent's Office. 	None None	2 minutes 5 minutes	Staff, Administrative Section	
	1.2 Receive letter request and forward to the office of the Superintendent/ Officer In Charge, for signature	None	42 minutes	Staff, Superintendents/ OIC . Office	
	1.3 Record and return the approved request to Administrative Section	None	4 minutes		
	1.4 Record and forward the approved request to Records Unit	None	3 minutes	Staff, Administrative Section	
2. Receive the approved request	2. Dispatch the approved request	None	2 minutes	Staff, Records Unit	
3.Proceed to DPPF Infirmary and submit the approved request	3 Prepare the Medical Abstract3.1. Dispatch the	None	3 days 1 minute	HWSS Admin Staff on Duty/ Outside Referral Staff on	
	Medical abstract	NONC		Duty	



4. Receive the	4. Dispatch the	None	2 minutes	HWSS Admin
Medical Abstract	Medical abstract			Staff on Duty/
				Outside
				Referral Staff on
				Duty
	TOTAL:	None	4 Days	



10. Claim of Death Certificate and PDL Cadaver

Death Certificate refers to the official document relative to the death of a person, including the date of birth and death. Shall be claimed the original copy only by immediate family members or an authorized representative

DPPF Health and Welfare Services Section will forward the second copy of death certificate to DPPF IDPS to furnish a copy to BUCOR NHQ, while the cadaver is stored in morgue for safe-keeps, while the cadaver is stored in morgue.

Office or Division	DPPF Infirmary / Health and Welfare Services Section				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Family members a	and relatives	of PDL		
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE	
1.Letter-request indicatin	• • •		GSIS, PagiBIG, grated Bar of the		
2. Government Issued Id	entification Card	Identificatio	n Card.		
3. Proof of Relationship		PSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Present valid ID and sign in the visitor's logbook.	1.Provide the logbook for record purposes.	None	2 minutes	Main Gate Officer	
2.Proceed to the DPPF Infirmary, present required documents (proof of relationship) and fill out request form to claim PDL remains.	2.Issue request form.	None	3 minutes	DPPF Infirmary Staff	
3. Proceed to overseers Office and submit filled out claim the cadaver form together with the supporting documents.	3. Receive request form and verify submitted documents by the client.	None	10 minutes	Overseer Office Staff	



 4. Proceed to Superintendent Office and submits letter request duly signed by chief of overseer. 5.Proceed to DPPF Infirmary and give the approved request for preparation of Death Certificate. 	 4. Receive request form and verify submitted documents for approval of superintendent. 5.Receive documents and process request. 	None	10 minutes 5 minutes	Superintendents Staff DPPF Infirmary Staff Staff,
6. Proceed to Municipality of Dujali Civil Registrar Office for processing the Death Certificate registration and secure permit to travel the cadaver	6. Instruct the client to proceed to Municipal Civil Registrar, B.E. Dujali for the registration of Death Certificate and secure permit to travel duly signed by Municipal Sanitary Inspector of B.E. Dujali Municipal Health Office	of Death	2 hours	Municipality of Dujali Civil Registrar / Staff, Municipal Health Office
7. After processing the registration of Death Certificate and securing Permit to Travel Cadaver, proceed to DPPF Infirmary and receive approved request to claim the cadaver, to be presented at DPPF Checkpoint Guard upon leaving.	7. Release the Cadaver.	None	5 minutes	Chief of DPPF Infirmary /Chief Security,
	TOTAL:	None	2 hours and 35 minutes.	



11. Verification of PDL Status Eligibility for Parole and Executive Clemency and Date of Release

The current Persons Deprived of Liberty (PDL) status is provided to all qualified individuals for their information.

Office or Division	DPPF PDL Documents and Processing Section/ Documents Section					
Classification	Simple					
Type of Transaction	G2G, G2C					
Who may avail	A.Person Deprived of Liberty (PDL) B. Immediate Family of PDL C. Legal Counsel of PDL D. Other Government Agency					
CHECKLIST OF REQ	UIREMENTS		WHERE TO SEC	CURE		
Principal						
1. Valid ID		BIR/Post	Office/ DFA/ SSS	/GSIS/ Pag-Ibig		
Representative						
2. Valid ID		BIR/Post Of	ffice/DFA/SSS/GS	IS/Pag-Ibig		
3. Authorization Letter		Persons Deprived of Liberty (PDL)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to ARTA/PACD Unit (Admin Bldg. lobby) and sign in the logbook	1. Provide the logbook to the client and refer to PDPS Staff	None	2 minutes	ARTA/PACD Staff		
2.Proceed to Office concerned and submit the required documents needed	2. Assist the client, keep sign in the logbook, then verify to the Local-PDPS	None	1 minute	Staff, PDPS		
	2.1 If in doubt or result from IMIS seen to be complicated or need to be updated, request carpeta for validation.	None	10 minutes	Staff, PDPS		



3. Secure the information as to the request of PDL status.	3. Inform the client of the present status of PDL as per record of the Documents Section.	None	2 minutes	Staff, PDPS
	TOTAL:	None	15 minutes	

12. Visitation Services



Visiting Privilege is given to the PDL and to their families and friends to visit them.

Office or Division	DPPF Inmates Visitation Services Unit (IVSU)				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	PDL, Immediate fam	ily of PDL, F	riends and Lega	al counsel	
CHECKLIST OF R			WHERE TO SE	CURE	
 Government Issued Ic Visitors Pass Coll Slip 	entification Card	PSA, SSS, Office. DPPF Over IVSU	GSIS, PagiBIG, seer Office	Philhealth, post	
3. Call Slip CLIENT STEPS	AGENCY ACTION	_	PROCESSING	PERSON	
CLIENT STEPS	AGENCT ACTION		TIME	RESPONSIBLE	
1. Proceed to the DPPF IVSU and present the visitors identification card.	1. Evaluate the identity of the visitor, and issue calling slip, advice to proceed to Overseers Office.	None	2 minutes	IVSU Listing Staff	
2. Proceed to Overseer Office and Present valid ID	 S 2.Check if the visitor was included in the list as declared by the PDL 	None	5 minutes		
	2.1 Issue Visitors Pass signed by the Chief, Overseer, then back to IVSU	None	2 minutes	Staff, Overseers Office	
	2.2 If not included in the list, advise the client to comply the needed documents as indicated in the list.	None	1 minute		

				THUS CORRECTIONS
 Proceed to IVSU for encoding the visitor's name. 	3.Encode the visitor's name in the computer	None	2 minutes	IVS the ing staff
4. Proceed to the baggage searching area and present the calling slip and visitor's pass	4. Check thoroughly the personal belongings	None	5 minutes	IVSU Staff Searcher
5. Proceed to IVSU Office and sign in the Visitor's Waiver	5. Give the Visitors waiver sheet, to fill out, then perform body cavity search	None	2 minutes	IVSU Staff
6. Proceed to searching area room to undergo frisking, body search and other prison operating procedures. Surrender visitor's identification card.	6. FOR MALE Visitors: dStamp the word "Visitor" on his right hand.	None	4 minutes	IVSU Male Staff Searcher IVSU Female Staff
	6.1 FOR FEMALE Visitors:	None		Searcher
7. Proceed to the Gate Officer on duty, present call slip and valid ID Card, then may now proceed inside the prison compound	7 .Check the Call slip and valid ID Card	None	2 minutes	Gate Officer on duty
8. Upon leaving the prison compound, proceed to the IVSU Office and surrender the calling slip	8. Check the visitor's name in the waiver list, and mark as out	None	2 minutes	IVSU Staff
	TOTAL:	None	27 minutes	



13. Process/Procedure in the Court appearance of PDL as provided under the BuCor Operating Manual

The current process/procedure in the Court Appearance of PDL was through In-Court proceedings at NBP Court pursuat to OCA No. 163-2013 and Via Video Conference Hearing using a Flatform provided by the Supreme Court pursuant OCA No. 06-2021.

Office or Division	DPPF Subpoena Office				
Classification	Normal				
Type of Transaction	G2G-G2C				
Who may avail	Person Deprived of Personnel/Represer		the Honorable Co	purt	
CHECKLIS	T OF REQUIREMEN	TS	WHERE	TO SECURE	
1. Valid ID			Company ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Forwarded Court Order, Subpoena, Notice of Hearing from DPPF CTOS,	1. Received Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Subpoena officer	
Post Office, and Court Personnel.	1.1 Records the Court Order, Subpoena, Notice of Hearing.	None	5 minutes	Subpoena officer	
	1.2 Determine the venue of Court hearing.	None	10 minutes	Subpoena officer	
	1.3 Prepare official pass form	None	10 minutes	Subpoena officer	
	1.4 Proceed to ID section for taking of fingerprint and validation of the identity of the PDL.	None	30 minutes	Subpoena officer	
	1.5 Submit the official pass form to Supt. Office for signature and the	None	15 minutes	Subpoena officer	



	approval.			
	1.6 Receives approved pass with attached documents.	None	5 minutes	Subpoena officer
	1.7 Photocopy the approved pass and attached documents.	None	10 minutes	Subpoena officer
	1.8 Prepare request for escorts to the Escorting group.	None	5 minutes	Subpoena officer
	1.9 Sign request for Escorts Guards.	None	5 minutes	Subpoena officer
	1.10 Forward request for escort guards and passes at DPPF Escort Uni	None	5 minutes	Subpoena officer
2. Proceed to Court Room	2. Assist/Guide to the Court Room.	None	3 minutes	Subpoena officer
	2.1 Proper coordination and verification of Link with the different metro manila and provincial courts having a scheduled hearing via VCH.	None	3 minutes	Subpoena officer
	TOTAL:	None	1 hour & 51 minutes	



14. Application for Revocable Permit (FOR MICRO BUSINESS ENTERPRISE)

Revocable Permit is issued to all qualified individual who intends to venture Micro Business Enterprise within the DPPF

		DPPF BuCor Business Center (BBC)						
Classification	S	Simple						
Type of Transaction		G2B						
Who may avail	E	Business (Owner/Busin	ness Operator				
CHECKLIST REQUI	REMENTS		WHER	E TO SECURE				
4. Letter of Intent 5. DTI/SEC 6. Barangay/Muni	ver o Outstanding cipal Busines less and prop	ion form BuCor Business Center (BBC) Dutstanding balance Accounting Division bal Business Permit and proposed location						
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Submit duly accomplished business application form	1. Assist the	he clients. None sment of None form and		2 minutes				
with attached supporting	submitted for requirements	rm and	None	3 minutes	BBC Staff			
with attached	submitted for	rm and s. survey nd nt of d MBE	None None ₱75.00	3 minutes 45 minutes 5 minutes	BBC Staff			



				1905
3. Wait for the approval of Revocable Permit	3. Draft the Revocable permit.	None		
	3.1 After drafting the Revocable Permit, recommends to D, BBC for perusal and approval.	None	L 1 day	BBC Staff
4. Received the Revocable Permit for Notarization	4. Issue the approved Revocable Permit.	None	30 minutes	BBC Staff
5. Submits the Notarized Revocable Permit to the BBC Office.	5. Issue copy of approved Revocable Permit and Certificate to Operate	None		
	5.1 File the Revocable Permit's copy	None	1 day	≻BBC Staff
	5.2 Provide copy to COA and Finance/ Accounting Unit	None		
	TOTAL:	₱75.00	2 days, 1 Hour and 15 minutes	

15. Issuance of Service Record, Certificate of Employment/ Compensation



Service Record, Certificate of Employment (COE) and Certificate of Employment with Compensation (COEC) are being issued to BuCor personnel for legal purposes (e.g. application for Loan/s, Davao Light and Power Company (DLPC) etc.)

Office or Division		DPPF Huma	an Res	sourc	e Section (HRS)	
Classification		Simple				
	Type of Transaction G2G					
Who may avail		Active and f	ormer	BuCo	or Employees	
CHECKLIST REQU	IREMEN				ERE TO SECUR	E
Principal						
1. Government Issue	d Identifi	cation Card			, Post Office, DF/ S, Pag-IBIG, Age	
2. Request Form (RA	F STO-F	PR-016-F01)		PA	CD Staff (HRS)	
Representative		-				
1. Authorization-lette or any valid ID of the	BuCor e	mployee		GSI Age	, Post Office, DFA S, Pag-IBIG, CO ncy/Company	
CLIENT STEPS	AGENO	CY ACTION	FE	ES	PROCESSING	PERSON
			TO		TIME	RESPONSIBLE
			PA			
the request form	and issu form, ins client to needed o	to the client e request	Noi	ne	3 minutes	ARTA/PACD Staff
	keep s logbook process	sign in the		ne		Staff, HRS
	1.2 Sigr request docume	ed	No	ne	1 minute	Chief, Human Resource Section
2. Sign in the logbook with the date and time of receipt.		2. Issue		ne	1 minute	HRS STAFF
		TOTAL:	Noi	ne	7 minutes	



16. Issuance of Certificate of No Pending Case

Certificate of No Pending Case is being issued to DPPF Personnel for loan purposes and for any legal purposes.

Office or Division		DPPF Legal Office						
Classification		Simple	-					
Type of Transaction	n	G2G-G2C						
Who may avail		Active and for	mer	BuCor I	Employees			
CHECKLIST REQU	REMEN	TS		WHER	RE TO SECURE			
Principal								
1. Government Issue	d Identif	ication Card			ost Office, DFA Pag-IBIG, Age			
2. Request Form (RA	F STO-F	PR-016-F01)		ARTA/	PACD Staff			
Representative		·						
1. Authorization-lette or any valid ID of the	BuCor e	mployee		SSS, C Compa		, Agency/		
CLIENT STEPS	AGEN	CY ACTION		EES	PROCESSIN	PERSON		
				O BE PAID	G TIME	RESPONSIBLE		
1. Proceed to ARTA/PACD Unit (Admin Bldg. lobby) and sign in the logbook	logboo client a reques instruc	ide the k to the nd issue t form, t the client to the needed	N	lone	3 minutes	ARTA/PACD Staff		
2.Proceed to the Office concerned.	and inst to secur paymen	ist the client truct the client re order of		None None	2 minutes 2 minutes	Staff, Legal Office Staff, Accounting/ Finance Section		
3.Pay the required fees.	3. Acce payme			75.00	2 minutes	Staff, Cashier's Office		
4.Proceed to the concerned Office.	4. Proc reques	ess the t	N	lone	5 minutes	Staff, Legal Office		
	4.1 Sig reques	n the ted document				Chief, Legal Office		



5. Sign in the logbook with the date and time of receipt	5. Issue the requested document.	None	1 minute	Legal Office Staff
	TOTAL:	₱75.00	15 minutes	



Leyte Regional Prison Internal Services



1. Issuance of Records from 201 File (Active)

Records from 201 File is issued to Leyte Regional Prison personnel for legal purposes.

Office or Division		Chief, Huma	an Res	ourc	e Section	
Classification Simple						
Type of Transactio	n	G2G				
Who may avail		Active and f	ormer		or Employees	
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECUR	E
Principal						
None				N/A		
Representative						
1. Government Issued Identification Card of the person represented (1 original and photocopy)				GSI	, Post Office, DF <i>I</i> S, Pag-IBIG, CO ncy/Company	
CLIENT STEPS	AGEN	CY ACTION	FE		PROCESSING	PERSON
			TO PA		TIME	RESPONSIBLE
1. Sign the logbook at the Records Office.	to fill ou	to the nd instruct	No	ne	3 minutes	Staff, Records Section
	1.1 Pro request docume		No	ne	10 minutes	Staff, Human Resource Section
2. Sign in the logbook indicating the time of receipt of the requested document.	request	Issue the quested cument.		ne	2 minutes	Staff, Human Resource Section
	-	TOTAL:	No	ne	15 minutes	



2. Issuance of Records from 201 File (In-Active)

Records from 201 File is issued to former Leyte Regional Prison personnel for legal purposes.

Office or Division Chief, Records Se				ction	1	
Classification Simple						
Type of Transactio	n	G2C				
Who may avail		Former BuC	or Em	ploye	es	
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECUR	E
Principal						
None				N/A		
Representative						
1. Government Issued Identification Card of t person represented (1 original and photocopy)				GSI	, Post Office, DFA S, Pag-IBIG, CO ncy/Company	
CLIENT STEPS	AGEN	CY ACTION	FE		PROCESSING	PERSON
			TO PA		TIME	RESPONSIBLE
1. Sign the logbook at the Records Office.	to fill ou	to the nd instruct	No	ne	3 minutes	Staff, Records Section
	1.1 Pro request docume		No	ne	10 minutes	Staff, Human Resource Section
2. Sign in the logbook indicating the time of receipt of the requested document.	request	Issue the No equested ocument.		ne	2 minutes	Staff, Human Resource Section
	1	TOTAL:	No	ne	15 minutes	



3. Issuance of Pay Slip

The Pay Slip is issued to all Leyte Regional Prison Employees for information, reference and as a supporting document in applying loans.

Office or Division	fice or Division Human Resource			Secti	ion (HRS)		
Classification	Classification Simple						
Type of Transaction G2G - Governmen				nt to C	Government		
Who may avail		All BuCor er	nploye	es			
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECURI	Ξ	
Principal							
None				N/A			
Representative							
Authorization-letter, any valid ID of the E			D or		Cor, BIR, Post Offi S GSIS, Pag-IBIG		
CLIENT STEPS	AGEN	CY ACTION	FEE TO PA	BE	PROCESSING TIME	PERSON RESPONSIBLE	
1.Sign the logbook indicating his/her name and time.	to fill ou	to the nd instruct	Noi	ne	1 minute	HRS Staff	
				ne	4 minutes	HRS Staff/OIC, HRS	
2.Sign in the logbook indicating the time of receipt of the requested document.	2. Issue request docume	ed		ne	1 minutes	HRS Staff	
		TOTAL:	Nor	ne	6 minutes		



4. Issuance of Office Supplies

The office supplies are issued to all offices with an approved Requisition and Issue Slip (RIS).

Office or Division	Property Management Section (PMS)						
Classification		Simple					
Type of TransactionG2G - Gov			ernment to Government				
Who may avail All BuCor en				es			
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECURI	E	
1. Accomplished (RIS)	Requisiti	on and Issue	Slip	Dov	vnloadable (Appe	ndix 63)	
CLIENT STEPS	AGEN	CY ACTION	FEE TO E PAI	BE	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit the duly accomplished RIS to the Receiving	1. Rece required	eive the d document.	Nor	e	1 minute	Receiving Staff, PMS	
Staff for documentation.	the forn comple and hav	te and valid /e it ed in the	Nor	e	3 minutes	Receiving Staff, PMS	
	docume Storage Distribu	ward the ent to the and tion Section Supplies).	Nor	e	1 minute	Receiving Staff, PMS	
2.Wait for the Storage and Distribution Section Officer's	2. Chec availabi	ck for the ility of the red item/s.	Nor	e	5 minutes	Storage and Distribution Section Officer	
advice for the release of items.		1 Prepare the ems for issuance.		e	10 minutes	Storage and Distribution Section Officer	
	2.2 Upc supplies	late the s database.	Nor	e	10 minutes	Storage and Distribution Section Officer	



	l monitoring ords.			
req	Inform the uestor on the ase of the ns.	None	3 minutes	Storage and Distribution Section Officer
	Instruct the eiver to sign the	None	2 minutes	Storage and Distribution Section Officer
	TOTAL:	None	35 minutes	



5. Issuance of BuCor Personnel Identification Card (ID)

The Bucor ID is issued to the BuCor personnel for Identification purposes and for use to any transaction to the other government agencies and private companies.

Office/Division	Information and Communication Technology Section (ICTS)							
Classification	Complex							
Type of	G2G – Government to Government							
Transaction								
Who May Avail	All personnel under the Bureau of Corrections							
				-				
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE				
Principal								
1. BuCor Identificat	-		and Communicati	on Technology				
Application Form		Section (IC	-	DEBCON				
CLIENT STEPS	AGENCIACTION	TO BE	PROCESSING TIME	PERSON RESPONSIBLE				
		PAID						
1. Secure BuCor	1. Issue BICAF to	None	1 minute	ICTS Staff				
Identification Card	the employee							
Application Form								
(BICAF) at the ICTS Offfice.								
				1070.04 %				
2. Fill out the	2. Receive the accomplished form	None	3 minutes	ICTS Staff				
BICAF and submit	and check for							
at the ICTD Office.	completeness and							
	accuracy of the							
	data given.							
3. Forward	3. ICTD process	None	10 minutes	ICTD Staff				
accomplished	the employees							
BICAF to the	Identification							
	Card	NI						
4. Wait for the	4. Follow-up	None	6 days	ICTS Staff				
ICTD processing of the BuCor	availability of the BuCor							
Identification Card.	Identification							
	Card							
5. Claim the	5. Release the	None	1 minute	ICTS Staff				
BuCor	employees							
Identification	Identification Card.							
Card								
	TOTAL:	None	6 days and					
			15 minutes					



6. ICT Support Service

The Information and Communication Technology Section (ICTS) caters technical support services to offices/personnel that need maintenance/repair of their ICT equipment.

Office/Division	Information and Communication Technology Section (ICTS)							
Classification	Simple							
Type of Transaction	G2G – Government to Government							
Who May Avail	All personnel under the Bureau of Corrections							
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE				
1. ICT Support Requ	uest Form (ISRF)	Information Section (IC	and Communicati TS)	on Technology				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1. Secure ISRF at the ICTS Office	1. Issue ISRF to the employee.	None	1 minute	ICTS Staff				
2. Fill out the ISRF and submit at the ICTS Office.	2. Receive the accomplished ISRF.	None	2 minutes	ICT-TSS				
3. Wait for the ICT- TSS (Technical Support Specialist) to proceed to the offices as requested.	 Designated ICT-TSS to proceed to the client's office to the address the technical problem of the ICT equipment or installation. 	None	23 minutes	ICTS Staff				
	3.1 Fill-out the correspond-ding service report after the repair/main- tenance has been served.	None	Daily	ICTS Staff				



acknowledgement of the repair/	4. Give a copy of the corresponding service report to the client.	None	1 minute	ICTS-TSS
	TOTAL:	None	29 minutes	



Leyte Regional Prison External Services



1. Issuance of Certificate of Appearance

The Certificate of Appearance is issued to BuCor employees from the different prison and penal farms and other clients who are on official business with this prison.

Office or	Administrative Section							
Division:	-							
Classification:		Simple						
Type of	G2G	G2G						
Transaction:								
Who may avail:	BuCor employees &			business at LRP				
CHECKLIST OF RE	QUIREMENTS	WHER	E TO SECURE					
1. Special Order/ Letter Order/ Mission Order/ Travel Order/ Admin Order duly signed by proper authority		Heads of Operating Prisons and Penal Farms if BuCor employee, Proper Authority if employee of other Government Agency and Non-Government Agency.						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1.Submit Travel/ Admin Order.	1. Check/Evaluate submitted document.	None	1 minute	Receiving Officer, Administrative Section				
2.Sign at designated logbook.	2. Provide the designated logbook.	None	1 minute	Receiving Officer, Administrative Section				
	2.1 Prepares Certificate of Appearance.	None	4 minutes	Administrative Section Staff				
	2.2 Check Certificate of Appearance.	None	1 minute	Chief, Administrative Section				
	2.3 Chief, Administrative Section signs the Certificate.	None	1 minute	Chief, Administrative Section				



3.Sign/receive from designated logbook.	3. Release of certificate.	None	1 minute	Dispatching Officer, Administrative Section
	TOTAL:	None	9 minutes	



2. Issuance of Official Receipt

The Official Receipt is issued to BuCor/LRP employees, clients and other payor regarding collection payment of BuCor Operating Income.

Office or Division		Cashier Section				
Classification		Simple				
Type of Transaction	n	G2G, G2B				
Who may avail		BuCor/LRP employees, clients and other payor				
CHECKLIST REQU	IREMEN	ſS		WHE	ERE TO SECURE	
Principal						
1. Order of payment	and othe	r supporting		Acco	ounting Section	
documents						
Representative						
1. Order of payment documents	and othe	r supporting		Acco	ounting Section	
CLIENT STEPS	AGENO	CY ACTION	FE	ES	PROCESSING	PERSON
				BE AID	TIME	RESPONSIBLE
1.Obtain Order of Payment from the Accounting Division.	Receipt made in payor ar	n Official payment cluding nd amount id in cash or	No	one	5 minutes	Collecting Officer, Cashier's Office
2.Pay the amount of transaction.			None		5 minutes	Collecting Officer, Cashier's Office
3.Obtain the Official Receipt.	•••••	the Official to the client.	No	one	2 minutes	Collecting Officer, Cashier's Office
		TOTAL:	No	one	12 minutes	



3. Visitation Services

Visiting Privilege is given to the PDL and their families and friends to visit them.

Office or Division	Listing and Inmates Visitation Services Unit (IVSU)					
Classification	Simple					
Type of Transaction	G2C					
Who may Avail	PDL, Immediate fami	ly of PDL, Fr	iends and Legal	counsel		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE		
1. Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, post Office. And Visitors Identification Card Issued by this prison				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to the listing area at main gate and present the visitors identification card.	l identity of the	None	2 minutes	Listing Officer, IVSU Listing Unit		
2. Proceed to the baggage searching area and present the calling slip and visitors identification card.	2. Evaluate the identity of the visitor and receives the visitor's identification card.	None	2 minutes	Guard Searcher,		
3.Proceed to searching area room to undergo frisking, body search and other prison operating procedures. Surrender visitor's identification card.	3. Visitor is subjected to the body search, including his/her belongings.	None	9 minutes	Guard Searcher,		



				1908
4.Surrender calling slip client may now proceed inside the prison compound.	 4. FOR MALE Visitors: Stamp the word "Visitor" on his right hand. 4.1 Guard Searcher 	None		IVSU Guard Searcher
	checks for the presence of contraband and government property in the belongings of the visitor before allowing them to leave. FOR MALE VISITOR: Guard Searcher verifies the presence of stamp with the word "VISITOR" on the right hand before allowing him to leave.		5 minutes	
5. Upon leaving the prison compound, proceed to the guard searcher, claim visitor I.D	5. Return to client his/her ID.	None	5 minutes	IVSU Guard Searcher
	TOTAL:	None	23 minutes	



4. Visitor's Pass

The Visitor's Pass is issued to all PDL visitors, other government employees, Religious Volunteer Organization (RVO), Non-Government Organization (NGO) employees and Job Seekers.

Office or Division		Leyte Regional Prison				
Classification		Simple				
Type of Transactio	n	G2G, G2C				
Who may avail		PDL visitors, Government Employees/RVOs/NGOs				RVOs/NGOs
CHECKLIST REQU					ERE TO SECURI	
1.Government Issued Identification Card				BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
 Individual/Group Waiver Memorandum of Agreement Marriage Certificate (Original) Barangay Certification Birth Certificate (original) Birth Certificate 			LRP Office LRP Office PSA Barangay Hall PSA PSA			
CLIENT STEPS	AGENO	CY ACTION	FEES TO B PAID	E	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits self at the main entrance gate for initial screening and assessment.	logbook	ance in the	Noi	ne	1 minute	RSSCS Entrance Gate Officers
	the visit	ruct/guide or to the led office	None		1 minute	RSSCS- Entrance Gate Officers
2. Submit the required documents to the concerned offices.		and	Noi	ne	3 minutes	Concerned Office Admin Staff



	-			1908
	2.1 Issuance of	None	2 minutes	IVSU In-
	Visitors Pass			Charge
				5
				Chaplain
				Chaplain
				In-Charge Security
				and Operation
				Office
				Superintendent
				Office Staff
				Unice Stan
3. Present the	3. Review and	None	3 minutes	In-Charge,
Visitor's Pass	validate the passes			Maximum Security
				Compound/ Medium
				-
				Security
				Compound/Minimum
				Security Compound
	3.1 Subject to	None	2 minutes	Camp Control Gate,
	inspection of			Searcher
	belongings and body			
	frisk prior to entry.			
	TOTAL:	None	12 minutes	



4. Issuance of Certificate of Confinement and Discharge from Prison, Verification of Prison Record

The Certificate of Confinement and Certificate of Discharge from prison are issued to all qualified concerned individuals for legal purposes.

Office or Division	Inmate Documents Processing Section					
Classification	Simple					
Type of Transaction	G2C, G2G					
Who may Avail:	PDL, Immediate Fan	nily of PDL a	nd Legal Counse	el		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE		
 Letter-request Proof of Relationship Government Issued Identification Card 		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.				
CLIENT STEPS	AGENCY ACTION	FEES TO				
		BE PAID	TIME	RESPONSIBLE		
1. Present valid ID and sign the visitor's logbook at main gate.	1. Greet client.	None	1 minute	Main Gate Officer		
2.Proceed to the Superintendent Office and present Request Form.	2. Issue Request Form.	None	3 minutes	PACD In-Charge		
	2.1 Accompany the client and proceed to the Superintendent's Office.	None	3 minutes	PACD In-Charge		
	3. Receive Request Form for approval of the Superintendent and forward to the Chief, Documents Section for appropriate action.	None		Superintendent Office Staff		



4.Wait for the	4. Verify the prison	None	25 minutes	Chief, IDPS
processing of request.	record of PDL,			
	prepare the			
	certification and			
	forward to the			
	Superintendent			
	Office for signature.			
5. Sign out at the	5. Release the	None	1 minutes	Staff, IDPS
visitor's logbook and	client's ID			
get the valid ID.				
6. Receive	6. Receive sign certification and	None	3 minutes	PACD In-
certification thru signing in the logbook				Charge
and fill out the	client.			
Feedback Form.				
	6.1 Receive filled out	None	2 Minutes	PACD In-
	Feedback Form.			Charge
	TOTAL:	None	43 Minutes	



6. Issuance of Medical Abstracts

Duly accomplished medical abstract issued as per request of the concerned client.

Office or Division:	Leyte Regional Prison Infirmary					
Classification:	Simple					
Type of Transaction:	G2G,G2C					
Who may avail	PDL/Counsel/Relati					
CHECKLIS	F OF REQUIREMEN	TS	WHERE ⁻	TO SECURE		
Letter Request			Requesting Part	5		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit a letter request for medical abstract to the Superintendent's Office.	1. Receive the letter request and forward to the LRP Infirmary.	None	2 minutes	Superintendent's Office Personnel		
	1.1 Receive request for medical abstract.	None	1 minute	Administrative Personnel, LRP Infirmary		
	1.2 Verification of PDL's admission or consultation records.	None	1 hour	Administrative Personnel, LRP Infirmary		
	1.3 Review of medical records by the Chief of Hospital/ Attending Physician.	None	24 hours	Chief of Hospital/ Attending Physician, LRP Infirmary		



	1			1905
	1.4 Preparation and signing of medical abstract by the Chief of Hospital/ Attending Physician.	None	1 hour	Chief of Hospital/ Attending Physician, LRP Infirmary
	1.5 Submission to Administrative Office for Book Number and encoding.	None	29 minutes	Attending Physician, LRP Infirmary
2. Medical abstract is issued to the PDL once same document is available.	2. Dispatch of the medical abstract to the Superintendent's Office.	None	28 minutes	Administrative Personnel, Admin. Office
	TOTAL:	None	1 day, 3 hours	



7. Claim of PDL Cadaver/Remains

The family members and relatives of deceased Person Deprived of Liberty (PDL) may claim the cadaver/remains upon approval of the Superintendent.

Office or Division	Leyte Regional Prison Infirmary				
Classification	Simple				
Type of Transaction	G2C				
Who may Avail	Family members and relatives of PDL				
CHECKLIST OF I	REQUIREMENTS		WHERE TO SE	CURE	
 Letter-request indication Government Issued Proof of Relationship 	ed Identification Card PSA PSA, SSS, GSIS, PagiBIG, Philhealth Post Office, Integrated Bar of the Philippines Identification Card.			Bar of the	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
		BE AID	TIME	RESPONSIBLE	
1. Present valid ID and record in the visitor's logbook.	1. Provide the logbook for record purposes.	None	2 minutes	Main Gate Officer	
2. Fill-out request form to claim PDL's remains	2. Issue request form.	None	10 minutes	PACD In- Charge	
3.Submit request form and proof of relationship.	 3. Receive request form and verify submitted documents by the client and forward same to the LRP 	None	10 minutes	Staff, Overseer Section	



				1905
	3.1 Receive the request and process documents needed for releasing of cadaver.	None	10 minutes	Staff, LRPI
	3.2 Prepare Gate Pass	None	5 minutes	Staff, Overseer Section
	3.3 Submit documents for approval of the Superintendent.	None	10 minutes	LRP Superintendent
	3.4 Provide copy furnished to the concerned offices of the approved gate pass by the superintendent.	None	5 minutes	Staff, Overseer Section
4. Release the cadaver.	4. Release the Cadaver.	None	10 minutes	Chief of LRPI/DSAO, Overseer's Section
5.Fill-out Feedback Form.	5. Provide and receive accomplished Feedback Form.	None	3 minutes	PACD In-Charge
	TOTAL:	None	1 hour	



8. Moral and Spiritual Program/Reformation Services

Religious Volunteer Organization conducts reformation activities for PDL to help Chaplaincy Office in its endeavor to reform inmates morally and spiritually. Permit is issued to RVO's, individuals and other organizations who want to conduct religious and charitable activities inside this prison.

Office or Division		Chaplaincy	Office			
Classification Simple						
Type of Transactio	n	G2C				
Who may avail Missionaries, Religious Charitable Organization				ns, Priests and Pa	istors	
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECURI	
Principal						
1. Government Issued Identification Card			GSI	, Post Office, DFA S, Pag-IBIG, COI ncy/Company		
2. Application Letter				Clie	nt	
CLIENT STEPS	AGENO	CY ACTION	FEES TO B PAID	Е	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Identification Card and sign the visitor's logbook	Form an client to		No	ne	2 minutes	ARTA Action Officer
2.Submit letter- request with attached requirements to the Moral and Spiritual Office	and req for appr Superin includin	e request uirements oval by the tendent g MOA.	No		36 minutes	Moral and Spiritual Office
3. Wait for the processing of request		ase copy of nd request	No	ne	15 minutes	Superintendent Office



				1908
4. Proceed to Moral and Spiritual Office for signing of MOA subject for notarization.	4. Issue Certificate of Accreditation, Waiver and RVO Identification Card.	None	15 minutes	Chief, Moral and Spiritual
5. Enter to prison compound to perform religious activities.	5. Monitor activities and upon exit.	None	26 minutes	Moral and Spiritual Office Staff
	TOTAL:	None	1 hour,	
			34 minutes	



9. Process / Procedure in the court Appearance of PDL as provided under the BuCor Operating Manual

The current process/procedure in the Court Appearance of PDL was through In-court proceedings at NBP Court pursuant to OCA No. 163-2013 and Via Video conference Hearing using a Flat form provided by the Supreme Court pursuant OCA No. 06-2021.

Office or Division	LRP Subpoena Unit				
Classification	Simple				
Type of	G2G,G2C				
Transaction					
Who may Avail	Persons Deprived of Liberty				
CHECKLIST OF F	Personnel / Representative from the Honorable Court REQUIREMENTS WHERE TO SECURE				
1.Valid ID		COMPANY		OUNE	
CLIENT STEPS	AGENCY ACTION	FEES		DEDCON	
CLIENT STEPS	AGENCIACTION	TO BE	PROCESSING TIME	PERSON RESPONSIBLE	
		AID		RESPONSIBLE	
1. Forward Court order, Subpoena, Notice of Hearing from the Supt. Office,	1. Receive Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Receiving Officer	
Electronic Mail thru Communication and Tactical Operations Sections (CTOS) and Court Personnel.	1.1 Records the Court Order, Subpoena, Notice of Hearing	None	5 minutes	Receiving Officer	
	1.2 Determine the venue of Court hearing	None	5 minutes	Admin Officer	
	1.3 Prepare official pass form	None	5 minutes	Passes Incharge	
	1.4 Proceed to Overseer Section for taking of fingerprint and validation of the identity of the PDL.	None	20 minutes	Liason Officer	



	1.5 Submit the Official pass form to Supt. Office for signature and approval.	None	10 minutes	Liason Officer
	1.6 Receives approved pass with attached documents.	None	5 minutes	Receiving Officer Liason Officer
	1.7 Photocopy the approved pass and attached documents.	None	5 minutes	Liason Officer Releasing Officer\
	1.8 Prepare request for escorts to the Escorting group.	None	5 minutes	Releasing Officer
	1.9 Sign request for Escort Guards.	None	5 minutes	Team Leader Subpoena
	1.10 Forward request for escort guards and passes at RSSCS.	None	5 minutes	Unit Liason Officer
2. In Court and VHS Proceedings, Court Personnel/Staff, PDL and Escort Guards are required for registration.	2. Registration at official logbook, frisking and proper identification.	None	5 minutes	Security Officer



3. Proceed to designated court.	3. Assist/Guide to the designated Court Room.	None	3 minutes	Facilitator
	3.1 Proper coordination and verification of link with the different court having a scheduled hearing via Communication and Tactical Operations Section (CTOS).	None	3 minutes	Facilitator
	TOTAL:	None	1 hour & 26 minutes	



10. Attorney's Visit

Attorney's visit is accorded to the Persons Deprived of Liberty (PDL)

Office or DivisionLRP SuperintendentClassificationSimpleType of TransactionG2CWho may availCounsel of Persons Deprived of Liberty (PDL)CHECKLIST REQUIREMENTSWHERE TO SECUREPrincipalImage: Constraint of the state of the sta					
Type of TransactionG2CWho may availCounsel of Persons Deprived of Liberty (PDL)CHECKLIST REQUIREMENTSWHERE TO SECUREPrincipalImage: Constraint of the state of					
Who may availCounsel of Persons Deprived of Liberty (PDL)CHECKLIST REQUIREMENTSWHERE TO SECUREPrincipalImage: Constraint of the state sta					
CHECKLIST REQUIREMENTSWHERE TO SECUREPrincipal1. Government Issued Identification CardPAO, ID and IBP IDCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSO RESPONS2. Send request for video conferencing via email together with the copy of IBPID or PAOID1. Print email and inform the requester of the available schedule.None2 minutesEmail Correspon- dence office LRP Superinten- dent1.1 Forward the printed email to the LRPNone4 minutesReceiving staff Supt. Office					
Principal1. Government Issued Identification CardPAO, ID and IBP IDCLIENT STEPSAGENCY ACTION AGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSO RESPONS2. Send request for video conferencing via email together with the copy of IBPID or PAOID1. Print email and inform the requester of the available schedule.None2 minutesEmail Correspon- dence office LRP Superinten- dent1.1 Forward the printed email to the LRPNone4 minutesReceiving staff Supt. Office					
1. Government Issued Identification CardPAO, ID and IBP IDCLIENT STEPSAGENCY ACTIONFEES TO BE PAIDPROCESSING TIMEPERSO RESPONS2. Send request for video conferencing via email together with the copy of IBPID or PAOID1. Print email and inform the requester of the available schedule.None2 minutesEmail Correspon- dence office LRP Superinten- dent1. 1 Forward the printed email to the LRPNone4 minutesReceiving staff Supt. Office					
Z. Send request for video conferencing via email together with the copy of IBPID or PAOID1. Print email and inform the requester of the available schedule.None2 minutesEmail Correspon- dence office LRP Superinten- dent1.1 Forward the printed email to the LRPNone4 minutesReceiving staff Supt. Office					
for video conferencing via email together with the copy of IBPID or PAOIDinform the requester of the available schedule.Correspon- dence office LRP Superinten- dent1.1 Forward the printed email to the LRPNone4 minutesReceiving staff Supt. Office					
printed email to the LRP Office	ŀ,				
Superintendent for approval.					
2.Wait for the approval together with the schedule of conferencing.2. Inform the client of the approved requests.None2 minutesEmail 					
2.1 The facilitator will send the calendar invitation and the zoom link to be sent a day prior to the virtual meeting thru CTOS	RP				
TOTAL: None 10 minutes					
	NOTE : Signature is not necessary since Concerned Officer will just inform the client thru				



11. Admission and Confinement of PDL

The LRP-RDC will received PDL from other City Jails or other Law Enforcement Agencies with authority to transfer to PDL.

Office or Division	LRP Superintende	ent			
Classification	Simple				
Type of Transaction	G2G, G2C				
Who may avail	 A. City Jails B. Provincial Jails C. District Jails D. Local Police Stations E. DSWD F. PDEA G.NBI, and H. Other Law Enforcement Agencies with authority to transfer PDL from Regional and other Trial Courts. 				
CHECKLIST REQUIREMEN		WHERE TO SECURE Supreme Court, Sandiganbayan; Court			
addressed to the Director General, Bureau of Corrections.		of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
		Office of the State, Provincial and City Prosecutors.			
3. Final Judgement/ Decision		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
4. Certificate of Appeal/Non-Appeal; and Certificate of Non-Pending Case/No Pending Case		Office of the clerk of Court/Branch Clerk of Court			
5. Jail Booking Sheet / Impression		Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			
2. Certificate of Detention		Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			



3. Detainees Ma	Detainees Manifistation		Provincial Jails, N ct Jails.	Aunicipal Jails
4. Corrections C			Provincial Jails, N ct Jails	/lunicipal Jails
5. Drug Dependency Examination		Jails, Mun	Officer from City J icipal Jails, and E ranch of Clerk of	istrict Jails or
Results	5		rvices Unit of City icipal Jails, and E te Health Clinics eau of Correctior ent Agencies.	District Jails; or duly accredited
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON
		TO BE PAID	TIME	RESPONSIBLE
1. West Gate Officer calls/radio the Overseer and Receiving Section.	1. Check pertinent documents from different jails and received PDL.	None		Receiving Officer
2. If the documents are complete, Overseer/Recei ving Section formally receives the	2. Allows the entry of the newly arrived PDL subject for inspection.	None	20 minutes	West Gate Officer/ Response Team /K9 Unit
living body/ies of the transferred PDL	2.1 Upon entry of the newly arrived PDL, receiving officer will record PDL Information on Logbook.	None	5 minutes	Receiving Officer
	Receiving Section assigns prison number to the newly arrived PDL	None	2 minutes	Receiving Officer



3. Report newly arrived PDL to OD, Kitchen and Keeper	3. Gives admission slips to OD, Keeper and Kitchen	None	10 minutes	Receiving Officer				
4. Requesting for issuance of Certificate of Appearance jail Escort	4. Upon presenting letter Order of Jail Escorts, receiving officer will issue certificate of appearance for jail escorts.	None	5 minutes	Receiving Officer				
5. Fingerprint and signature of PDL	5. Fingerprint and signature newly arrived PDL	None	2 minutes	Receiving Officer				
6. PDL (Jacket Carpeta) Interview	6. Overseer, RDC conducts an interview, validation of information to the newly arrived PDL	None	During quarantine of PDL	Overseer				
	TOTAL:	None	49 minutes					
NOTE : Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center								



12. Application for Revocable Permit (FOR MICRO BUSINESS ENTERPRISE)

Revocable Permit is issued to all qualified individual who intends to venture Micro Business Enterprise within the LRP Reservation.

Office or Division		ente	r (BBC)			
Classification	Simple	•				
Type of Transactio	G2B					
Who may avail		Active Own	er/Busi			
CHECKLIST REQU					HERE TO SECUR	
 Business application form Affidavit of Waiver Certificate of No Outstanding Balance Letter of Intent DTI/SEC Barangay/ Municipal Business Permit Sketch of Business and proposed local 					Cor Business Cel	nter (BBC)
8. 2x2 ID's (2 pcs CLIENT STEPS		CY ACTION	FEE TO E PAI	BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished business	1. Assis clients.	st the			2 minutes	BBC Staff
application form with attached supporting	1.1 Ass of subrr form an requirer	d	100.0 (Proces		3 minutes	BBC Staff
documents.	1.2 Cor survey inspecti measur the prop MBE	on and ement of	Fee		45 minutes	BBC Staff
2. For payment	refer to Accoun Divisior	ting 1 for the e of Order	(Process Fee + Monthly Rental F	U	3 minutes	BBC Staff
			Non	Э		

ap	/ait for the oproval of	3 . Draft the Revocable Permit			BBC Staff
	evocable ermit	3.1 After drafting	None		BBC Staff
		the revocable permit,		≻ 1 Day	
		recommends to D, BBC for			
		perusal and approval.			
			None		
Re	eceived the evocable ermit for	4. Issue the Revocable Permit		30 minutes	BBC Staff
No	otarization		None		
No Re Pe	Submit the otarized evocable ermit to the BC Office	5. Issue copy of approved Revocable Permit and Certificate to	None		BBC Staff
		Operate.	None		
		5.1 File the Revocable Permit's copy		⊱ 1 Day	BBC Staff
		Fernics copy	None		
		5.2 Provide copy to COA and Accounting			BBC Staff
		Division			
		TOTAL:	100	2 Days, 1 hour and 24 minutes	

OF CORA



13. Issuance of Service Record, Certificate of Employment/ with Compensation

Service Record, Certificate of Employment (COE) and Certificate of Employment with Compensation (COEC) are being issued to Leyte Regional Prison personnel for legal purposes.

Office or Division		ion (HRS)						
Classification Simple								
Type of Transactio	n	G2G - Gove	rnmer	nt to C	Government			
Who may avail		Active and f	ormer	BuCo	or Employees			
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECUR	E		
Principal								
None				N/A				
Representative								
1. Authorization-lett	er, Photo	copy of BuCo	or ID	BIR	, Post Office, DFA	A, PSA, SSS		
or any valid ID of the					S, Pag-IBIG			
CLIENT STEPS	AGEN	CY ACTION	FE		PROCESSING	PERSON		
			TO		TIME	RESPONSIBLE		
			PA					
1.Sign at the	1. Prov		None		1 minute	Human Resource		
logbook at the	logbool					Section (HRS)		
HRS office.		nd instruct				Staff		
	to fill ou							
	needed	details.						
	1 1 Dro	cess the	Noi		4 minutes			
		and let the	INOI	ie	4 minutes	HRS Staff/OIC, Human Resource		
	docume					Section		
	request					Section		
	signed.							
2.Sign in the	2. Issue		Noi	ne	2 minutes	HRS Staff		
logbook indicating	request				2			
the time of receipt	docume							
of the requested								
document.								
	1	TOTAL:	Noi	ne	7 minutes			



14. Issuance of Certificate of No Pending Case

Certificate of No Pending Case is issued to Leyte Regional Prison Employees for legal purposes.

Office or Division		Intelligence and Investigation Section (IIS)					
Classification							
Type of Transactio	n	G2G, G2C					
Who may avail		Active and f	ormer	BuC	or Employees		
CHECKLIST REQU	IREMEN	TS			ERE TO SECUR	E	
Principal							
None				N/A			
Representative							
Government Issued person represente photocopy)	ed (1	original an		GSI	, Post Office, DF# S, Pag-IBIG, CO ncy/Company		
CLIENT STEPS	AGEN	CY ACTION	CY ACTION FEES TO B PAIL		PROCESSING TIME	PERSON RESPONSIBLE	
1.Sign at the logbook in the Intelligence and Investigation Section.	to fill ou	to the nd instruct	No	ne	3 minutes	Staff intelligence and Investigation Section	
	request	1.1 Process the equested locument.		ne	10 minutes	OIC/Staff Intelligence and Investigation Section	
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue request docume	sted nent.		ne	2 minutes	Staff Intelligence and Investigation Section	
	Т	OTAL:	No	ne	15 minutes		



Correctional Institution for Women Internal Services



1. ICT Support Services

The Information and Communication Technology Unit (ICTU) caters technical support services to offices/personnel that need maintenance/repair of their ICT equipment.

Office or Division		Information (ICTU)	and Comm	unications Tech	nnology Unit		
Classification							
Type of Transaction	ו	G2G–Governr	nent to Gov	/ernment			
Who may avail		All personnel u Women	under the (Correctional Ins	titution for		
CHECKLIST OF	REQUIF	REMENTS		WHERE TO SE	CURE		
ICT Support Reques	t Form (I	SRF)		n and Commur gy Unit (ICTU)	nication		
CLIENT STEPS	AGEN	CY ACTION	FEES TO	PROCESSING	PERSON		
			BE PAID	TIME	RESPONSIBLE		
1.Secure ISRF from ICTU Personnel	1. Issue employe	e ISRF to the ee.	None	1 minute	ICTU Personnel		
2.Fill out the ISRF and submit to ICTU Personnel	2. Rece accomp ISRF.		None	2 minute	ICTU Personnel		
3.Wait for the designated ICTU Personnel to proceed to the offices as requested.	Personi proceed client's address	to the office to the technical of the ICT ent or	None	23 minutes	ICTU Personnel		
	3.1 Fill out the corresponding Service Report after the repair/ maintenance has been served.		None	2 minutes	ICTU Personnel		
4.Sign-in at the acknowledgement of the repair/ maintenance rendered by designated ICTU Personnel.	4. Give a copy of the corresponding service report to the client.		None	1 minute	ICTU Personnel		
		TOTAL:	None	29 minutes			



2. Issuance of BuCor Personnel Identification Card (ID)

The BuCor ID is issued to BuCor personnel for identification purposes and for use to any transaction to other government agencies and private companies

Office/Division	Information and Co	Information and Communications Technology Unit (ICTU)								
Classification	Simple									
Type of	G2G-Government	G2G-Government to Government								
Transaction										
Who May Avail	All personnel unde	r the								
CHECKLIST OF I	REQUIREMENTS		W	HERE TO SECU	JRE					
Principal				<u> </u>						
BuCor Identification Form (BICAF)		Uni	t (ICTU)	Communicatio						
CLIENT STEPS	AGENCY ACTIO	N		PROCESSING						
			BE PAID	TIME	RESPONSIBLE					
1.Secure BuCor Identification Card Application Form (BICAF) to ICTU Personnel	1. Issue BICAF to the employee.	ie	None	1 minute	ICTU Personnel					
2.Fill out the BICAF and submit to ICTU Personnel	2. Receive the accomplished form and check for completeness and accuracy of the data given.	a	None	3 minutes	ICTU Personnel					
3.Wait for the processing of the BuCor Identification Card.	3. Prepare transmitt for submission at th ICTD		None	10 minutes	ICTU Personnel					
4. Wait for the Release of Identification Card	4. Follow up for the Release of Identification Card from ICTD		None	No Time Frame	ICTU Personnel					



	4.1 Claim the Identification Card at ICTD	None		ICTU Personnel/ CIW Liaison Officer
5.Claim the BuCor Identification Card.	5. Release the employees' Identification Card.	None	1 minute	ICTU Personnel
	TOTAL:	None	15 minutes	



3. Issuance of Certificate of attendance and Copy of Payroll DTR for Loan Requirement

Issuance of Certificate of Attendance for Loan requirements.

(Other HR Records and Certification such as Service Records and Certificate of Employment (COE) and Certificate of Employment with compensation being issued to BuCor personnel for legal purposes must be applied directly to HRD central Office.)

Office/Division	Human Re	sour	ce Sec	tion (HRS)			
Classification		Simple					
Type of Transaction							
Who May Avail	Cor Er	mploye	es				
CHECKLIST O	F REQUIRE	MENTS			WHERE TO) SI	ECURE
Principal							
None			N	I/A			
Representative							
Authorization-letter, F any valid ID of the Bu accomplished reques	Cor employ			•	\FSLAI,CIT` ?ag-IBIG	YSA	VINGS,SSS
CLIENT STEPS	AGENCY	ACTION		S TO PAID	PROCESSI TIME		PERSON RESPONSIBLE
1. Sign at the logbook at the HRD front desk. Accomplished HR Request Slip	1. Provide logbook to client and t appropriate Request sl instruct to f the needed	the he e ip and fill out	No	one	2 minutes	5	HRD Staff
	1.1 Process the request and let the document requested be signed.			one	3 minutes	S	OIC, Human Resource Division
2. Sign in the logbook indicating the time of receipt of the requested document.2. Issue the requested document.Accomplished the HR Request Slip		N	one	2 minutes	3	HRD Staff	
		TOTAL:	No	one	7 minutes		



4. Issuance of Pay Slip

Pay Slip issued by the HRD National Headquarters Payroll Unit to all Employees in the Correctional Institution for Women- Mandaluyong for information and reference.

Office/Division	Office/Division Human Resource				ction (HRS)	
Classification		Simple				
Type of Transaction	on	G2G				
Who May Avail		All BuCor	emplo	yees		
CHECKLIST	OF REQU	IREMENTS	;		WHERE TO	SECURE
Principal						
None				N/A		
Representative						
Authorization-letter, photocopy of BuCor ID or any valid ID of the BuCor employee				BuCor, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
CLIENT STEPS	AGENC	Y ACTION	FEES BE P		PROCESSING TIME	PERSON RESPONSIBLE
1.Sign at the logbook indicating his/her name and time.	1. Provid logbook client and instruct to the need details.	to the d o fill out		ıe	2 minute	HRD Staff
	1.1 Proce request a issue the documer	and e nt		ne	3 minutes	HRD Staff
		TOTAL:	Noi	ne	5 minutes	



5. Issuance of Office Supplies

The office supplies are issued to all offices with an approved Requisition and Issue Slip (RIS).

Office/Division		CIW Supp	oly Unit		
Classification		Simple			
Type of Transaction	I	G2G-Gov	ernment to Government		
Who May Avail		All BuCor	employees		
CHECKLIS	T OF REQ	UIREMEN	TS	WHERE	TO SECURE
1. Accomplished Red	quisition ar	nd Issue Sli	ip (RIS)	Downloadable Office (Appen	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit a request letter to supply unit	1.Receive request le supplies.		None	1 minutes	Receiving and Issuing Personnel, Supply Unit
2. (Available) Fill up one (1) original copy of the duly accomplished RIS to the Supply	2.Receive the require document.		None	1 minute	Receiving and Issuing Personnel, Supply Unit
Unit Staff for documentation	2.1 Issue the form i complete and have recorded stock care	and valid it in the	None	3 minutes	Receiving and Issuing Personnel, Supply Unit
	2.2 Checl quantity c available	of the	None	5 minutes	Receiving and Issuing Personnel, Supply Unit
3. Wait for the Receiving and Issuing Unit Staff Personnel and	3. Prepare items for		None	10 minutes	Receiving and Issuing Personnel, Supply Unit
remind the requested supplies.	3.1 Releas requestec item/s.		None	3 minutes	Receiving and Issuing Personnel, Supply Unit



	3.2 Advise the receiver to sign the RIS3.3 Update and	None	2 minutes	Receiving and Issuing Personnel
	monitor stock Card Record.	None	5 minutes	Supply Unit
4 (Not- Available) Coordinate to CIW SDO, for the purchase request of	4. Requesting for a Certificate of Non- Availability item/s from NBP Supply Division.	None	5 hours	Receiving and Issuing Staff Supply Division
supplies	4.1 Forward the request letter together with Certificate of Non- Availability to CIW SDO.	None	3 minutes	Special Disbursement Officer
	TOTAL:	None	30 minutes (If items are available)	
			5 hours & 3 minutes (if items are not available)	



Correctional Institution for Women External Services



1. Issuance of Certificate of Confinement (Active and Released PDL)

The Certificate of Confinement is issued to PDL needing this document that states the period of his/her incarceration in this prison.

Office/Division	PDL Documents Processing Unit (PDPU), CIW					
Classification	Simple					
Type of Transaction	G2C, G2G					
Who May Avail		PDL, Leg		mber/s or relatives of ve and Released PDL,		
CHECKLIST O	F REQUIREMENTS		WHERE TO	SECURE		
Principal						
1. Government	Issued identification			A, SSS, GSIS, PAG- r government agencies		
2. Request Form		ARTA O	ffice			
Representative	•					
2. Request Form	Letter from Active DL	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG- IBIG, COMELEC and other government agencies Active and Released PDL,				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit request form or authorization letter with attached photocopy of	1. Receives request to PDPU.	None 2 minutes Public Assistance a Complaints Desk Officer PACDO				
his/her valid ID and wait for feedback.	1.1 Records request.	t. None 2 minutes PDPU- Officer of the Day (OD)				
	1.2 Retrieval/Pull- out of Carpeta.	None	5 minutes	PDPU- Carpeta In Charge		



2. Proceed to the waiting area for the issuance of Certificate	2. Prepare the Certificate.	None	4 minutes	PDPU- Communication in Charge
	2.1 Verifies information in the Certificate	None	5 minutes	Checker-PDPU
	2.2 Sign the requested Certificate	None	5 minutes	PDPU Communication in Charge, PDPU- Checker Chief, PDPU CIW Superintendent
3. Receive and sign at the logbook	3. Issue Certificate of Detention/ Confinement to the requesting party	None	2 minutes	PDPU- Officer of the Day (OD)
	TOTAL:	None	25 minutes	



2. Issuance of Certified True Copy from Files of Discharge from Prison

The Certified True Copy from File of Discharge from Prison is issued to all qualified concerned individuals for legal purposes.

Office/Division	CIW- PDL Documents	and Process	ing Unit (PDPU)			
Classification	Simple					
Type of	G2C, G2G					
Transaction						
Who May Avail	Released PDL, Imme	diate family	member or relati	ves of Released		
	PDL, Legal Counsel o	f Released				
CHECKLIST O	F REQUIREMENTS		WHERE TO S	SECURE		
Principal						
1. Government	Issued identification		Office, DFA, PSA /IELEC and other	A, SSS, GSIS, PAG- government		
2. Request Forr	n	ARTA Offi	се			
Representative						
1. Government	Issued Identification	· ·	R, Post Office, DFA, PSA, SSS, GSIS, PAG- IG, COMELEC and other government encies			
2. Request Forr	n	ARTA Offi	се			
3. Authorization PDL	Letter from released	Released PDL				
CLIENT	AGENCY ACTION	FEES	PROCESSING	PERSON		
STEPS		to be Paid	TIME	RESPONSIBLE		
	1. Receives request and to PDPU	None	2 minutes	PACDO		
	1.1 Records request.	None	1 minutes	PDPU-OD		
attached	1.2 Retrieval/Pull- out of Carpeta.	None 15 minutes Carpeta In Charge,PDPU				
and wait for	1.3 Review of PDL's Carpeta	None	2 minutes	PDPU-OD		



	0	(
2. Photocopy the	None	1 minute	OD, PDPU
Certificate			
2.1 Certify the	None	2 minutes	Chief, PDPU
Certificate of			
Discharge from			
Prison			
3. Issues the	None	2 minutes	OD, PDPU
Certified Machine			
Copy of the			
Certificate of			
Discharge from			
Prison			
TOTAL:	None	25 minutes	
	Certificate 2.1 Certify the Certificate of Discharge from Prison 3. Issues the Certified Machine Copy of the Certificate of Discharge from Prison	Certificate 2.1 Certify the Certificate of Discharge from Prison 3. Issues the Certified Machine Copy of the Certificate of Discharge from Prison	CertificateNone2 minutes2.1 Certify the Certificate of Discharge from PrisonNone2 minutes3. Issues the Certified Machine Copy of the Certificate of Discharge from PrisonNone2 minutes



3. Issuance of Prison Record and/or Synopsis of Prison Record

The Prison Record/Synopsis is issued to PDL and other qualified individuals to update them of the PDL status.

Office/Division	CIW- PDL Documents a	CIW- PDL Documents and Processing Unit				
Classification	Complex					
Type of	G2C, G2G					
Transaction			-			
Who May Avail	PDL, Immediate family PDL, other Governmen)L, Legal Counsel of		
CHECKLIST	OF REQUIREMENTS	J	WHERE TO S	SECURE		
Principal						
1. Government I	ssued identification	-	OMELEC and othe	SA, SSS, GSIS, PAG- er government		
2. Request Form	1	ARTA (Office			
Representative						
1. Government I	ssued identification	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG- IBIG, COMELEC and other government agencies				
2. Request Form	1	ARTA Office				
3. Authorization	Letter from PDL	PDL				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
fill out request form or submit authorization	 Receives request 1.1 Provides contact information of CIW for 	None1 minutePACDONone4 minutesPACDO				
attached photocopy of his/her valid ID	follow-ups and get the contact information/email address of the client for feedback.					



	1.2 Forward request to PDPU	None	1 minute	PACDO
	1.3 Prepare transmittal of the request to PDL Documents and Processing Division (PDPD), NHQ, Bureau of Corrections; letter for signature	None	4 minutes	PDPU, Communication in Charge
	1.4 Sign the Transmittal Letter.	None	4 minutes	Chief, PDPU CIW Superintendent
	1.5 Forwards the Transmittal Letter to the PDPD	None		
	1.6 Follow up the Prison Record/Synopsis of Prison Record to IDPD- NHQ	None		
			≻– 3 days	- PDPU-OD
	1.7 Receives the Prison Record/ Synopsis of Prison Record from PDPD and inform the client.	None		
2. Receive the Prison Record/ Synopsis of Prison Record	requested documents to the client	None	1 minute	OD, PDPU
Note: Client to m	nake follow-up thru email o	or telepho	one call	
	TOTAL:	None	3 days and 15 minutes	



4. Verification of PDL Status Eligibility for Parole and Executive Clemency and date of Release

The current PDL status is provided to all qualified individuals for their information.

Office/Division	CIW, PDL Documents and Processing Unit					
Classification	Simple		-			
Type of	G2C, G2G					
Transaction	-			-		
Who May Avail	PDL, Immediate family	or relative	es of PDL, Legal (Counsel of PDL, other		
	Government Agencies		WHERE TO			
Principal				SECURE		
	Issued identification		MELEC and othe	A, SSS, GSIS, PAG- r government		
2. Request Form	n	ARTA Of	fice			
Representative	/e					
1. Government	Issued identification		MELEC and othe	A, SSS, GSIS, PAG- r government		
2. Request Form	n	ARTA Office				
3. Authorization from PDL	Letter	Active PDL				
CLIENT	AGENCY ACTION	FEES	PROCESSING	PERSON		
STEPS		TO BE PAID	TIME	RESPONSIBLE		
1. Secure and fill out request form or submit authorization letter with attached photocopy of his/her valid ID.	1. Receives request and forwards to PDPU	None	1 minute	Public Assistance and Complaints Desk Officer (PACDO)		
2. Wait for Feedback.	2. Records request.	None 1 minute OD PDPU				
	2.1 Pull-out Carpeta of PDL.	None	4 minutes	Carpeta In Charge, PDPU		
	2.2 Reviews Carpeta	None	8 minutes	OD, PDPU		



3.Receives information re status of PDL	3.Explains and provides status of PDL to the client and gives contact information of CIW in case of follow-up		5 minutes	IDPS OD
	TOTAL:	None	19 minutes	



5. PDL Permanent Visitor's Pass

The PDL Permanent Visitor's Pass is issued to qualified individuals to access/allow visits to PDL.

Office/Division	Overseer/CIW				
Classification	Simple				
Type of	G2C				
Transaction					
Who May Avail	Immediate family memb	ers, relativ			
	REQUIREMENTS		WHERE TO S		
 Proof of Relationship a) Birth Certificate (original) b) Marriage Certificate (original) 		PSA (Phi	lippine Statistic A	uthority)	
2. BRGY Clearance/C	ertificate	Barangay	where the visitor	r reside	
3. Certificate of Cohat	pitation (CLH)	Barangay	/ where they live-	in	
4. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other governmer agencies			
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING	PERSON	
		TO BE PAID	TIME	RESPONSIBLE	
1. Client to present his/her valid ID and Proof of Relationship	1. Verify the validity of all documents presented.	None	2 minutes	Overseer Personnel	
to PDL at Window 1 or Window 2 (Priority Lane).	1.1 Pull-out Prison Record Jacket for checking of Visitor's information provided by the PDL.	None	5 minutes	Overseer Personnel	
	1.2 Issue Registration Form.	None	1 minutes	Overseer Personnel	
2. Fill-out and submit Registration Form at Window 3.	2. Receive Registration Form and check all the data provided.	None	2 minutes	Overseer Personnel	
	2.1 Forward the Registration Form to the Overseer Office	None	2 minutes	PDLVSU Personnel	



				1905
3. Client proceed to the Listing Area	 Encode the details provided by the client. 	None	3 minutes	Listing Officer/Overseer
				Personnel
4. Proceed for	4. Photo capturing	None	2 minutes	Overseer
Photo capturing				Personnel
5. Proceed to the waiting area for the issuance of the Permanent Visitor's	5. Process the Permanent Visitor's Pass.	None	5 minutes	Overseer Personnel
Pass	5.1 Forward to the Chief Overseer for the approval of the Permanent Visitor's Pass.	None	1 minute	Chief, Overseer
6. The client claims the Permanent Visitor's Pass	6. Issue the Permanent Visitor's Pass	None	1 minute	Overseer Personnel
	6.1The client will sign as proof of receipt in the logbook/record book of issued permanent Visitor's Pass	None	1 minute	Overseer Personnel
	TOTAL:	None	25 minutes	



6. PDL Visitation and Services Procedure

Visitation of immediate families, relatives and friends were accorded to PDL as a matter of privilege and an act of humanitarian consideration once a week, every Wednesday to Sunday from 9:00 am- 11:00 am (morning schedule) and 1:00 pm-3:00 pm (afternoon schedule). Former PDL who were released for at least 6 months can visit every last Saturday of the month.

Office/Division	PDL VISITATION AND	SERVICE	S UNIT/CIW	
Classification	Simple			
Type of Transaction	G2C–Government to (Citizen		
Who May Avail	Immediate family men	nbers, relat	ives and friends	of PDL.
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE			CURE
 Government Issue ORIGINAL PSA E BARANGAY CLE ORIGINAL PSA N CERTIFICATE (fo ORIGINAL CERTI COHABITATION (Husband of the PE BIRTH CERTIFIC (PHOTOCOPY) for FAMILY 	RTH CERTIFICATE ARANCE (original) ARRIAGE r Spouse of the PDL) FICATE OF for Common-Law DL) CATE OF PDL	 BIR, Post Office, DFA, PSA, SSS, GSIS PAG-IBIG, COMELEC and other Government issued I.D. PSA (Philippines Statistic Authority) Barangay where the Visitor resides PSA (Philippines Statistic Authority) Barangay where they live-in PSA (Philippines Statistic Authority) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to present his/her valid ID and Proof of Relationship to PDL for verification	 Provides and supervises queuing for regular visitors and priority lanes for senior citizens, PWD and pregnant women. Issue Registration Form and Call Slip Fill out Registration Form and Call Slip 	None None None	3 minutes	PDLVSU Personnel



2. Clients with	2.Check the	None	1 minute	Listing Personnel
permanent 1 year pass proceeds directly to Window 4 for listing.	permanent 1 year pass with government issued ID and Stamp the word "Listing" at the forearm of visitor.	None		
3. Client proceeds to Window 1 to submit the Registration form and requirements.	3. Receive Registration Form with the requirements, check all the data provided and verify the validity of all documents presented.	None	2 minutes	PDLVSU Personnel
	3.1 Pull-out Prison Record Jacket for checking of Visitor's information provided by the PDL.	None	1 minute	Overseer/PDLVS U Personnel
4. Client proceeds to Window 2 for the interview and issuance of Temporary Pass.	4. Interview the client for assessment, encode the visitor's information and issue Temporary Pass with listing number.	None	2 minutes	PDLVSU Personnel
5. Client proceeds to Window 3 and 4 for listing.	5. Receive the Temporary Pass together with the government issued ID of the visitor and stamp the word "Listing" at the forearm of visitor.	None	2 minutes	PDLVSU Personnel
6. Client proceeds to Searching Area.	6. Body frisking and thorough searching of foods and belonging of visitors and stamp the word "Searching" at the forearm of visitor.	None	2 minutes	Searching Personnel



7. Client proceeds to Visiting Hall.	 7. Check the stamp of the visitor before entering the visiting hall and monitor their log in. 7.1 Check the stamp and belongings of the visitors before leaving the visiting hall and monitor their log out. 	None	2 minutes	- PDL IVSU Personnel
	TOTAL:	None	15 minutes	



7. Application for Entering into Contract (FOR MACRO BUSINESS)

This applies to all individual's enterprises, company, firms and alike not covered by Income Generating (Macro Business Enterprise) that who intends to venture into business with Correctional Institution for Women- Bureau of Corrections.

Office/Division	and Colony	/ Business Offic	e (PCBO)	
Classification	Highly Technic	Highly Technical		
Type of Transaction	G2B	G2B		
Who May Avail	Business Owne	er/Busines	s Operator	
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	ECURE
 Letter of Intent Business/Project Prope Company Profile Request for Land Surv Photocopy of any Gove BIR, SEC, and DTI (Bu Registration), Local Busin Permit, Brgy. Business Pe Picture's Sketch of Bus Location 	National BIR, SE(Baranga	G, Voter's ID, ID, PRC, LTO C, DTI, City Hall		
CLIENT STEPS A		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Assist the clients.]		PCBO Staff
intent with attached1.2 Examinationsupporting1.2 Examinationdocumentsand assessment of(Business/Projectsubmittedproposal, Businessrequirements.				PCBO Staff
profile and proposed draft 1. contract/MOA/JVA in m	3 Conduct survey spection and leasurement of le proposed area	NONE	1 day	TSS Staff



2. Wait for the	2. Draft the contract	None		PCBO Staff
approval of the				
Contract MOA or JVA	2.1 After drafting the contract, secure the documents/inputs/recom mendation of the concerned office.	None	16 days	PCBO Staff
	2.2 Submit to the Legal Service Office for finalization of MOA or JVA.	None		PCBO Staff
	2.3 Legal Service Office will endorse the finalized contract to the DG/Superintendent for approval and signature.	None	_ 1 day	Legal Service Office
	2.4 Issue the signed contract to the client.	None		PCBO Staff
3. Received the Contract for Notarization	3. Issue the approved Contract.	None	The process will continue upon receipt of the notarized Contract from the applicant	PCBO Staff
4. Submit the notarized contract to the PCBO	4. Issue copy of approved contract and Notice to Proceed	None		PCBO Staff
	4.1 Received, record and file the contract's copy.	None	1 day	PCBO Staff
	4.2 Provide copy contract to CIW- Collection Officer, Legal Service, DPM and BLCMC.	None		PCBO Staff



5. For payment		(Lease rental)		Collection Officer	
	TOTAL:	Lease	19 days and 5		
		Rental	minutes		
Note: The total Lease Rental amount stated in the application for entering into the					

Note: The total Lease Rental amount stated in the application for entering into the contract (for macro business) is contingent upon the amount indicated in the Memorandum of Agreement (MOA) submitted by the Second Party. To ensure a legally binding agreement, the proposed MOA will be forwarded to the legal office for finalization.



8. Application for Contract of Lease (FOR MICRO BUSINESS)

Contract of lease is issued to BuCor Employees who desires to establish Business inside the CIW Reservation or to BuCor Employees who are already Operating Businesses who desire store new their contract.

Office/Division		Planning and Colony Business Office (PCBO)						
Classification		Simple						
Type of Transactio	n	G2B						
Who May Avail		Business O	wne	er/Business	Operator			
CHECKLIST OF	REQUIR	EMENTS		W	HERE TO SEC	JRE		
 Business Application Form Request for Land Survey DTI/SEC Registration Barangay/Municipal Business Permit Health Certificate Sketch of business and proposed location 2x2 ID's (2 pcs.) 		PCBO Staff TSS Staff DTI/SEC Barangay Addition Hills/City Hall Local Health Authority			all			
CLIENT STEPS	AGEN	ICY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E		
1.Submit duly accomplished	1. Assis	st the clients.	-	7	2 minutes	PCBO Staff		
business application form with attached		essment of ed form and nents.		None	3 minutes	PCBO Staff		
supporting documents.	inspec measu	Conduct survey ection and surement of the osed MBE			45 minutes	TSS Staff		
2. For payment	procee Collecti the Pay	olicant shall ed to the CIW- ction Officer for ayment and nce of Official		(Monthly rental fee) Php50/SQ M	5 minutes	Collection Officer		



	1	1		1905
3. Wait for the approval of Revocable Permit	3. Draft the Revocable permit.	None		PCBO Staff
	3.1 After drafting the Revocable Permit, recommends to CIW- Superintendent for perusal and approval.	None	1 day	PCBO Staff
4. Received the	4. Issue the	Nera	The process	
Revocable Permit for Notarization	approved Revocable Permit.	None	will continue upon receipt of the notarized Revocable Contract Permit from the applicant	PCBO Staff
5. Submits the Notarized Revocable Permit to the CIW-PCBO.	5. Issue copy of approved Revocable Permit and Certificate to Operate	None		PCBO Staff
		None	→ 1 day	PCBO Staff
	5.1 File the Revocable Permit's copy			
	5.2 Provide copy	None		PCBO Staff
	of Revocable Permit to CIW-			
	Collection Officer and BLCMC.			
	TOTAL:	Php50/SQM	2 days, 55 minutes	



9. Order of Payment for BuCor Employees, Tenants and Private Entities

The Order of Payment is issued to employees, tenants, and private entities to determine the transaction of payment.

Office/Division	CIW – Financ	CIW – Finance Unit				
Classification	Simple					
Type of Transaction G2G - Governm						
Who May Avail	All personnel	under	the Bureau	of Corrections		
CHECKLIST OF R	EQUIREMENTS		WH	IERE TO SECU	JRE	
Principal						
1. RENTAL (income fr properties/facilities) –		BBC	Office			
2. BUCOR SHARE (sl every product sold by party) – Contract			k & Liveliho nt & other p	-		
3. ELECTRICITY (mo of tenants)- Billing	nthly consumption	Gen	General Services Unit			
4. WATER BILL (mon consumption of tenan		Gen	General Services Unit			
CLIENT STEPS	AGENCY ACTI	ON	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E	
1.Received billing for payment.	 Count money received and recorn with the amount the should be paid. 		None	8 minutes	Collection Officer	
2. Pay the amount of transaction.	2. Post in Official F payment made inc payor and amount cash or check.	luding		8 minutes	Collection Officer	
	2.1 Issue the Orde Payment to customer/client.			4 minutes	Collection Officer	
	TC)TAL:	None	20 minutes		



10.Issuance of Official Receipt

The Official Receipt is issued to BuCor employees, clients and other payor regarding collection payment of BuCor Operating Income.

Office/Division	ion CIW – Finance Unit						
Classification	Classification Simple						
Type of Transaction	n	G2G, G2B					
Who May Avail		BuCor emplo	yees, client	s and other payo	or		
CHECKLIST OF	REQUIR	EMENTS	l	WHERE TO SEC	CURE		
Principal							
1. Order of payment documents	and other	supporting	CIW – Col	llection Office			
Representative							
1. Order of paymen documents				lection Office			
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1.Submit Order of Payment	1. Count money received and reconcile with the amount that should be paid.		None	2 minutes	Collecting Officer		
2. Pay the amount of transaction.	2. Post in Official Receipt payment made including payor and amount paid in cash or check.		None	4 minutes	Collecting Officer		
3. Obtain the Official Receipt.	3. Issue the Official Receipt.		None	2 minutes	Collecting Officer		
		TOTAL:	None	8 minutes			



11.Issuance of Certificate of Appearance

The Certificate of Appearance is issued to BuCor employees from the different prisons and penal farms and other clients who are on official business with the Correctional Institution for Women - Mandaluyong (CIW).

Office/Division	Administrative Section							
Classification	Simple							
Type of Transaction	G2G, G2C							
Who May Avail	BuCor Employees & other clients with official business at CIW – Mandaluyong							
CHECKLIST OF REC	QUIREMENTS		WHERE TO SE	ECURE				
1. Travel Order/Admin signed by proper autho		Farms if	of Operating Prisor BuCor employee, yee of other Gove - Government age	Proper Authority				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE				
1.Submit Travel/ Admin Order.	1. Check/ Evaluate the submitted document.	None	2 minutes	Admin Staff				
2. Sign at the logbook for	2. Provide the logbook.	None	2 minutes	Admin Staff				
attendance as a basis for attendance.	2.1 Prepare Certificate of Appearance.	None	2 minutes	Admin Staff				
	2.2 Check and sign Certificate of Appearance.	None	2 minutes	OPPF, Superintendent				
3.Sign/receive from designated logbook.	3. Release of certificate.	None	1 minute	Admin Staff				
	TOTAL:	None	9 minutes					



12. Request of PDL to View the Remains of their Relatives

Application to view the remains of deceased relative; supporting documents – A minimum or medium security inmate may, upon written application, be allowed by the Superintendent to view the remains of their immediate relatives upon written application and submission of supporting documents.

Office/Division	Correctional Inst	Correctional Institution for Women - Mandaluyong				
Classification	Simple	Simple				
Type of Transaction	G2G					
Who May Avail	All Persons Depr Security Class O		erty (Medium ar	nd Minimum		
CHECKLIST	OF REQUIREMENTS		WHERE TO	O SECURE		
 Death certificate Burial permit Funeral Contract Wife or husband (marriage certificate) Child (birth certificate of deceased child); Brother/sister (birth certificate of deceased brother/sister and birth certificate of the PDL); Father/mother (birth certificate of the PDL); Grandchild (birth certificate of deceased grandchild and of the latter's parent who may be son or daughter of the PDL) Grandparent (birth certificate of the PDL and of his/her parent who is the son/daughter of the deceased grandparent) 			Local Civil Registrar/LGU Funeral Service PSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E		
1. Sign in the Client's Logbook at the Receiving Area/Front Desk.	1. Give the logbook to the client.	None	5 minutes	L Kaagapay Center		
2. Submit Letter request and supporting documents	2. Receive Request Letter of PDL and Pertinent Papers	None	5 minutes	Kaagapay Center		

				THU OF CORRECTOR
	2.1 Secure Case Profile from concerned Overseer's Office	None	50 Minutes	Overseer Office
	2.2Evaluate the completeness of requirements	None	10 Minutes	Kaagapay Center Personnel
	2.3 Forward the request letter and documents to the Superintendent's office.	None	30 Minutes	Kaagapay Center Personnel
	2.4 Evaluates initially the request of PDL	None	30 Minutes	Admin Officer
	2.5 Prepare endorsement for approval/disappr oval of the Director General.	None	30 Minutes	Admin Officer
W.	/ait for Approval from the O	ffice of the D	irector Genera	al
Start process	If Approved:			
	2.6 Prepare Exit Pass to include finger prints to PDL	None	1 Hour	Personnel of Subpoena Unit
	2.7Assign Escorts.	None	30 Minutes	Chief of RSSU
	2.8 Inform the family.	None	20 Minutes	Superintendent's Office Staff
	TOTAL:	None	9 Hours and 30 Minutes	

Reparries and

13. Request for the Entry of Construction Materials for the Rep Renovation of Quarters and Issuance of Certification

The guidelines for granting housing directives are established to ensure a fair, transparent, and accountable process in providing suitable housing to qualified BuCor employees at the Correctional Institution for Women in Mandaluyong City.

Office/Division		Housing Sect	ion, Bucor E	Business Center	(BBC)
Classification		Simple			
Type of Transaction		G2G			
Who May Avail				ions Employees andaluyong City	at Correctional
CHECKLIST (OF REQU	IREMENTS		WHERE TO SI	ECURE
 Letter Request addressed to the housing Section with the following attachments. List of construction materials (Itemized) Photocopy of Housing Directive of the requestor; Photocopy of the BuCor ID (back to back) Hardcopy of Photographs subject for construction of quarter, repair, renovation or preventive maintenance of quarter; and Sketch location of the quarter 		f to	Requesting PROCESSING		
CLIENT STEPS			BE PAID	TIME	RESPONSIBLE
1. Submit a letter request with the attachment	1.2. logs	st the clients. the g Documents	None None	5 minutes 5 minutes	Housing Section Staff Housing Section Staff
	letter red attached requiren	nents	None	1 minute	Housing Section Staff
COMPLETE	Office sł request	sing Section nall submit a for Inspection vard the letter with	None	2 hours	CIW Housing Staff



				1901
	complete attachments to the CIW PBCO TSS for the conduct of inspection of the quarter subject to construction of a new quarter, repair, renovation, or preventive maintenance to verify the veracity of the request. 1.5 After the CIW PBCO TSS inspection, a report shall be submitted to the CIW housing section with recommendations for the construction of a new quarter, repair, renovation, or preventive maintenance of the quarter.	None	6 hours	CIW PBCO TSS
	1.6 Submit resolution to the CIW Superintendent for approval.	None	3 hours	Housing Section Staff
APPROVED	1.7 Prepare of Housing Directives	None	3 hours	Housing Section Staff
	1.8 Signature of Housing Directives	None	1 hour	CIW Superintenden t
	1.9 Grant of Housing Directives	None	1 day	CIW Superintenden t
	1.10 Issuance of certificate to the requestor	None	5 minutes	Housing Section Staff



			1991
2.7. The duty personnel at the entrance gate shall allow entry of the requested construction materials based on the approved request.	None	2 minutes	Main Gate Officer
2.8. The TSS shall conduct an on-site inspection and submit after activity report on the present status of the requested construction of the new quarter, repair, renovation, and preventive maintenance to the CIW Housing Section.	None	1 hour	TSS
2.9. TSS shall submit the AAR to the Housing Section for record- keeping purposes.	None	2 hours	Housing Section Staff
TOTAL:	None	19 hours & 18 minutes	

14. **Process/Procedure in the Court appearance of PDL as**

provided under the BuCor Operating Manual



The current process/procedure in the Court Appearance of PDL was via Video Conference Hearing using a Flat form provided by the Supreme Court pursuant OCA No. 06-2021.

Office/Division	Court and Subpoena C	Court and Subpoena Office					
Classification	Simple						
Type of Transaction	G2G-G2C	G2G-G2C					
Who May Avail		Person Deprived of Liberty Personnel/Representative from the Honorable Court					
CHECKLIST OF	REQUIREMENTS		WHERE TO S	ECURE			
1. Valid ID		Company	/ ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
Order, Subpoena, Notice of Hearing	1. Received Court Order, Subpoena, Notice of Hearing via e- mail.	None	5 minutes	Subpoena Officer			
Opcen and Subpoena Email	1.1 Records the Court Order, Subpoena, Notice of Hearing.	None	5 minutes	Subpoena Officer			
	1.2 Prepare official pass form.	None	5 minutes	Subpoena Officer			
	1.3 Proceed to ID section for taking of fingerprint and validation of the identity of the PDL.	None	10 minutes	ID Section			
	1.4 Submit the official pass form for counter sign and assignments of Escort to COG/RSSU.	None	10 minutes	Subpoena Officer			



				Cele Cele
	1.5 Submit the official	None	5 minutes	Subpoena
	pass form to Supt. Office			Officer
	for signature and			
	approval.			
2. In VCH	2. The escorts assist	None	5 minutes	RSSU
Proceeding, Court	the PDL going to Court			
Personnel/Staff,	Room			
PDL and Escorts				
3. Cater the PDL	3.Check the email of the court and the link were	None	3 minutes	Subpoena Officer
	the PDL will be join in			Officer
	the hearing via VCH.			
	TOTAL:	None	48 minutes	
L				1



15. Educational Tour

The Education Tour is accorded to visitors to have an overview of the history of the Correctional Institution for Women (CIW) – Mandaluyong

Office/Division	CIW Administ		rativ	e Divi	sion		
Classification		Complex	•				
Type of Transaction		G2G, G2C	lian and Government Employees				
Who May Avail Students/Civi CHECKLIST OF REQUIREMENTS			lian a	and Go			
1. Letter Request bea				1 Sol		ofessor/[SECURE
2. Signature and attac	ched a V	alid ID				ur Coorc	
CLIENT STEPS			FEE			ESSING	
				PAID		ME	RESPONSIBLE
1. Present	1. Issu	e Routing	No	one	1	day	CIW Admin
approved letter-	•	warded for					Staff
request.		ation and					
	comme						
		ntendent					0.004/0.00
2. Secure waiver		omplete		one	1	day	CIW Admin
form		g staff shall be ded to all					Staff
		ned offices for					
		omment and					
		mendations.					
		t to the					
	approv	al of the					
		ntendent.					
		e CIW-	No	one	1 (day	CIW Admin
	Admin						Staff
	-	etion of the					
	Compl	ete ng Staff					
	form s	•					
		e a formal					
	letter addressed						
	to the BuCor						
	Director General						
	and to the						
		attention of the					
	NHQ-A						
		by the CIW					
	Superi	ntendent.					



			1905
2.2. Once the request is conveyed to the National Headquarters (NHQ) through a liaison or email communication. The CIW will await notification through correspondence regarding its approval or disapproval.	a n	1 day	CIW Admin- Staff
2.3 If the Director General approve the request, the CIW- Administrative staff will inform the requester of the approval and the confirmed date through the official government email. On the contrary, if the BuCor Director General of the disapproves of t request, they wi inform the Requester of the denial through email.	es d he ll	3 days	CIW Admin- Staff
тот	AL: None	7 days	



16. Attorney's Visit

Attorney's visit is accorded to the counsel of Persons Deprived of Liberty (PDL)

Classification Type of Transaction Who May Avail	CIW - Mandaluyong Simple G2C Counsel of Persons Deprived of Liberty (PDL) F REQUIREMENTS WHERE TO SECURE				
Principal					
1.Government Issued	Identification Card	PAO ID a	and IBPID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE	
1. Present himself/herself as attorney of PDL in Custody	1. The Lawyer will be verified and must present his/her Attorney's ID.	None	2 minutes	Inner Gate Officer Overseer/P DL	
	1.1 Verify if the attorney's name was in the record of the PDL	None	10 minutes	Document Processing Unit	
2. Fill out Attorney's pass to the Inner Gate Officer	2. Give Blank Attorney's Pass to the Lawyer who wants to enter	None	5 minutes	Inner Gate Officer	
3. Wait for Approval from Superintendent	4. Attorney's Pass will be forwarded to the office of Superintendent for signature	None	30 minutes	Inner Gate Officer	
	3.1 Shift Commander will Record the ingress of Attorney to the Shift Commander Logbook	None	5 minutes	Shift Commander	
	3.2 Forward the approved Attorney's Pass to the Inner Gate Officer	None	2 minutes	Shift Commander	



4. Proceed to the designated area	4. Inform the lawyer that he can now proceed to enter	None	1 minute	Inner Gate Officer
	TOTAL:	None	55 minutes	



17. Issuance of Certificate of Appearance

The Certificate of Appearance is issued to City Jails, Provincial Jails, District Jails, Local Police Stations, DSWD, PDEA, NBI; and Other Law Enforcement Agencies with authority to transfer PDL from Regional and other Trial Courts. Agencies with Authority to transfer PDL.

Office/Division	RDC- ADMISSION	RDC- ADMISSION				
Classification	Simple					
Type of Transaction	G2G					
Who May Avail	A. City Jails					
	B. Provincial Jails					
	C. District Jails					
	D. Local Police Statio	ons				
	E. DSWD					
	F. PDEA					
	G. NBI; and			· · · · ·		
	H. Other Law Enforce			rity to transfer		
CHECKLIST OF F	PDL from Regional a	na otner i r	WHERE TO SE			
1. Travel Order/Admin		Dropor Aut				
proper authority		Agency		oveninent		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON		
CLIENT STEPS	AGENCIACTION	BE PAID	TIME	RESPONSIBLE		
1.Submit Travel/	1. Check/Evaluate	None	2 minutes	Admission Staff		
Admin Order.	the submitted					
	document.					
2. Sign at the logbook	2. Provide the	None	2 minutes	Admission Staff		
for attendance as a	logbook.					
basis for attendance.						
	Prepare Certificate	None	2 minutes	Admission Staff		
	of Appearance					
	· · · · · · · ·					
	2.2 Check and sign	None	2 minutes	Chief, RDC		
	Certificate of					
	Appearance.					
3.Sign/receive from	3. Release of	None	1 minute	Admission Staff		
designated logbook.	certificate.					
	TOTAL	None	9 minutes			



18. Admission and Confinement of PDL

The CIW-RDC will received PDL from other City Jails or other Law Enforcement Agencies with Authority to transfer PDL.

Office/Division	RDC- ADMISSION			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	 A. City Jails B. Provincial Jails C. District Jails D. Local Police Stations E. DSWD F. PDEA G. NBI; and H. Other Law Enforcement Agencies with authority to transfer PDL from Regional and other Trial Courts. 			
CHECKLIST OF REQ	JIREMENTS	WHERE TO SECURE		
1. Mittimus/Final Commitment Order addressed to the Director General Bureau of Corrections.		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.		
2. Information Sheet		Office of the State, Provincial and City Prosecutors		
3. Final Judgment / Decision		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.		
4. Certificate of Appeal/N and Certificate of Non Pe Case/No Pending Case		Office of the Clerk of Court/Branch Clerk of Court		
5. Jail Booking Sheet / Impression		Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies		
6. Certificate of Detention		Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies		
7. Detainees Manifestatio	on	City Jails, Provincial Jails, Municipal Jails, and District Jails 298		



	Loos
8. Corrections Cluster Form No. 8	City Jails, Provincial Jails, Municipal Jails, and District Jail
9. Drug Dependency Examination	Records Officer from City Jails, Provincial Jails, Municipal Jails, and District Jails or fom the Branch of Clerk of Court
10. Medical Certificate and X-ray Result	Health Services Unit of City Jails, Provincial Jails, Municipal Jails, and District Jails; or from Private Health Clinics duly accredited by the Bureau of Corrections and other Law enforcement agencies.
11. Detention from Arresting Officers	PNP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Main Gate Officer calls/radio the Admission and Receiving Section.	1. Check pertinent Documents from different jail and received PDL	None	5 minutes	Receiving Officer
2. If the documents are complete Admission/Recei ving Section formally receives	2. Allows the entry of the newly arrived PDL subject for inspection.	None	20 minutes	Receiving Officer
the living body/ies of the transferred PDL	2.1 Upon entry of the newly arrived PDL receiving officer will record PDL information on Logbook.	None	5 minutes	Receiving Officer
	2.2 Receiving Section assigns Prison number to the newly arrived PDL.	None	2 minutes	Receiving Officer



3. Report Newly arrived PDL to	3. Gives admission Slip	None	10 minutes	Receiving Officer
OD Kitchen and Keeper	to OD, Keeper, operation			
Reeper	center, COG,			
	and Kitchen	None	5 minutes	Receiving Officer
	3.1 Admission assigns the newly arrived PDL their cell for 5 days quarantine.			
4. Requesting for issuance of Certificate of Appearance Jail Escort.	4. Upon presenting Letter Order of Jail escorts Receiving Officer will issue Certificate of appearance for	None	5 minutes	Receiving Officer
	Jail Escorts.			
5. Fingerprint and Signature of PDL	5. Fingerprint and Signature of newly arrived PDL	None	5 minutes	Receiving Officer
6. PDL Jacket (Carpeta) Interview	Admission, RDC conducts an interview, validation of information to the newly arrived PDL.	None	5 minutes	Receiving Officer
	TOTAL:	None	1hr 2 minutes	

Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center.



19. Issuance of Medical Abstract

Duly accomplished medical abstract issued as per request of the concerned client.

Office/Division		CIW INFIRMARY				
Classification		Complex				
Type of Transac	tion	Government to G	Government	t/PDL/Counsel/Re	elatives of PDL	
Who May Avail		Government to G	Government	t/PDL/Counsel/Re	elatives of PDL	
CHECKLIST C)F RE	QUIREMENTS		WHERE TO SE	CURE	
1. Letter Reques	st		Requestir	ng Party		
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Submit a letter-request for medical abstract to the Superintendent'	 Receive the letter request and forward to the CIW Infirmary Receive the request for medical abstract, retrieval of medical records/chart 		None	5 minutes	Superintendent's Office personnel or Kaagapay personnel	
s Office and/or Kaagapay Center			None	5 minutes	Administrative Personnel, CIW Infirmary	
	reco and	Review of medical rds, interview examination of patient	None	3 days	CIW Medical Officer	
		Preparation of the ical abstract	None	1 day	CIW Medical Officer	
2.Receives medical abstract once available	2. Dispatch of the Medical abstract to the Superintendent's Office.		None	25 minutes	Admin Staff on Duty	
		TOTAL:	None	4 days, 35 minutes		



Sablayan Prison and Penal Farm Internal Services



1. Issuance of 201 File

Assist SPPF personnel for the requested documents from their 201 Files.

Office or Division	HR Section,	SPPF	-				
Classification	Simple	Simple					
	Type of Transaction G2G - Gove			nt to (Government		
Who may avail			ormer		or Employees		
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECUR	E	
Principal							
Government Issu	ed Identi	fication Card		BuC	Cor/SPPF		
Representative							
Government Issued			the		, Post Office, DF		
person represented photocopy)	(1 origin	al and 1			IS, Pag-IBIG, CO ency/Company	MELEC,	
CLIENT STEPS	AGEN	CY ACTION	FE	ES	PROCESSING	PERSON	
			TO PA		TIME	RESPONSIBLE	
1.Fill out the request slip.	up the r	1. Instruct to fill No up the needed details in request slip.		ne	1 minute	Records Management, In- charge	
	request docume			None	2 minutes	Records Management, In- charge	
	1.3 Prej request docume		None		3 minutes	Records Management, In- charge	
	1.4. Rec requeste documei logbook	d			1 minute	Records Management, In- charge	
2. Sign in the logbook.	the time	 indicating of receipt equested 		ne	1 minute	Personnel concerned	
		TOTAL:	Noi	ne	8 minutes		

2. Issuance of Office Supply



The office supplies are issued to all offices with an approved Requisition and Issue Slip (RIS).

Office or Division	Supply Sect	tion				
Classification Simple						
Type of Transaction G2G-Govern			nment to Government			
Who may avail		All BuCoren	nploye	es		
CHECKLIST REQU	IIREMEN	ITS		WH	ERE TO SECUR	E
1. Accomplished Re	quisition	and Issue SI	ip	Dov	vnloadable (Appe	endix 63)
(RIS)						
CLIENT STEPS		CY ACTION	FE		PROCESSING	PERSON
			TO		TIME	RESPONSIBLE
			PA			
1. Submit three (3) original copies of the duly accomplished	1. Recei required	ve the document.	No	ne	2 minutes	Receiving and Issuing Staff Supply Section
RIS to the Receiving Staff for documentation.	if the fo comple and hav recorde logbool scan.	orm is ate and valid ve it ed in the		None 3 minutes		Receiving and Issuing Staff Supply Section
2.Wait for the Receiving and Issuing Section Officer's advice for	2. Checł availabil requeste		ty of the		5 minutes	Receiving and Issuing Unit Receiving and
the release of items.		pare the or issuance.	Noi	ne	10 minutes	Issuing Unit
	2.2 Upc supplies base ar monitor records	s data nd ing	No	ne	5 minutes	Receiving and Issuing Unit
	2.3 Info request the rele the item	or on ase of	Noi	ne	3 minutes	Receiving and Issuing Unit
	2.4 Inst receive	r to sign	Noi	ne	2 minutes	Receiving and Issuing Unit
		TOTAL:	Noi	ne	13 minutes	



3. Issuance of Certificate of No Pending Case

This certification of No Pending Case is being issued in the Intelligence and Investigation Section (IIS) upon the request of Active Bucor personnel to be used as supporting documents in whatever legal purposes it may serve.

Office or Divi	sion Ir	ntelli	gence and	Investigation Sec	tion (IIS)			
Classification	sification Simple							
Type of Trans				t to Government				
Who may ava			e BuCor Em					
	REQUIREMENTS	S		WHERE TO S	ECURE			
Principal								
BuCor ID				Bureau of Cor	rections			
Representativ	ve							
Bucor ID or ar	ny valid ID of the	Buc	or employe	e BuCor, Intellig Section	ence and Investigation			
CLIENT	AGENCY		FEES	PROCESSING	PERSON			
STEPS	ACTION		TO BE PAID	TIME	RESPONSIBLE			
1. Receive s Filled-up request form from the	1. Prepare Certification of No Pending Case		None	4 minute	IIS Staff			
employee.	1.1 Signs the Certification of No Pending Case.		Certification of No		None	1 minute	Chief, IIS	
	1.2 Forward the Certification of No Pending Case to the Office of the Superintendent for Signature.		None	1 minute	IIS Staff			
	1.3 Signs the Certification of No Pending Case.		None	1 minute	Superintendent, SPPF			
	1.4 Receives Certificate of No Pending Case from		None	5 minutes	IIS Staff			



the office of the Superintendent,			
1.5 Logs and issue the Certification of No Pending Case to the requesting personnel.	None	1 minute	IIS Staff
TOTAL:	None	13 minutes	



Sablayan Prison and Penal Farm External Services



1. Verification and Issuance of PDL Records/Status

PDL Records is being issued to affirm the validity of information if a PDL is eligible for parole or executive clemency.

Office or Division Overseer's Office/Documents Section									
Classification Simple									
Type of Transactio	Type of Transaction G2C								
Who may avail			nmedia	ate fa	mily or relatives ar	nd representative			
CHECKLIST REQU	IREMEN	ITS		WH	ERE TO SECURE				
Principal									
1. Government Issued Identification Card					BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company				
2. Letter request of F	PDL			PDL	-				
Representative									
 Government Issu Letter request 	fication Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company Clients						
CLIENT STEPS	AGEN	CY ACTION	FEES		PROCESSING	PERSON			
			TO B PAID	E	TIME	RESPONSIBLE			
1. Sign in the client's logbook.	1. Prov logbool client to	k to the	No	ne	1 minute	ARTA Action Officer			
2.Submit the required documents.		eive and I necessary ents	None		2 minutes	ARTA Action Officer			
3. Wait for the processing of document.	3. Rece and pre the requ certifica	epare uested ite.	None		5 minutes	Staff, Documents Section			
	3.1 Sig Certifica		Noi	ne	5 minutes	SPPF Superintendent PDPD			



4. Receive issued certificate.	4. Issue Certificate.	None	2 minutes	Staff, Documents Section/ Overseer's Office ARTA Officer
	TOTAL:	None	15 minutes	

2. Issuance of PDL's Certificate of Good Conduct



The Certificate of Good Conduct is issued to PDL as a requirement in his application for executive clemency or parole and other legal purposes it may serve.

Office or Division Overseer's Office						
Classification Simple						
Type of TransactionG2G, G2C						
Who may avail		PDL Family	memb	pers a	and relatives	
		PDL Repres	sentati	ves a	ind other governm	nent agencies
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECUR	E
Principal						
1.Government Issue	ed Identif	ication Card		GSI	, Post Office, DFA S, Pag-IBIG, COI ncy/Company	
2. Letter request of F	PDL			PDL	_	
Representative						
1. Government Issu	ed Identi	fication Card		GSI	, Post Office, DF/ S, Pag-IBIG, CO ncy/Company	
2. Authorization lette 3. Request Form				Client Documents Section		
CLIENT STEPS	AGENO	CY ACTION	FEES TO B PAID	E	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client's logbook.	1. Provi logbook client to	to the	No	ne	1 minute	ARTA Action Officer
2.Submit the required documents.	2. Rece forward docume	necessary	No	ne	2 minutes	ARTA Action Officer
3. Wait for the processing of document.	3. Rece and pre the requ certifica	pare Jested	None		5 minutes	Staff, Overseer
	3.1 Sigr Certifica	ate.			2 minutes	Staff, Overseer
4. Receive certificate	4. Issue	Certificate.	No	ne	2 minutes	Overseer's Office BOD
		TOTAL:	No	ne	13 minutes	



3. PDL Visitation Services

Visitation of immediate families, relatives and friends were accorded to PDL as a matter of privilege and an act of humanitarian consideration, every Friday to Sunday from 9:00 a.m. to 3:00 p.m. for conjugal visitors while for non-conjugal visitors, their schedule falls every Wednesday and Thursday from 9:00 a.m. to 3:00 p.m. Stay-in of visitors for conjugal visits are also allowed during special occasions upon request from PDL as per approval of the Superintendent.

Office or Division		Inmates Visitation Services Unit (IVSU)				
Classification Simple						
Type of Transactio	n	G2C				
Who may avail		PDL	amily		atives, friends and	C C
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECURI	
Principal						
1. Government Issued Identification Card				BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
2.SPPF Visitors ID				SPF	PF	
CLIENT STEPS	AGENO	CY ACTION	FEES TO B PAID	Ε	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Listing Area of IVSU.	and hav	y visitors None ve them red in the			2 minutes	IVSU Staff
2.Sign in to logbook and present Visitors ID Card.	ID card	in visitor's None /temporary and issue ass.			2 minutes	Listing Officer, IVSU
3. Present belongings for inspection and body search.	3. Inspe belongi conduct frisking.	ngs and t body			3 minutes	Searching Officer, IVSU



4. Enter the designated area for conjugal and non-conjugal area within the prison compound.	4. Issue Gate Pass for conjugal or non- conjugal category.	None	3 minutes	Monitoring Officer, IVSU
5. Show belongings to security officer at the Control Gate.	5. Double check the belongings and retrieve the gate pass.	None	3 minutes	Officer-of-the day, Control Gate
6. Surrender gate pass to claim ID card and fill-up feedback form.	6. Receive gate pass together with the feedback form and return ID Card	None	2 minutes	Listing Officer, IVSU
	TOTAL:	None	15 minutes	



4. Moral and Spiritual Program/Reformation Services

Religious Volunteer Organization conducts reformation activities for PDL to help Chaplaincy Office in its endeavor to reform inmates morally and spiritually. Permit was issued to RVO's, individuals and other organizations who want to conduct religious and charitable activities inside the prison.

Office or Division		Chaplaincy	Office			
Classification		Simple				
Type of Transactio	n	G2Ċ				
Who may avail		Religious Organizatio		intee st an	r Organizatio d Pastors, Imam	
CHECKLIST REQU	IREMEN	TS		WH	ERE TO SECUR	E
Principal						
1.Government Issue	ed Identif	ication Card		GSI	, Post Office, DFA S, Pag-IBIG, CO ncy/Company	, ,
 Application Letter Letter of Intent SEC Registration and Article of Incorporation Endorsement of the Head of the Church Memorandum of Agreement 			n	Clie	nt urity Exchange C	ommission
CLIENT STEPS	AGEN	CY ACTION	FEES	5	PROCESSING	PERSON
			TO B PAID		TIME	RESPONSIBLE
1. Submit letter- request with attached requirements to the Chaplaincy Office.		vive and e request uirements.	No	ne	10 minutes	SPPF Chaplain
3. Wait for the processing of request.		ise copy of None nd request		ne	5 minutes	SPPF Chaplain
4. Proceed to IVSU for issuance of Gate Pass and copy of waiver.	4. Issue and wa	e Gate Pass iver.	No	ne	5 minutes	Chief, Inmates Visitation Services Unit (IVSU)



5. Conduct of religious activities.	5. Monitor activities and upon exit, provide a feedback form to client.	None	30 minutes	Officer of the Day
6. Fill-up feedback form and submit.	6. Receive feedback form and place it on the drop box.	None	2 minutes	Listing Officer, IVSU
	TOTAL:	None	1 hour, 52 minutes	



5. Marriage in Prison

Wedding ceremony is allowed in prison between a male PDL and a civilian bride and after which, it entitles the wife to visit her PDL husband as per prison rules and regulations.

Office or Division	Moral and Spiritual	Moral and Spiritual Section (Chaplaincy Office)				
Classification	Simple	·				
Type of	G2G, G2C	G2G, G2C				
Transaction						
Who may avail		Persons Deprived of Liberty				
CHECKLIST REQU	JIREMENTS	WHERE ⁻	TO SECURE			
Principal						
 Government Issu Letter-request Birth Certificate Certificate of No. (CENOM) 3 pieces 2X2 Ph Marriage Licens Application of M 	Marriage AR) oto with name e and Contract	GSIS, SSS, Pag-Ibig, Philhealth, PSA, Post Office Client Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Client Civil Registrar's Office Civil Registrar's Office				
CLIENT STEPS	AGENCY ACTION	FEES PROCESSING PERSON				
		TO BE PAID	TIME	RESPONSIBLE		
1. Submit request for marriage with requirements.	1. Receive and forward the requirements to Overseer's Office for verification to Superintendent's office for approval	None	3 minutes	SPPF Chaplain		
2.Wait for the processing and approval.	2. Notify the client to attend seminar on Family Planning, Pre- Cana Seminar, etc.	None	3 minutes	SPPF Chaplain		
3.Proceed to conduct Matrimonial Ceremony.	3. Allow/permit the marriage to proceed as per approved request by the Superintendent.	None	5 minutes	Chaplain		



4. Bride and Groom contract marriage.	4. Administer Rites.	None	20 minutes	Solemnizing Officer/Priest/ Pastor/Uztads
5. Proceed to Civil registrar for the processing of documents.	5. Endorse marriage license and contract.	None	20 minutes	Chaplain/Civil Registrar
6. Claim Marriage License and contract from PSA and forward copy to IVSU.	6. Receive the authenticated copy of marriage contract from the client.	None	5 minutes	Overseer
	TOTAL:	None	56 minutes	

6. PDL Permanent Visitor's Pass



The PDL Permanent Visitor's Pass is issued to qualified individuals to access/allow visits to PDL.

Office/Division	IVSU/SPPF			
Classification	Simple			
Type of	G2C – Government to Citi	zen		
Transaction				
Who May Avail	Immediate family member	s, relative		
	FREQUIREMENTS		WHERE TO SE	LUKE
1. Proof of Relations	nip	PSA		
2. Government Issue		BIR, Post Office, DFA, PSA, SSS, GSIS PAG-IBIG, COMELEC and other government agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1. Client to present his/her valid ID and Proof of Relationship to PDL	1. Verify the validity of all documents presented.	None	2 minutes	IVSU Personnel
at IVSU office (Priority Lane).	1.1 Pull-out Prison Record Jacket for checking of Visitor's information provided by the PDL.	None	5 minutes	Overseer Personnel
	1.2 Issue Registration Form.	None	2 minutes	IVSU Personnel
2. Fill-out and Submit Registration Form at IVSU	2. Receive Registration Form and check all the data provided.	None	2 minutes	IVSU Personnel
office.	2.1 Forward the Registration Form to the Overseer.	None	2 minutes	IVSU Personnel
3. Proceed for Interview at Overseer Office.	3. Interview client for assessment.	None	3 minutes	Overseer Personnel
4. Proceed for Photo capturing.	4. Photo capturing.	None	2 minutes	Overseer Personnel



5. Proceed to the waiting area for the issuance of the Permanent	5. Process the Permanent Visitor's Pass.	None	5 minutes	IVSU Personnel
Visitor's Pass	5.1 Forward to the Chief Overseer for approval of the Permanent Visitor's Pass.	None	5 minutes	Chief, Overseer
6. Claim the Permanent Visitor's Pass.	6. Issue the Permanent Visitor's Pass.	None	2 minutes	Overseer
	TOTAL	None	30 minutes	



7. Issuance of Certified Machine Copy from Files of Certificate of Discharge from Prison

The Certified Machine Copy from File of Certificate of Discharge from Prison is issued to all qualified concerned individuals for legal purposes.

Office/Division	PDL Document Processing Section/Documents Section (PDPS), Separation Unit/					
Classification	Simple					
Type of Transaction	G2C, G2G					
Who May Avail	Released PDL, Immed PDL, Legal Counsel of					
CHECKLIST O	PDL, Legal Counsel of Released PDL, other Government Agencies F REQUIREMENTS WHERE TO SECURE					
Principal						
1. Government I	Issued identification	,	•	SA, SSS, GSIS, nd other government		
2. Request Form	n	ARTA (Office			
Representative						
1. Government I	Issued Identification	BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies				
2. Request Form	n	ARTA Office				
3. Authorization PDL	Letter from released	Released PDL				
CLIENT A	GENCY ACTION	FEES	PROCESSING	PERSON		
STEPS		TO BE PAID	TIME	RESPONSIBLE		
1. Secure and 1. fill out request fo form or submit authorization	. Receive request and prward to IDPS	None2 minutesPublicAssistance and ComplaintsComplaintsDesk Officer (PACDO)				
letter with 1. attached photocopy of	.1 Record request	None 2 minutes (PACDO) Releasing and Separation				
his/her valid 1	1.2 Retrieval/Pull-out of Carpeta	None	8 minutes	IDPS OD		



	1.3 Verification of information	None	10 minutes	IDPS OD
2. Proceed to the waiting area for the	2. Photocopy the certificate.	None	2 minutes	IDPS OD
issuance of the Certificate	2.1 Certify the Certificate	None	2 minutes	IDPS OD
	2.2 Forward the Certificate to ARTA Office	None	2 minutes	IDPS OD
3. Receive the Certificate and sign at the logbook	3. Issue the Certified Machine Copy of the Certificate of Discharge	None	2 minutes	Public Assistance and Complaints Desk Officer (PACDO)
	TOTAL	None	30 minutes	



8. Issuance of Certificate of Confinement (for released PDL)

The Certificate of Confinement is issued to released PDL needing this document that states the period of his/her incarceration in this prison.

Office/Division	PDL Document Processing Section/Documents Section (PDPS),				
Classification	Separation Unit/ Simple				
Type of Transaction	G2C, G2G				
Who May Avail	Released PDL, Immedia Legal Counsel of Releas				
CHECKLIS	T OF REQUIREMENTS	,		O SECURE	
Principal					
1.Government	Issued Identification Card	BIR, Post Pag- IBIG		SA, SSS, GSIS,	
2.Request Forn from Released	n or Authorization Letter PDL		-the Day, Docur sistance and Co	ments Section/ omplaints Desk	
Representativ	/e				
1. Governmer Identification (BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG			
2. Request Fo Letter from Re	orm or Authorization eleased PDL	Officer-of-the Day, Documents Section/Public Assistance and Complaints Desk Officer Released PDL			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE	
1.Public Assistance and Complaints Desk Officer	1. Receive request and forward to the Chief, Documents Section for approval.	None	5 minutes	Help Desk Officer	
forwards the request form duly filled out by the clients to the	1.1 Approved request form forward to the Carpeta Unit, Documents Section.	None 3 minutes OIC, Chief PDP			
Documents Section or request made thru phone call.	1.2 Prepare the requested Certificate.	None	5 minutes	Staff Communications Sub-Unit	



2.Wait for the Certificate for signature of the Chief, Documents Section.	2. Sign the requested Certificate.	None	1 minute	Chief, Documents Section
3.Receive the Certificate.	 Issue the certificate/ certified copy of document requested. 	None	1 minute	Help Desk Officer
	TOTAL:	None	15 minutes	



9. Issuance of Prison Record and/or Synopsis of Prison Record

The Prison Record/Synopsis is issued to Persons Deprived of Liberty (PDL) and other qualified individuals to update them of the PDL status.

Office or Division	PDL Document Proces	sing Sectior	า		
Classification	Simple	Ŭ			
Type of Transaction	G2G, G2C				
Who may avail	A. Person Deprived o	f Liberty (PD	DL)		
	B. Immediate Family	of PDL			
	C. Legal Counsel of F				
	D. Other Government	Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE	
Principal					
1. Valid ID			ffice/DFA/SSS/G		
			he Day, Docume		
2. Request Form	Form		stance and Com	plaints Desk	
		Officer			
Representative					
1. Valid ID			office/DFA/SSS/G	0	
			Officer-of-the Day, Documents Section/		
2. Request Form or Au	thorization Letter from				
PDL		Officer Persons Deprived of Liberty (PDL)			
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	AGENCTACTION	BE PAID	TIME	RESPONSIBLE	
2. Public Assistance	1. Receive and	None	4 minutes	Help Desk Officer	
and Complaints	forward the request				
Desk Officer	to the Chief,				
forwards the request	Documents				
form duly filled out by	Section for				
the clients to the	approval.				
Documents Section					
or request made thru					
phone call.	1.1 Receive the	None	5 minutes	OIC, Chief PDPD	
	approved request to be forwarded to the				
			1		
	Carpeta Unit.				



	1.2 Request carpeta to the In- Charge of Active Carpeta File.	None	2 minutes	Staff Carpeta Unit
	1.3 Requested carpeta for validation.	None	2 minutes	Validation Officer, Carpeta
	1.4 Forward the validated carpeta to the Electronic Data Unit for printing of prison record.	None	2 minutes	Staff, Electronic Data Unit
	1.5 Validate and sign the prison record.	None	2 minutes	Validation Officer
2. Wait for the Certificate to be signed by the Chief, Documents Section.	2. Sign the validated prison record.	None	1 minute	Chief, Documents Section
3. Receive the requested Prison Record/Synopsis.	3. Issue the requested Prison Record/Synopsis.	None	1 minute	Help Desk Officer
	TOTAL:	None	15 minutes	



10. Verification of PDL Status Eligibility for Parole and Executive Clemency and Date of Release

The current Persons Deprived of Liberty (PDL) status is provided to all qualified individuals for their information.

	individuals for their information.					
Office or Division	Documents Section					
Classification	Simple					
Type of Transaction	G2G, G2C					
Who may avail	A. Person Deprived of	f Liberty (PD	DL)			
	B. Immediate Family of	of PDL				
	C. Legal Counsel of P					
	D. Other Government					
CHECKLIST OF REQ		<u> </u>	WHERE TO S	ECURE		
Principal						
1. Valid ID		BIR/Post C)ffice/DFA/SSS/G	SIS/		
		Pag-Ibig and other Government				
		Agencies				
Representative		, igenoies				
1. Valid ID		BIR/Post O	ffice/DFA/SSS/G	SIS/Pag-Ibig		
				JULI ay-IDIY		
2. Verification Form or	Authorization Lattor	Dublic Acc	ictance and Cam	plainte Deak		
from PDL			istance and Com	ipiainis Desk		
		Officer				
			Deprived of Liberty (PDL)			
CLIENT STEPS	AGENCY ACTION		PROCESSING			
1 Dublic Accietance		BE PAID	TIME			
1. Public Assistance	1. Receive request	None	1 minute	Help Desk Officer		
and Complaints Desk	assistance form					
Officer calls the	ARTA Office			Document Staff		
Documents Section	provided in required					
relative to the request	information					
of the client.						
	1.1 Fill Up Verification	None	A + 1			
			1 minute	Help Desk Officer		
	Slip Form		1 minute	Help Desk Officer		
	Slip Form		1 minute	Help Desk Officer		
	Slip Form	None	5 minutes	Help Desk Officer Chief, PDPS		
	Slip Form 1.2 Validate the			Chief, PDPS		
	1.2 Validate the					
	1.2 Validate the relationship of the			Chief, PDPS Help Desk Officer		
	1.2 Validate the relationship of the Client to the			Chief, PDPS Help Desk Officer		
2 Secure the	1.2 Validate the relationship of the Client to the concerned PDL	None	5 minutes	Chief, PDPS Help Desk Officer Document Staff		
2.Secure the information as to the	1.2 Validate the relationship of the Client to the concerned PDL 2. Inform the client			Chief, PDPS Help Desk Officer Document Staff Chief, PDPS		
information as to the	1.2 Validate the relationship of the Client to the concerned PDL 2. Inform the client of the present status	None	5 minutes	Chief, PDPS Help Desk Officer Document Staff Chief, PDPS Help Desk Officer		
information as to the request of PDL	 1.2 Validate the relationship of the Client to the concerned PDL 2. Inform the client of the present status of PDL as per 	None	5 minutes	Chief, PDPS Help Desk Officer Document Staff Chief, PDPS Help Desk Officer Document Staff		
information as to the	 1.2 Validate the relationship of the Client to the concerned PDL 2. Inform the client of the present status of PDL as per record of the 	None	5 minutes	Chief, PDPS Help Desk Officer Document Staff Chief, PDPS Help Desk Officer		
information as to the request of PDL	 1.2 Validate the relationship of the Client to the concerned PDL 2. Inform the client of the present status of PDL as per 	None	5 minutes	Chief, PDPS Help Desk Officer Document Staff Chief, PDPS Help Desk Officer Document Staff		
information as to the request of PDL	 1.2 Validate the relationship of the Client to the concerned PDL 2. Inform the client of the present status of PDL as per record of the 	None None	5 minutes	Chief, PDPS Help Desk Officer Document Staff Chief, PDPS Help Desk Officer Document Staff		



11. Issuance of Vehicle Pass

Vehicle/Gate Pass is issued by the Check-Point Officer for every passing thru vehicle in every point of entry in SPPF-Reservation.

Office or Division	BuCor Security and Escort Command					
Classification	Simple					
Type of Transaction	Vehic	Vehicle Pass (Pass Thru)				
Who may avail	Privat	e Vehicle				
CHECKLIST OF	REQ	JIREMENTS			WHERE TO S	ECURE
Private Vehicle 1. Gate Pass BuCor Security and Escort Command					Command	
2. Drivers' Licen	rs' License/ Valid I.D. Driver of the vehicle/ Client					
CLIENT SEPS		AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. Arrived at any point of entry at reservation.		1. Validate Drivers' License or any mod of verification of the driver and passengers.	de	None	2 minutes	Check-Point Officer
2. If the driver and passenger		2. Vehicle subjected for vehicle searching.		None	5 Minutes	Check-Point Officer
presented proc verification.		2.1 Fill out gate pa form with required information.	ISS	None	5 Minutes	Check-Point Officer
		2.2 Issue gate pa form.	ass	None	2 Minutes	Check-Point Officer



3. Upon arrival to exit point the client will surrender the issued	3. Verify the gate pass.	None	5 Minutes	Check-Point Officer
Gate Pass.	3.1 If failed to present the gate pass, officer will communicate and verify with the officer in point of entry.		3 Minutes	Check-Point Officer
	3.2 After verification if there is no rules and regulations broke involving the vehicle, the duty officer will allow exit.	None	3 Minutes	Check-Point Officer
	3.3 If Gate Pass is presented by the client, Duty officer will allow exit of his/her vehicle.	None	2 Minutes	Check-Point Officer
	TOTAL:	None	27 Minutes	
NOTE: If the driver and will disallow to pass the	l passenger don't have a e reservation.	iny proof of	verification prese	ented, the vehicle

12. Blotter and Complaint



Assist and cater BuCor personnel and non-personnel of incident reported which transpires within SPPF reservation.

Office or Division	BuCor Security and E	BuCor Security and Escort Command					
Classification	Simple						
Type of	Blotter and Complain	t					
Transaction							
Who may avail	ay avail Personnel and Non-personnel inside						
			WHERE TO S	ECURE			
1. Incident Repo	ort ent transpired within	BuCor Secu	Command				
2. Complaint Fo Entertains i respondent is per	f the complainant or rsonnel.	BuCor Security and Escort Command					
CLIENT	AGENCY ACTION	FEES TO PROCESSING PERSON					
STEPS		BE PAID TIME RESPONSIB LE					
in for blotter	1. Interview the client to evaluate if it fall to blotter or complaint.	None	10 minutes	Front Desk Unit Personnel			
	1.1. Record reports and complaint.	None	10 minutes	Front Desk Unit Personnel			
	1.2 Forward the written complaint to the office of Deputy Superintendent for Operations.	None	20 minutes	Front Desk Unit Personnel			
	1.3 Decision from the office for proper disposition.	None		Deputy Superintendent for Security and Operations			
	TOTAL:	None	1 Hour & 10 minutes				



13. Admission and Confinement of PDL

The SPPF-RDC will received PDL from other City Jails or other Law Enforcement Agencies with Authority to transfer PDL.

Office or Division	Overseer/Receiving Section RDC				
Classification	Simple				
Type of Transaction	G2G, G2C				
Who may avail	 A. City Jails B. Provincial Jails C. District Jails D. Local Police Stations E. DSWD F. PDEA G. NBI; and H. Other Law Enforcement Agencies with authority to transfer PDL from Regional and other Trial Courts. 				
CHECKLIST OF I		WHERE TO SECURE			
	nitment Order addressed to Bureau of Corrections.	Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
2. Information Sheet		Office of the State, Provincial and City Prosecutors			
3. Final Judgment / Decision		Supreme Court; Sandiganbayan; Court of Appeals; Regional and other Trial Courts; Office of the Clerk of Court; and other branch of Clerk of Courts.			
4. Certificate of Appeal of Non Pending Case/N	/Non-Appeal; and Certificate lo Pending Case	Office of the Clerk of Court/Branch Clerk of Court			
5. Jail Booking Sheet / Impression		Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			
6. Certificate of Detenti	on	Records Officer from City Jails, Provincial Jails, District Jails, Local Police Stations and other Law Enforcement Agencies			



7. Detainees Manifestation			City Jails, Provir Municipal Jails,	ncial Jails, and District Jails	
8. Corrections Cluster Form No. 8			City Jails, Provincial Jails, Municipal Jails, and District Jails		
9. Drug Dependen	cy Examination		Records Officer Provincial Jails, and District Jails Branch of Clerk	Municipal Jails, s or fom the	
10. Medical Certific	cate and X-ray Result		Provincial Jails, and District Jails Health Clinics d the Bureau of C	; or from Private uly accredited by	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Central Sub Prison Control Gate Officer calls/radio the RDC Overseer.	1. Check pertinent Documents from different jail and received PDL.	None	5 minutes	Receiving Officer	
2. If the documents are complete RDC Overseer Section formally receives the living body/ies of the transferred PDL.	2. Allows the entry of the newly arrived PDL subject for inspection.	None	20 minutes	West Gate Officer/Response Team/K9 Unit	
	2.1 Upon entry of the newly arrived PDL receiving officer will record PDL information on Logbook.	None	5 minutes	Receiving Officer	
	2.2 Receiving Section assigns Prison number to the newly arrived PDL.	None	2 minutes	Receiving Officer	



	2.3 Prepares Receipt of Living Body of PDL, Forwards Mittimus Order to the Superintende nt for signature as required by the committing court.	None	5 minutes	Receiving Officer
	2.4 Prepares Corrections (taken up)	None	5 minutes	Receiving Officer
3. Requesting for issuance of Certificate of Appearance Jail Escort.	3. Upon presenting Letter Order of Jail escorts Receiving will issue Certificatofappea ranc for Jail Escorts.	None	5 minutes	Receiving Officer
4. Report Newly arrived PDL to OD Kitchen and Keeper.	4. Gives admission Slip to OD, Keeper and Kitchen.	None	5 minutes	Receiving Officer
	4.1 RDC Overseer assigns the newly arrived PDL their cell for 5 days quarantine.	None	5 minutes	RDC Overseer



gerprint ignature of arrivedPD. Overseer cts an	None None	2 minutes During	Fingerprinting Personnel RDC Overseer
-	None	During	RDC Overseer
ew, tion of ation to wly arrived		quarantine of PDL	
TOTAL:	None	52 minutes	
ľ	tion of ation to wly arrived TOTAL:	tion of ation to wly arrived TOTAL: None	tion of ation to wly arrived



14. Claim of Cadaver

The family members and relatives of deceased Person Deprived of Liberty (PDL) may claim the cadaver/remains upon approval of the Superintendent.

Office or Division	on	Sablayan Prison ar	nd Penal Fa	arm		
Classification	Classification Simple					
Type of Transa	Type of Transaction G2C					
Who may Avail						
CHECKLIST	OF REC	QUIREMENTS		WHERE TO SI	ECURE	
•	est indicating the purpose Requesti ssued Identification Card PSA, SS Office,			•	6, Philhealth, Post	
CLIENT STEPS			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present valid ID and submit letter of request	1.1 SPPF Hospital receives letter of request and photocopy of government issued ID			1 minute	SPPF Hospital admin personnel/mortuary in-charge	
	1.2 Submit letter of request and photocopy of government issued ID to the overseer's office for verification of PRJ visitor's list/proof of relationship			20 minutes	Overseer's Office personnel	
2. Fill-out request of Cadaver Release Paper Form	2. Issues Cadaver Release Paper Form		None	5 minutes	SPPF Hospital Admin personnel /Mortuary in- charge	
3. Wait for the processing of Request	Release attache certifica photoco issued of visito relation	complished Cadaver e Paper Form with d documents (death ate, letter of request, opy of government ID and verified proof or's list/proof of ship) to the Office of perintendent for	None	10 minutes	SPPF Hospital admin personnel/ mortuary in- charge	



3.2 Office of the Superintendent receives Cadaver Release Paper Form with attached documents and forward the same to the SPPF Hospital once approved	None	3 hours	uperintendent's Office
3.3 SPPF Hospital receives approved Cadaver Release Paper Form with attached documents and submit request for casket to the General Services Section	None	5 minutes	SPPF Hospital admin personnel/ mortuary in- charge
3.4 GSS receives request	None	3 hour	General Services
coffin/casket			Section personnel
4. Release PDL cadaver to the relatives with signed received copy of death certificate and cadaver release form	None	10 minutes	SPPF Hospital Mortuary In-Charge
TOTAL	NONE	6 hours, 51 minutes	
_	Superintendent receives Cadaver Release Paper Form with attached documents and forward the same to the SPPF Hospital once approved 3.3 SPPF Hospital receives approved Cadaver Release Paper Form with attached documents and submit request for casket to the General Services Section 3.4 GSS receives request and construct coffin/casket 4. Release PDL cadaver to the relatives with signed received copy of death certificate and cadaver release form	Superintendent receives Cadaver Release Paper Form with attached documents and forward the same to the SPPF Hospital once approvedNone3.3 SPPF Hospital receives approved Cadaver Release Paper Form with attached documents and submit request for casket to the General Services SectionNone3.4 GSS receives request and construct coffin/casketNone4. Release PDL cadaver to the relatives with signed received copy of death certificate and cadaver release formNone	Superintendent receives Cadaver Release Paper Form with attached documents and forward the same to the SPPF Hospital once approvedNone5 minutes3.3 SPPF Hospital receives approved Cadaver Release Paper Form with attached documents and submit request for casket to the General Services SectionNone5 minutes3.4 GSS receives request and construct coffin/casketNone3 hour4. Release PDL cadaver to the relatives with signed received copy of death certificate and cadaver release formNone10 minutesTOTALNONE



15. Issuance of Medical Abstracts

Duly accomplished medical abstract as per request by the concerned client

Office or Division:	SPPF HOSPITAL						
Classification	Complex	Complex					
Type of	G2G, G2C						
Transaction:							
Who May Avail:	PDL/Counsel						
	ST OF REQUIREMENTS			TO SECURE			
1. Letter of Request in	idicating the purpose		c/o PDL/counsel				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Submit a letter request for medical abstract to the Superintendent's Office	1. Office of the Superintendent will receive the request for medical abstract	None	c/o Superintendent's Office	Superintendent's Office Personnel			
2. Wait for the processing of Request	2.1 SPPF Hospital receives approved request for medical abstract	None	1 minute	SPPF Hospital Admin Personnel			
	2.2 Verification of PDL's medical consultation and admission records	None	30 minutes	SPPF Hospital Admin Personnel			
	2.3 Review of medical records by the Chief of Hospital	None	1 hour	Chief of Hospital			
	2.3 Preparation and signing of medical abstract by the Chief of Hospital	None	5 days	Chief of Hospital			
3. Receives Medical Abstract once document is available	3. Dispatch of the medical abstract to the Superintendent's Office	None	30 minutes	SPPF Hospital Admin Personnel			
	TOTAL:	None	5 days, 2 hours, 1 minute				



15. PDL Medical Treatment in BUCOR Health Facility (In-Patient)

PDL may avail any treatment available at SPPF Hospital.

Office or Division	Sablavan Prison a	Sablayan Prison and Penal Farm-Hospital				
Classification	Simple		•			
Type of	G2C					
Transaction						
Who may Avail	PDL					
CHECKLIST C	OF REQUIREMENTS		WHERE TO S	ECURE		
	N/A		N/A	A Contraction of the second se		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	. Registration interview f patients	None	2 minutes	OPD Nurse on Duty/ Emergency Room Nurse		
	.1 Vital signs taking	None	2 minutes	OPD Nurse on Duty/ Emergency Room Nurse		
E e n	.2 Medical Examination, and Evaluation. Determines eed for admission or eferral.	None	10 minutes	Chief of Hospital		
	2. 1 Admit patients	None	13 minutes	Chief of Hospital/ Admitting Nurse		
	TOTAL:	None	27 minutes			



16. Process/Procedure in the Court appearance of PDL as provided under the BuCor Operating Manual

The current process/procedure in the Court Appearance of PDL was through In-Court proceedings at NBP Court pursuat to OCA No. 163-2013 and Via Video Conference Hearing using a Flatform provided by the Supreme Court pursuant OCA No. 06-2021.

Office or Division	Court and Subpoena Office					
Classification	Simple					
Type of Transaction	G2G-G2C					
Who may avail	Person Deprived of Lib Personnel/Representa					
CHECKLIST	OF REQUIREMENTS		WHE	RE TO SECURE		
1. Valid ID			Company ID			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE		
1.Forwarded Court Order, Subpoena, Notice of Hearing from Supt. Office, Post Office, Electronic Mail (E-	1. Received Court Order, Subpoena, Notice of Hearing via e-mail thru records section	None	2 minutes	Receiving Officer		
mail) and Court Personnel	1.1 Records/file the Court Order, Subpoena, Notice of Hearing.	None	5 minutes	Receiving Officer/Subpoena Officer		
	1.2 Determine the venue of Court hearing.	None	3 minutes	Receiving Officer/Subpoena Officer		
	1.3 Notify the BSEC/ QRF for escort procedure.	None	5 minutes	Receiving Officer/Subpoena Office		



VCH Proceeding,	2. Registration at official logbook, frisking, and proper identification.	None	5 minutes	SecurityOfficer
3. Proceed to designated court.	3. Assist/Guide to the designated Court Room.	None	5 minutes	Facilitator/ Subpoena officer
	3.1 Proper coordination and verification of Link with the different metro manila and provincial courts having a scheduled hearing via VCH.	None	15 minutes	Facilitator/ Subpoena Officer
	TOTAL:	None	40 minutes	



17. Issuance of Certificate of Appearance

Certificate of Appearances were issued by the Government Offices/ private entity given to requesting party as a documentary requirement for the reimbursement of their expense, or simply for documentation purposes. It serves as evidence of person or group of person who appeared to an Office, to conduct official business or visit, the duration, which are vouched and guaranteed by the Signatory of the said documents.

Office or Division	Administrative Office, SPPF						
Classification	Simple	,					
Type of	G2Ġ, G2C						
Transaction	,						
Who may avail	BuCor Employees &	other clie	ents with official b	usiness at SPPF			
CHECKLIST OF	REQUIREMENTS		WHERE T	O SECURE			
1. Letter/Travel Order proper authority.	r duly signed by	SPPF Ad	ministrative Offic	e			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1.Present Letter/ Travel Order.	1. Check/Evaluate the presented document.	None	3 minutes	Admin Staff			
2. Sign at the logbook for attendance as a basis for attendance.	2. Provide the logbook.	None	2 minutes	Admin Staff			
	2.1 Prepare Certificate of Appearance.	None	3 minutes	Admin Staff			
	2.2 Check and sign Certificate of Appearance.	None	5 minutes	Superintendent, SPPF			
3.Sign/receive from designated logbook/copy.	3. Release of Certificate of Appearance.	None	2 minutes	Admin Staff			
	TOTAL:	None	15 minutes				

18. Attorney's Visit



Attorney's visit is accorded to the counsel of Persons Deprived of Liberty (PDL).

Office or Division		Office of the	Super	inten	dent							
Classification		Simple										
Type of Transactio	n	G2C, G2G	G2C, G2G									
Who may avail		Council of P	Person	s Dep	orived of L	_iberty (PDL)					
CHECKLIST REQUIREMENTS				WH	ERE TO S	SECUR	E					
Principal												
1. Government Issue	d Identifi	cation Card		PAC	D, ID and	IBP ID						
CLIENT STEPS	AGEN	CY ACTION	FEES	5	PROCE	SSING	PERSON					
			TO B PAID		TIN	1E	RESPONSIBLE					
1. Send request letter via email or Hard Copy together with photocopy of IBPID or PAOID at CTOS or in the	inform t request availab	Print email and form the equester of the vailable chedule.		ne	2 mir	nutes	CTOS, SPPF Superintendent's Office					
Office of the Superintendent.	request the SPF	tendent	None		4 mir	nutes	Staff, SPPF Supt's Office					
2.Wait for the approval.	2. Infor	rm the client approved		ne	2 mir	nutes	CTOS, SPPF Superintendent's Office					
	2.1 CTC update request the lette	the ter about		ne	2 mir	nutes	CTOS, SPPF Supt's Office					
		TOTAL:	No	ne	10 mi	nutes						
				ned C	Officer will	just info	NOTE : Signature is not necessary since Concerned Officer will just inform the client thru e-mail that his request is approved.					



19. Issuance of Certificate of Confinement (for Active PDL)

The Certificate of Confinement is issued to released PDL needing this document that states the period of his/her incarceration in this prison.

Office or	SPPF OVERSEER					
Division Classification	Simple					
Type of	G2C					
Transaction	620					
Who May	Released PDL, Immedia	te familv or	relatives of Rele	eased PDL.		
Avail	Legal Counsel of Releas					
CHECKLIS	T OF REQUIREMENTS			O SECURE		
Principal						
1. Approved Let Email)	ter Request (Personal:	Requestin	g Party			
2. Photocopy of	Valid ID/Passport		6, PAGIBIG, PH .TO, DFA, PRC	ILHEALTH, POST		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submits letter request to ARTA (personal of thru E-mail)	1. Fill out request for assistance form	None	2 minutes	ARTA Personnel		
2. Waits for approval	2. Forwards to Overseer's Office.	None	15 minutes	ARTA Personnel		
3. Waits for the processing of the request.	3. Verifies the name of PDL to the Master list	None]]		
	3.1 Prepares certificates of detention if found active (routing to PDPS if in-active)	None	- 20	Overseer Personnel		
	3.2 Forwards to the Chief Overseer for signature	None	minutes			
	3.3 Forwards to the Superintendent for signature	None				



4. Waits for transmission	4. Forwards to the ARTA	None	2 minutes	Superintendent's staff		
5. Receives of certificates	5. Records to the logbook	None		ARTA Personnel		
	5.1 issues the Certificate of Detention of active PDL	None	5 minutes			
TOTAL: None 44 Minutes						
Note: forwards to the CTOS for transmission if the request is through e-mail						



20. PDL Permanent Visitor's Pass

The PDL Permanent Visitor's Pass is issued to qualified individual to access/allow visits to PDL.

Office or Division	SPPF Overseer	
Classification	Simple	
Type of	G2C	
Transaction	· · · · · · · · ·	
Who may avail CHECKLIST REQU		y Members of PDL WHERE TO SECURE
PARENTS		Inmate Visitation Services Unit
Application form		 Philippine Statistics Authority
PDL Birth Cert w/ PSA	•	 Philippine National Police
Police & Brgy Clearan	ce	• LGU (Barangay)
• Two (2) Valid ID		• Court
SIBLINGS		
 Application form 		
PDL Birth Cert w/ PSA	Receipt	
Visitor's Birth Cert w/ F	PSA Receipt	
Police & Brgy Clearan	ce (if Adult)	
Two (2) Valid ID(if adu	llt)	
SPOUSE		
 Application form 		
Marriage Cert w/ PSA	Receipt	
Police & Brgy Clearan	се	
• Two (2) Valid ID		
<u>CHILDREN</u>		
 Application form 		
• Visitor's Birth Cert w/ F	PSA Receipt	
Police & Brgy Clearan	ce (if Adult)	
• Two (2) Valid ID(if adu	lt)	
RELATIVE/S		
(Cousin, nephew, niece, uncle, etc)	grandparents, aunt,	
Application form		
Documents that will pr	ove their affinity	
Police & Brgy Clearan	-	
• Two (2) Valid ID(if adu	. ,	



COMMON LAW WIFE				
 Application form 				
• Visitor's Birth Cert w/ F	PSA Receipt			
PDL/Visitor's CENOMAR (if both single)				
Death Cert (if Widow)				
Proof of Cohabitation (confinement)	if cohabiting prior to			
PDL/ Visitor's Proof of Separated to previous				
Police & Brgy Clearand Two (2) Valid ID	ce			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Application Form and submit required documents	1. Check for completeness of documents and information	None	_ 15 minutes	IVSU
	1.1 Forwards the same to Overseer's Office	None		
2. Go to Overseer's Office for Interview	2. Scrutiny of documents submitted.	None		
	2.1 interview of Visitor and the PDL to be visited.	None	15 minutes	Overseer Personnel
	2.2 Signing of the Application Form by the personnel who interviewed the visitor and PDL	None		



				1905	
3. Wait for Approval	3. Chief Overseer's approval of the application.	None	2 minutes	Chief Overseer	
4. Wait to be called for Photography	4. Taking of Pictures of visitor together with the PDL to be visited	None	2 minutes	Photography Unit	
5. Wait for Signing and Issuance of Gate Pass	5. Preparation of PDL Visitor's Gate Pass	None]		
	5.1 Signs by Personnel who prepares the Pass	None	5	Overseer	
	5.2 Assist visitor in signing of Gate Pass	None	Minutes	Personnel	
	5.3 Forwards to the Chief Overseer for Approval	None			
6. Signs Logbook and Receives Gate pass	6. Enters the Gate Pass Information to the Logbook.	None]		
	6.1 Assist visitor in signing the Logbook.	None	2 minutes	Overseer Personnel	
	6.2 Issues the Visitor's Gate Pass.	None			
	TOTAL:	None	41 Minutes		



21. Issuance of Employees Pay slip, Certificate of Employment and Certificate of Employment with Compensation

Service Record, Certificate of Employment (COE) and Certificate of Employment with Compensation (COEC) are being issued to Sablayan Prison and Penal Farm personnel for legal purposes.

Office or Divi	sion	Human Resource Unit (HRU)					
Classification		Simp					
Type of Trans	saction		-	ent to Governmen	t to Government		
Who may ava			e and In-act	tive BuCor Emplo			
	CHECKLIST REQUIREMENTS			WHERE TO S	ECURE		
Principal							
BuCor ID				Bureau of Cor	rections		
Representativ	/e						
	letter, Photocc f the Bucor em			BuCor, BIR, P SSS, GSIS, P	ost Office, DFA, PSA, ag-IBIG –		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
2. Sign at the logbook at the HRU front desk.	 Provide the logbook to the client and inst to fill out the needed detai 1.1 Process t request and l the document requested be signed. 	e rruct Is. he et t	None	1 minute 5 minutes	HRS Staff HRU Staff/OIC, Human Resource Unit		
2.Sign in the logbook indicating the time of receipt of the requested document.	 Record and dispatch to the requesting particular 2.1 Issue the requested document. 	e rty.	None None	2 minutes 5 minutes	HRS Staff HR Unit Staff OD		
	ТОТ	AL:	None	13 minutes			



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM			
How to send a feedback	Answer the client satisfaction survey form (Panukat ng Kasiyahan ng Kliyente) provided by the Desk Officer at Gate I and drop it to the designated drop box located beside the BuCor Citizen's Charter Gate I Lobby, Administrative Building.		
	Feedbacks can also be sent through email at www.bucor.gov.ph		
	Contact Info: 8856-6015		
	The BuCor ARTA Officer collects, compiles and records all client satisfaction survey forms obtained from the drop box on a daily basis.		
	Interpretation of the collated duly accomplished client satisfaction surveys are being analyzed and rated using the Likert Scale Statistical Method on a monthly basis.		
How feedback is processed	Client satisfaction survey forms requiring answers were forwarded to the concerned offices and they are required to answer within three (3) days upon the receipt of the survey form.		
	For inquiries and follow-ups, client may contact telephone number: 885-66015		
How to file a complaint	Answer the Request for Assistance/Complaints Form (RAS) and drop it at the designated suggestion and complaint box located at the Gate I Lobby, Administrative Building.		
	You can also file the complaint personally through ARTA Public Assistance and Complaints Desk (ARTA Section Office).		



	For inquiries and follow-ups, client may contact telephone		
	number: 8856-6015		
	The BuCor ARTA Officer opens the suggestion and complaints drop box on a daily basis and evaluate each complaint.		
How complaints are processed	Upon evaluation, the BuCor ARTA Officer shall forward the complaint to the concerned office for appropriate action.		
	The BuCor ARTA Officer will provide the client with the feedback along with the client's received copy of the Request for Assistance/Complaints Form (RAS)		
	For inquiries and follow-ups, client may contact telephone number: 8856-6015		
Contact Information of CCB, PCC and ARTA	ARTA: complaints@arta.gov.ph		
	: 1-ARTA (2782)		
	CCB: 8888		
	PCC : 0908-881-6565 (SMS)		

List of Offices



Office	Address	Contact Information
Information and	NBP Reservation,	
Communication	Poblacion, Muntinlupa City	8772-2496
Technology Division		
	NBP Reservation,	8850-0062
Human Resource Division	Poblacion, Muntinlupa City	8659-0832
	NBP Reservation,	8772-2718
Supply Division	Poblacion, Muntinlupa City	8478-0907
		8809-8587
PDL Document	NBP Reservation,	8856-0053
Processing Division	Poblacion, Muntinlupa City	8850-0117
Communications	NBP Reservation,	8850-0110
Management Section	Poblacion, Muntinlupa City	8556-8016
	NBP Reservation,	8807-2994
Cashier Section	Poblacion, Muntinlupa City	8519-8180
	NBP Reservation,	
Legal Division	Poblacion, Muntinlupa City	8850-0034
BuCor Security and Escort	NBP Reservation,	
Command	Poblacion, Muntinlupa City	8354-6634
	NBP Reservation,	
Corrections Training School	Poblacion, Muntinlupa City	8822-9607
	NBP Reservation,	
Accounting Division	Poblacion, Muntinlupa City	8850-0166
Directorate for Planning	NBP Reservation,	8850-0193
and Management	Poblacion, Muntinlupa City	8478-0083
New Bilibid Prison	NBP Reservation,	8809-8587
Superintendent	Poblacion, Muntinlupa City	8556-8017



	NPD Decentration	8850-0143
	NBP Reservation,	
New Bilibid Prison Hospital	Poblacion, Muntinlupa City	8850-3294
Bureau of Corrections	NBP Reservation,	8230-9465
Business Center	Poblacion, Muntinlupa City	
Morale and Spiritual	NBP Reservation,	
Section	Poblacion, Muntinlupa City	8478-2864
Correctional Institution for		8532-1736
Women	Mandaluyong City	8532-1726
		09664028077
San Ramon Prison and		
Penal Farm	Talisayan, Zamboanga City	09162550838
Sablayan Prison and Penal		09102129802
Farm	Occidental Mindoro	09279464985
Iwahig Prison and Penal	Puerto Princesa City,	
Farm	Palawan	09950801017
Levte Regional Prison	Abuvog Levte	09179632038
Leyte Regional Prison	Abuyog, Leyte	09064425844
		00007720077
Davao Prison and Penal	Panabo, Davao Del Norte	09171804862
Farm		

