



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

God Centered– Centering our lives joyfully and dynamically upon the person of God.

Vigilance – 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.

Commitment– 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 PDL)	17
B. Issuance of Certified Machine Copy from File of Certificate of Discharge from Prison	19
C. Issuance of Prison Record and/or Synopsis of Prison Record	21
D. Verification of PDL status eligibility for Parole and Executive 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/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 Constructions Materials & Internet/Meralco installation and Repair	45
P. Rental of Bureau of Corrections (BuCor) Facilities	48
Q. Educational Tour	51
R. Order of Payment for BuCor Employees, Tenants and Private Entities	52
S. Order of Payment for Rental and BuCor Share	54
T. Request for Documents/Data of Student and Private Entities/Individual	55
U. Issuance of Service Record, Certificate of Employment/Compensation	56
V. Issuance of Certificate of NO Pending Case	57



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	62
B. Request Issuance of Certificate of Detention/Confinement (Active PDL) Thru-Email	65
C. Issuance of Medical Abstract	67
D. Attorney's Visit	68
E. Clinical Laboratory Services	69
F. Sacrament and Sacramentals	70
G. Marriage in Prison	71
H. Process/Procedure in the Court Appearance of PDL as provided under the BuCor Operating Manual	73
I. Issuance of Death Certificate 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	97
D. Issuance of Office Supplies	98
E. Issuance of Certificate of NO Pending Case	100



External Services

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, Issuance Records from 201 File	155



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

External Services

A. Issuance of Certificate of Confinement	189
B. 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	197



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



N. Issuance of Certificate of No Pending Case 255

Correctional Institution for Women

Internal Services

A. ICT Support Service	257
B. Issuance of BuCor Personnel Identification Card (ID)	258
C. Issuance of Certificate of Attendance & Copy of Payroll DTR for Loan Requirements	260
D. Issuance of Payslip	261
E. Issuance of Office Supplies	262

External Services

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	343
U. Issuance of Employees' Pay Slip, Certificate of Employment and 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 Transaction	G2G-Government to Government			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Division (ICTD)		
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 to the employee.	None	1 minute	ICTD Staff
2. Fill out the BICAF and submit at the ICTD Office.	2. Receive the accomplished form and check for completeness 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 Division (ICTD)			
Classification	Simple			
Type of Transaction	G2G–Government to Government			
Who may avail	All offices/personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
ICT Support Request Form (ISRF)		Information and Communication Technology Division (ICTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ISRF at the ICTD Office.	1. Issue ISRF to the employee.	None	1 minute	ICTD Staff
2. Fill out the ISRF and submit at the ICTD Office	2. Receive the accomplished ISRF.	None	2 minutes	ICTD Staff
3. Wait for the designated ICTD Personnel to proceed to the offices as requested.	3. Designated ICTD Personnel to proceed to the client's office to address the technical problem of the ICT equipment or installation.	None	23 minutes	ICTD Staff
	3.1 Fill out the corresponding Service Report after the repair/ maintenance has been served.	None	2 minutes	ICTD Staff
4. Sig-in at the acknowledgement of the repair/ maintenance rendered by designated ICTD Personnel.	4. Give a copy of the corresponding service report to the client.	None	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 Transaction	G2G			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			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	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook indicating his/her name and time.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	1 minute	HRD Staff
	1.1 Process the request let the document requested be signed.	None	3 minutes	HRD Staff/ OIC, HRD
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	1 minute	HRD Staff
TOTAL:		None	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 Division			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Accomplished Requisition and Issue Slip (RIS)			Downloadable (Appendix 63)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit four (4) original copies of the duly accomplished RIS to the Receiving Staff for documentation.	1. Receive the required document.	None	1 minute	Receiving and Issuing Staff Supply Division
	1.1 Issue RIS No. if the form is complete and valid and have it recorded in the logbook, then scan.	None	3 minutes	Receiving and Issuing Staff Supply Division
2. Wait for the Receiving and Issuing Section Officer's advice for the release of items.	2. Check for the availability of the requested item/s.	None	5 minutes	Receiving and Issuing Section
	2.1 Prepare the items for issuance.	None	10 minutes	Receiving and Issuing Section
	2.2 Update the supplies data base and monitoring records.	None	5 minutes	Receiving and Issuing Section
	2.3 Inform the request or on the release of the items.	None	3 minutes	Receiving and Issuing Section
	2.4 Instruct the receiver to sign the RIS.	None	2 minutes	Receiving and Issuing Section
TOTAL:		None	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	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
Loan Form, Payslip, Other requirements as required			Third Party Agency such as AFPMBAI, City Savings, AFPFCMPC, Pagibig, GSIS, HRD and others	
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	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submits their loan clearance form to HRD.	1. Receives loan form from employee with their loan forms, payslips, and other requirements as required by the loan agency they're filing.	None	1 minute	HRD Staff
	1.1 Double check if the signatories and requirements attached are complete.	None	3 minutes	HRD Staff
2. Encodes data on Loan Tracking Database.	2. Encodes on Loan tracking Database System.	None	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.	None	3 minutes	HRD Staff
3. Submit to Chief, HRD for Signature.	3. For Chief, HRD's Signature of the Loan 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

External Services



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 Transaction	G2C, G2G			
Who May Avail	Released PDL, Immediate family or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Request Form or Authorization Letter from Released PDL		Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer		
Representative				
1. Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Request Form or Authorization Letter from Released PDL		Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer Released PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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 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 family or relatives of PDL, Legal Counsel of PDL, Other Government agencies.			
Checklist of Requirements		Where to Secure		
Principal				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Request Form or Authorization Letter from PDL		Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer		
Representative				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Request Form or Authorization Letter from PDL		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			
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 REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer		
2. Request Form				
Representative				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer Persons Deprived of Liberty (PDL)		
2. Request Form or Authorization Letter from PDL				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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 and forward the request to the Chief, Documents Section for approval.	None	4 minutes	Help Desk Officer
	1.1 Receive the approved request to be forwarded to the Carpeta Unit.	None	1 minute	OIC, Chief PDPD



	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 Division	PDL Documents and Processing Division			
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 REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/ Pag-Ibig		
Representative				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig		
2. Verification Form or Authorization Letter from PDL		Public Assistance and Complaints Desk Officer Persons Deprived of Liberty (PDL)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Public Assistance and Complaints Desk Officer calls the Documents Section relative to the request of the client.	1. Receive phone call or the duly filled-out verification form and process the required information.	None	1 minute	Help Desk Officer
	1.1 Verify to the Inmate Monitoring Integrated system (IMIS) the status of the PDL.	None	1 minute	OIC, Chief PDPD



	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 Transaction	G2G, G2C			
Who may avail	BuCor Employees & other clients with official business at BuCor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 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 Transaction	G2G, G2B			
Who may avail	BuCor employees, clients and other payor			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
Order of payment and other supporting documents			BuCor Accounting Division	
Representative				
Order of payment and other supporting documents			BuCor Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Order of Payment	1. Post in Official Receipt payment made including payor and amount to be paid in cash or check.	None	2 minutes	Collecting Officer
2. Pay the amount of transaction.	2. Count money received and reconcile with the amount that should be paid.	None	4 minutes	Collecting Officer
3. Obtain the Official Receipt.	3. Issue the Official Receipt.	None	2 minutes	Collecting Officer
TOTAL:		None	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 Corrections Business Center (BBC)			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		BuCor Business Center		
2. Request for Land Survey (Building)		Technical Service Division, BBC		
3. Affidavit of Undertaking		BBC Staff		
4. Photocopy of any Government Issued ID		BIR, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit)		
5. Photo of Business Establishment				
6. Business Name Registration, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with attached supporting documents.	1. Assist the clients and issue forms. 1.1 Examination and assessment of submitted requirements.	None None	} } 1day	BBC Staff



2. Wait for the approval of the MOA or JVA.	2. Draft the contract.	None	} 17 days	BBC Staff
	2.1 After drafting the contract, secure the documents/inputs/ recommendation of the concerned office.	None		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
3. Submit the notarized contract to the BBC Office.	2.4 Issue the signed contract to the client.	None	} 1 day	BBC Staff
	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		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 Corrections Business Center (BBC)			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Intent 2. Business/Project Proposal 3. Request for Land Survey 4. Affidavit of Undertaking 5. Photocopy of any Government Issued ID 6. BIR, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit) 7. Picture's Sketch of Business and Proposed Location 8. Business Name Registration, if any 9. 2x2 ID's (2pcs.) 		Technical Services Division, BBC BBC Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent with attached supporting documents (Business/Project proposal, Business profile and proposed draft contract.	<ol style="list-style-type: none"> 1. Assist the clients. <ol style="list-style-type: none"> 1.1 Examination and assessment of submitted requirements. 1.2 Conduct survey inspection and evaluation 	₱50.00 (Processing Fee)	1 day	BBC Staff BBC Staff BBC Staff



2. For payment	2. Applicant shall refer to the Accounting Division for the issuance of Order of Payment	(Processing fee + Lease rental)	5 minutes	BBC Staff
3. Wait for the approval of the Contract MOA or JVA	3. Draft the contract	None	} 17 days	BBC Staff
	3.1 After drafting the contract, secure the documents/inputs/r ecommendation of the concerned office.	None		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		BBC Staff
4. Submit the notarized contract to the BBC Office	4. Received, record and file the contract's copy.	None	} 23 Hrs & 55 minutes	BBC Staff
	4.1 Provide copy to COA, Accounting Division, Legal Service, Directorate for Planning and Management.	None		BBC Staff
TOTAL:		P50.00	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 Division	Bureau of Corrections Business Center (BBC)			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Lease Application		BuCor Business Center		
2. Request for Land Survey (Building)		Technical Service Division, BBC		
3. Affidavit of Undertaking		BBC Staff		
4. Photocopy of any Government Issued ID		BIR, POST OFFICE, DFA, PSA, SSS, GSIS, PAGIBIG, Voter's ID, National ID, PRC ID, LTO ID, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit)		
5. Photo of Business Establishment				
6. Business Name Registration, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with attached supporting documents.	1. Assist the clients and issue forms.	None	2 minutes	BBC Staff
	1.1 Examination and assessment of submitted requirements.	None	3 minutes	BBC Staff
2. Wait for the approval of the contract	2. Draft the contract.	None	1 day	BBC Staff
	2.1 After drafting the contract, secure the approval of the BBC Director.	None		BBC Staff
	2.2. Issue the signed contract 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	4. Provide copy to COA, Accounting Division.	None	1 day	BBC Staff
TOTAL:		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 Owner/Business Operator			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Business application form 2. Affidavit of Waiver 3. Certificate of No Outstanding balance 4. Letter of Intent 5. DTI/SEC 6. Barangay/Municipal Business Permit 7. Sketch of business and proposed location 8. 2x2 ID's (2 pcs.)			BuCor Business Center (BBC) Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished business application form with attached supporting documents.	1. Assist the clients.	₱50.00 (Processing Fee)	2 minutes	BBC Staff
	1.1 Assessment of submitted form and requirements.		3 minutes	BBC Staff
	1.2 Conduct survey inspection and measurement of the proposed MBE		45 minutes	BBC Staff
2. For payment	2. Applicant shall refer to the Accounting Division for the issuance of Order of Payment.	(Processing fee + Monthly rental fee)	5 minutes	BBC Staff



3. Wait for the approval of Revocable Permit	3. Draft the Revocable permit. 3.1 After drafting the Revocable Permit, recommends to D, BBC for perusal and approval.	None	} 1 day	BBC Staff
		None		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	} 1 day	BBC Staff
	5.1 File the Revocable Permit's copy	None		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 Section, Bucor Business center (BBC)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Active Bureau of Corrections Employees at NBP Reservation			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Letter of Intent 2. List of construction materials (Itemized) 3. Photocopy of Housing Directive of the requestor; 4. Photocopy of the BuCor ID (back to back) 5. Hardcopy of Photographs subject for construction of quarter, repair, renovation or preventive maintenance of quarter; and 6. Sketch location of the quarter 			Requesting Party	
Representative				
Order of payment and other supporting documents			BuCor Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent with all the requirements.	1. Assist the clients.	None	2 minutes	Housing Section Staff
	1.1 Assessment of submitted requirements	None	3 minutes	Housing Section Staff
	1.2 Housing Section Office shall forward the letter request with complete attachments to	None	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.	<p>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.</p> <p>3.1 Upon approval a certification will be issued to the requestor.</p> <p>3.2 The duty BSEC Personnel at the entrance gates should allow entry of the requested construction</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p>	<p>Housing Section Staff</p> <p>Housing Section Staff</p> <p>BSEC Gate Officers</p>



	<p>materials based on the approved request.</p> <p>3.3 The TSD shall conduct on-site inspection and submit after activity report on the present status of the requested construction of new quarter, repair, renovation and preventive maintenance to the Housing Section.</p>	None	<div style="border-left: 1px solid black; border-right: 1px solid black; height: 250px; width: 100%;"></div>	BBC TSD Staff
TOTAL:		₱ 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	G2C			
Who may avail	Employees about to resign/retire			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Clearance Form 2. Photocopy of BuCor ID 3. Agreement for the turn-over of quarter to active employee			HR } Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements.	1. Assist the clients	None	2 minutes	Housing Section Staff
	1.1 Housing Section Staff shall check/validate if whether or not the client has issued House Directive.	None	3 minutes	Housing Section Staff
	1.2 Assessment of submitted requirements.	None	3 minutes	Housing Section Staff
2. Payment	2. Client shall proceed to the Accounting Division for the issuance of Order of Payment after which shall proceed at Cashier's Office for payment.	₱ 50.00 (Processing 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 Transaction	Vehicle Pass	
Who may avail	Katarungan Residents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>Katarungan Residents</u>		
1. Application Form		BuCor Security and Escort Command
2. Photocopy of 2 Valid ID's		Client
3. Original copy of Certificate of Residency issued by KVHAL or rental agreement.		Katarungan Village Home Owners Association, Inc.
4. Submit 1 Photocopy of OR/CR of vehicle, if no OR/CR submit the alternative requirements.		Client
4.1 If applicant is not the original owner of the vehicle he should submit notarize copy of deed of sale.		Client
4.2 If the applicant is related to the owner submit proof of relationship.		Client
4.3 If the applicant is not the owner of the house submit notarized rental contract.		Client
4.4 If the vehicle is newly purchased submit voice invoice,		Client
4.5 If the vehicle is company vehicle submit Memorandum receipt or authorization letter from the company allowing the applicant to use the vehicle.		Client
4.6 Photocopy of ID of those person who issued the M.R and authorization letter.		Client
4.7 Photocopy of ID of the previous owner of the vehicle.		Client
5. Picture of Vehicle (Front and Back)		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	2 minutes	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 penalty.	4. FDU will receive affidavit of lost with official receipt from BUCOR cashier.	₱500	2 minutes	Front Desk Unit Personnel
	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 Complaint			
Who may avail	Personnel and Non-personnel inside			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Blotter Form If the incidents happen inside the NBP perimeter.		BuCor Security and Escort Command		
2. Complaint Form Entertains if the complainant or respondent is personnel.		BuCor Security and Escort Command		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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/dissapproval	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 Transaction	Issuance of Permits	
Who may avail	Personnel and Non-personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><u>A. PASSING THRU (BURIAL)</u></p> <ol style="list-style-type: none"> 1. Request letter addressed to the Commander, BSEC 2. Death Certificate 3. Valid ID 		<p>Client</p> <p>Client</p> <p>Client</p>
<p><u>B. ENTRY OF CONSTRUCTION MATERIALS</u></p> <ol style="list-style-type: none"> 1. Certification from the BBC 2. Request letter addressed to the Commander, Bsec 3. Photocopy of BuCor ID or any valid ID's 		<p>BUCOR BUSINESS CENTER</p> <p>Client</p> <p>Client</p>
<p><u>A. PASSING THRU (BURIAL)</u></p> <ol style="list-style-type: none"> 1. Request letter addressed to the Commander, BSEC 2. Proof of Billing 3. Photocopy of BUCOR ID 		<p>Client</p> <p>Client</p> <p>Client</p>
<p>Note : All request letter must have the following information.</p> <ul style="list-style-type: none"> • Time & Date of Entry • Entry and Exit point of vehicle • MAKE and Plate No. of vehicle • Contact Number 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1 minute	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 Corrections Business Center (BBC)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	BuCor Employee and Private Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request		Requesting Party		
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



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



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 Training Division			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Students/Civilian and Government Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter Request and Valid ID			School Professor/Dean Travel/Tour Coordinators	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter-request.	1. Secure approved request.	None	2 minutes	BUCOR Training Coordinator (Educational Tour)
2. Pay Entrance Fee to Cashier's Office.	2. Issue Official Receipt.	₱10.00 per head	5 minutes	Collection Officer, Cashier's Office
3. Fill out/Sign Waiver Form.	3. Provide Waiver Form.	None	3 hours	BUCOR Training Coordinator (Educational Tour)
	3.1 Pictorial NBP Façade with Briefing.	None		
	3.2 Tour to Museum with Proper Briefing.	None		
	3.3 Tour to Medium Security Camp. Education Section with Inmate Programs Interaction.	None		
TOTAL:		₱10.00 per head	3 hours, 10 minutes	



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.

Office or Division	Accounting Division	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	All personnel under the Bureau of Corrections	
CHECKLIST REQUIREMENTS	WHERE TO SECURE	
Principal		
1. RENTAL (income from use of BuCor's properties/facilities)– Contract, BSEC request form	Legal Office	
2. BUCOR SHARE (share of BuCor for every product sold by the contracting party) - Contract	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 (monthly consumption of tenants)- Billing	General Services Division	
6. PARTICIPATING FEE&BID DOCUMENTS (pre-requisite of the bidders before joining the bidding) – Certification from BAC SEC	Bids and Awards Committee Secretariat	
7. BID/PERFORMANCE BOND (pre-requisite of the winning bidders before entering to contract) - Official Receipt	Bids and Awards Committee Secretariat	
8. CONFISCATED MONEY (the Amount of money 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		NBP Superintendent’s Office BuCor Security and Escort Command (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 payment.	2. Receive documents and compute the account.	None	8 minutes	Accounting Staff
	2.1 Issue the order of payment to the customer.	None	4 minutes	Accounting Staff
TOTAL:		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 Division			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Division (ICTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present documents for assessment and computation of payment and subsequent issuance of order of payment.	1. Assess and compute payments of clients.	None	9 minutes	Accounting Staff
	1.1 Issue the order of payment to the customer.	None	1 minute	Accounting Staff
TOTAL:		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 Planning and Management (DPM)			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Students/Private Entities-Individual			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Student Identification Card. 2. Approved Letter-request		Colleges/Universities concerned Thesis Adviser/Dean of College/University		
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 indorsement to DPM Staff (for Research and thesis requirements).	1. Receive the approved letter- request.	None	1 minute	PSD Staff
	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 Transaction	G2G			
Who may avail	Active and Former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook at the HRD front desk.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	1 minute	HRD Staff
	1.1 Process the request and let the document requested be signed.	None	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 requested document.	None	1 minute	HRD Staff
TOTAL:		None	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 REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor ID (For Validation if needed)		N/A		
Receipt from Cashier (If personal transaction)		Accounting Section/Cashier		
Representative				
Principal Requirements and Authorization Letter		(Requesting Party)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Clearance Form (If for Loan purposes)	1. Provide the Loan Clearance form.	N/A	3 minutes	HRD
2. Official Receipt (OR) issued by Cashier for Loan to Private Lending Companies	2. Provide Order of Payment (Accounting) and O.R to the Cashier.	₱100.00	5 minutes	Accounting/ Cashier
3. Fill up the CNPC Issuance Form	3. Validates the Database and Printing of Certificate of No Pending Case (CNPC)/ Certificate of Pending Case (CPC)	N/A	5 minutes	C.IAS and Staff
	3.1 Chief IAS and other Authorized representative to sign the CNPC/CPC.	N/A		



4. Sign the Logbook CNPC/CPC.	4. 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	G2G			
Who may avail	Persons Deprived of Liberty/BuCor Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-ray & Ultrasound Request Form			Medical Officer on Duty	
CLIENT STEPS	AGENCY 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.	1. Receives X-ray/Ultrasound Request Form.	PDL- None	2 minutes	Rad. Tech on Duty
2. Proceed to Radiology Department with the properly filled-up Request Form.	2. Interviews and records patient's data.	BuCor Employee -₱100.00	3 minutes	Rad. Tech on Duty
	2.1 Instructs and explains procedure about the procedure.	None	3 minutes	Rad. Tech on Duty
3. Secure scheduled date of the examination.	3. Set the date to return for the procedure.	None	3 minutes	Rad. Tech on Duty
TOTAL:		PDL- None BuCor Employee -₱100.00	11 minutes	



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 (marriage certificate)	PSA
	5. Child (birth certificate of child and marriage certificate of the PDL);	
	6. Brother/sister (birth certificate of brother/sister and birth certificate of the PDL);	
	7. Father/mother (birth certificate of the PDL);	
	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/disapproval 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	Simple			
Type of Transaction	G2C, G2G			
Who may avail:	Relative of PDL, Legal Counsel and persons authorized by Competent authorities.			
Checklist of Requirements		Where to Secure		
Principal				
1. Government issued Identification Card		BIR, Phil. Post Office, DFA, PSA, SSS, GSIS and Pag-Ibig		
Representative				
1. Government issued Identification Card 2. Mission Order 3. Letter of Intent from Competent authority		BIR, Phil. Post Office, DFA, PSA, SSS, GSIS and Pag-Ibig Requesting Office/Agency/Authority Requesting Office/Agency/Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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.	1. Acknowledge and print email and inform the requester of the available schedule.	None	5 minutes	Email Correspondence Office, NBP Superintendent's Office
	1.1 Encode request with control number.	None	4 minutes	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 Office to return the request with attached Certificate of Confinement.	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
	TOTAL:	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 REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting 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	4 days	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 Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card		PAO ID 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
	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	Video conference facilitator, NBP Supt's Office
TOTAL:		None	10 minutes	
NOTE: Signature is not necessary since Concerned Officer will just inform the client thru email that his request is approved.				



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	PDL/BuCor Employee/Applicants			
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.	1. 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	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			
Type of Transaction	G2G, G2C			
Who may avail	Persons Deprived of Liberty (PDL) and PDL's Family			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Request Form (for Chaplaincy Services)		Chaplaincy Office		
2. Birth Certificate (for Baptism) or Baptismal Certificate (for confirmation)		Philippine Statistics Authority (PSA) Church/Organization		
3. Personal Data Record (Religious Affiliation)		BuCor Overseer's Office/IDPD		
4. Pass/Permit (visitors/family/sponsor)		BuCor Superintendent/Overseer's Office		
5. Accomplished Form		Chaplaincy Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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	Staff/Officer Chaplain Office
	1.1 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.				



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 Spiritual Section (Chaplaincy Office)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Persons Deprived of Liberty (Bride or Groom)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Birth Certificate		Philippine Statistics Authority (PSA)		
2. Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority (PSA)		
3. 3 pieces 2X2 Photo with name		Photo Center		
4. Endorsement Letter to Overseer		BuCor Chaplaincy Office		
5. Personal Data Record of PDL		BuCor Overseer's Office		
6. Endorsement Letter to Civil Registrar		Office of the Superintendent		
7. Marriage License and Contract		Civil Registrar's Office		
8. Baptismal Certificate (purpose of marriage)		Church/Religion		
9. Confirmation Certificate (Christian)		Church/Christian (Catholic)		
10. Marriage Banns		Church/Parish		
11. Certificate (Family Planning Seminar)		NBP Hospital		
12. Certificate (Pre-Cana interview and seminar)		Pastor/Priest/Minister		
13. Pass/Permit (visitors, sponsor, minister)		BuCor Overseer's Office/Superintendent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents with request to marry.	1. Validate documents and endorse to Overseer's Office.	None	3 minutes	Staff/Officer Chaplain Office
2. Attend seminar.	2. Conduct seminar on:			



	2.1 Family Planning	None	20 minutes	DHS/Health Center-LGU
	2.2 Pre-Cana Seminar	None	20 minutes	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
TOTAL:		₱200.00	1 Hour,38 minutes	
NOTE: 1. Payment of ₱200.00 will be paid at the Civil 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			
Who may avail	Person Deprived of Liberty Personnels/Representative from the Honorable Court			
CHECKLIST OF REQUIREMENTS			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 Supt. Office, Post Office, Electronic Mail (E-mail) and Court Personnel.	1. Received Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Receiving Officer
	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



	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.	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 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 Health and Welfare Services			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	PDL Kin / Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request of Death Certificate and / or cadaver release			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/unregistered) 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 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 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 / 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 Manifestation		City Jails, Provincial Jails, Municipal Jails, and District Jails		
8. Corrections Cluster Form No. 8		City Jails, Provincial Jails, Municipal Jails, and District Jails		
9. Drug Dependency Examination		Records Officer from City Jails, Provincial Jails, Municipal Jails, and District Jails or from 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.		
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 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



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:
 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			
Type of Transaction	G2C			
Who may avail	Immediate Family Members of PDL			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Identification Card		Voter's, Passport, Postal., UMID, PAGIBIG, SSS, National, Driver's License, Solo Parent, Senior, PWD.		
2. NBP RDC Visitor's Pass		NBP-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.	None	5 minutes	Verification Officer, IVSU/Overseer Staff
	1.1 Issuance of Calling Slip/Visitor's Pass.	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 belongings for inspection.	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-RDC			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Immediate Family Members of PDL			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Proof of Relationship		Original PSA Birth Certificate with Receipt, Original Marriage Contract with OR/Proof of Payment and Non-Marriage (CENOMAR) with Receipt.		
2. Government Issued Identification and ID Picture		All Government issued ID (except Tin ID and Philhealth) and 2pcs 2x2 Photo ID		
3. Clearances		Brgy. Clearance with Receipt, Latest Cedula		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will present his/her all the requirements including his government issued ID at Overseer Office.	1. Verify the validity of all document presented.	None	2 minutes	Overseer Personnel
	1.1 Verifies if PDL 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.	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 privilege, PDL visitation is 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 and Services Unit-MedseCamp			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Listed Immediate family or relatives, friends, Common Law Wives (CLW) AND WIVES OF THE pdl.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Passes (for CLW and wives only)		Overseer-MedSeCamp		
2. Valid ID's		Integrated bar of the Philippines (IBP), Professional Regulation Commission (PRC), COMELEC, PAG IBIG, Post Office, School, LTO, DFA, SSS, DSWD, Agency and Company.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Queuing -Provides and supervise for the regular visitor and Priority Lane.	1. Separate regular visitor and priority lane (PWD, Senior Citizen).	None	1 minute	IVSU Personnel
2. Listing	2. Validates identity and affinity with the PDL interview. 2.1 Verifies visitors identification registration at Overseer's Office. 2.2 Records visitor's pass or call slip of visitor.	None None None	2 minutes	Listing Officer



3. ID Deposit/Waiver	<p>3. Verifies ID and visitors pass/call slip and allow to sign the waiver, Log information in the Logbook.</p> <p>3.1 Receives Visitor's ID and issues claim tag number</p>	None	None	None
4. Searching	<p>4. Receives and validates visitors pass/call slip issued by Listing Officer.</p> <p>4.1 Thoroughly searches/inspection on visitors belongings/things prior entry.</p>	None	None	None
5. Body Strip Search	<p>5. Receives and validates visitors pass/call slip signed by the searcher and the waiver.</p> <p>5.1 Thoroughly body search including their garments/clothing to all PDL visitors and allows to enter inside the camp.</p>	None	None	None
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 Transaction	G2C			
Who may avail	Immediate family members, relatives, and friends of PDL			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Proof of Relationship		PSA		
2. Government Issued Identification and ID Picture		BIR, Post Office, DFA, PSA, SSS, GSIS, PAGIBIG, COMELEC, National ID, and other government agencies.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to present his/her valid iID and proof of relationship to PDL at IVSU office (Priority Lane)	1. Verify the validity of all documents presented.	None	2 minutes	IVSU Personnel
	1.1 Pull-out Prison Record jacket for checking of visitors information provided by the PDL.	None	5 minutes	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 Visitor's Pass.	5. Process the Permanent Visitors Pass.	None	5 minutes	Overseer Personnel
	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 Transaction	G2C			
Who may avail	Immediate family members, relatives, friends, and Legal counsel			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Identification Card		PSA, SSS, GSIS, PAGIBIG, Philhealth, Post Office, Passport, Driver's License, Senior Citizen's ID, Voters ID and other government agencies.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Listing Officer at holding area, receives visitors with corresponding government issued identification. Present the Visitors Identification card and valid ID for the issuance of calling slip.	1. Evaluate the identity of the visitors, verification from database, conduct interview of visitors, register into the logbook and issue calling slip.	None	5 minutes	Listing Officer
2. Proceed to the Searching Area at entrance gate, present the calling slip for belongings inspection and body searching PDL visitors.	2. Inspect belongings and conduct body frisking. FOR MALE Visitors: Stamp the word "visitor" on his right hand.	None	10 minutes	IVSU Staff and Gate Officer
3. Proceed to the designated area for conjugal and non-conjugal area with the prison camp.	3. Double check the calling slip before allowing the visitor to enter the conjugal.	None	5 minutes	Gate Officer



3. Upon leaving the prison compound, return to the Listing Area to surrender the calling slip and claim Visitors identification Card.	4. Return to client his/her ID. FOR MALE Visitors: Verified the presence of Stamp with the word "visitor" on the right hand before allowing him to leave.	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 Resource Unit (HRU)			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Human Resource Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check 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–Government to Government			
Who may avail	All offices/personnel under the San Ramon Prison and Penal Farm			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
ICT Support Request Form (ISRF)		Information and Communication Technology Section (ICTS)		
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	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
	3.1 Fill out the corresponding Service Report after the repair/ maintenance has been served.	None	2 minutes	ICTS Staff
4. Sig-in at the acknowledgement of the repair/ maintenance rendered by designated ICTS Personnel.	4. Give a copy of the corresponding service report to the client.	None	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)			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Active BuCor Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Representative				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor Employee		BIR, Post Office, DFA, PSA, SSS, GSIS, PAGIBIG		
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 instruct to fill up the needed details.	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
TOTAL:		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	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Accomplished Requisition and Issue Slip (RIS)			Downloadable (Appendix 63)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three (3) original copies of the duly accomplished RIS to the Receiving Staff for documentation.	1. Receive the required document.	None	1 minute	Receiving and Issuing Officer PMS
	1.1 Issue RIS No. if the form is complete and valid and have it recorded in the logbook, then scan.	None	2 minutes	Receiving and Issuing Officer PMS
2.Wait for the Receiving and Issuing Section Officer's advice for the release of items.	2. Check for the availability of the requested item/s.	None	3 minutes	Receiving and Issuing Officer
	2.1 Prepare the items for issuance.	None	10 minutes	Receiving and Issuing Officer
	2.2 Update the supplies data base and monitoring records.	None	5 minutes	Receiving and Issuing Officer



	2.3 Inform the request or on the release of the items.	None	3 minutes	Receiving and Issuing Officer
	2.4 Instruct the receiver to sign the RIS.	None	2 minutes	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 Affairs Unit (IAU)			
Classification	Simple			
Type of Transaction	G2G,G2C			
Who may avail	Active SRPPF personnel			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card		BuCor SRPPF		
Representative				
Government Issued Identification Card of the person		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Process the request and let the document requested to be signed.	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.	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 Section (PDPS)			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	Active PDL, Released PDL, Immediate family or relatives of PDL, Legal Counsel of Released PDL, other Government Agencies.			
CHECKLIST OF 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 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 Processing Unit (PDPS)			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	Ex PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, Other Government agencies.			
Checklist of Requirements		Where to Secure		
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 Issued Identification Card		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 BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
2. 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 the same to the Chief, PDPS for approval.	None	4 minutes	PACD Officer
	1.1 Approved request form forwards to the Carpeta Unit, Documents Section.	None	3 minutes	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 PDL C. Legal Counsel of PDL D. Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID 2. Request Form		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig Officer-of-the Day, PDPS/ Public Assistance and Complaints Desk Officer		
Representative				
1. Valid ID 2. Request Form or Authorization Letter from PDL		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig Officer-of-the Day, PDPS/ Public Assistance and Complaints Desk Officer, Persons Deprived of Liberty (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 and forward the request to the Chief, PDPS for approval.	None	3 minutes	PACD Officer
	1.1 Receive the approved request to be forwarded to the Carpeta Unit.	None	4 minutes	OIC, Chief PDPS Chief, Overseer
	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	PDPS Staff Overseer Staff



	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)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	e) Person Deprived of Liberty (PDL) f) Immediate Family of PDL g) Legal Counsel of PDL h) Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig, National ID		
2. Request Form		Public Assistance and Complaints Desk Officer		
Representative				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig, National ID		
2. Verification Form or Authorization Letter from PDL		Public Assistance and Complaints Desk Officer PACD Persons Deprived of Liberty (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 forward to PDPS for verification	None	1 minute	PACD Officer
	1.1 Verify to the Inmate Monitoring Integrated system (IMIS) the status of the PDL.	None	2 minutes	PDPS Staff



	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 clients with official business at BuCor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order/Admin Order duly signed by proper authority		Chief, Administration Section		
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 Transaction	G2G, G2B			
Who may avail	SRPPF personnel, clients and other payor			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
Order of payment and other supporting documents			SRPPF Accounting Unit	
Representative				
Order of payment and other supporting documents			SRPPF Accounting Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Order of Payment	1. Assess/Evaluate Order of Payment	None	1 minutes	Collecting Officer
	1.1 Post in Official Receipt payment made including payor and amount to be paid in cash or check.	None	2 minutes	Collecting Officer
2. Pay the amount of transaction.	2. Count money received and reconcile with the amount that should be paid.	None	3 minutes	Collecting Officer
3. Obtain the Official Receipt.	3. Issue the Official Receipt and secure copy of order of payment	None	1 minutes	Collecting Officer
TOTAL:		None	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)			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		BuCor Business Center		
2. Request for Land Survey (Building)		Technical Service Unit, BBC		
3. Affidavit of Undertaking		BBC Staff		
4. Photocopy of any Government Issued ID		BIR, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit)		
5. Photo of Business Establishment				
6. Business Name Registration, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with attached supporting documents.	1. Assist the clients and issue forms. 1.1 Examination and assessment of submitted requirements.	None None	} } 1day	BBC Staff



2. Wait for the approval of the MOA or JVA.	2. Draft the contract.	None	} 17 days	BBC Staff
	2.1 After drafting the contract, secure the documents/inputs/ recommendation of the concerned office.	None		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	} 1 day	BBC Staff
	3.1 Provide copy to COA, Accounting Unit, Legal Service, and Directorate for Planning and Management.	None		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 Corrections Business Center (BBC)			
Classification	Highly Technical			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent 2. Business/Project Proposal 3. Request for Land Survey 4. Affidavit of Undertaking 5. Photocopy of any Government Issued ID 6. BIR, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit) 7. Picture's Sketch of Business and Proposed Location 8. Business Name Registration, if any 9. 2x2 ID's (2pcs.)			Technical Services Unit, BBC BBC Staff	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent with attached supporting documents (Business/Project proposal, Business profile and proposed draft contract.	1. Assist the clients.	None	1day	BBC Staff
	1.1 Examination and assessment of submitted requirements.	None		BBC Staff
	1.2 Conduct survey inspection and evaluation	None		BBC Staff



2. For payment	2. Applicant shall refer to the Accounting Unit for the issuance of Order of Payment	₱50.00 (Processing Fee)	5 minutes	BBC Staff
3. Wait for the approval of the Contract MOA or JVA	<p>3. Draft the contract</p> <p>3.1 After drafting the contract, secure the documents/inputs/recommendation of the concerned office.</p> <p>3.2 Submit to the Legal Service Office for finalization of MOA or JVA.</p> <p>3.3 Legal Service Office will endorse the finalized contract to the DG for approval and signature.</p> <p>3.4 Issue the signed contract to the client.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>16 days</p> <p>1 day</p>	<p>BBC Staff</p> <p>BBC Staff</p> <p>BBC Staff</p> <p>BBC Staff</p>
4. Submit the notarized contract to the BBC Office	<p>4. Received, record and file the contract's copy.</p> <p>4.1 Provide copy to COA, Accounting Unit, Legal Service, Directorate for Planning and Management.</p>	<p>None</p> <p>None</p>	1 day	<p>BBC Staff</p> <p>BBC Staff</p>
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)			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Lease Application		BuCor Business Center		
2. Request for Land Survey (Building)		Technical Service Unit, BBC		
3. Affidavit of Undertaking		BBC Staff		
4. Photocopy of any Government Issued ID		BIR, POST OFFICE, DFA, PSA, SSS, GSIS, PAGIBIG, Voter's ID, National ID, PRC ID, LTO ID, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit)		
5. Photo of Business Establishment				
6. Business Name Registration, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form with attached supporting documents.	1. Assist the clients and issue forms.	None	2 minutes	BBC Staff
	1.1 Examination and assessment of submitted requirements.	None	3 minutes	BBC Staff
2. Wait for the approval of the contract	2. Draft the contract.	None	1 day	BBC Staff
	2.1 After drafting the contract, secure the approval of the BBC Branch Manager.	None		BBC Staff
	2.2. Issue the signed contract 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	4. Provide copy to COA, Accounting Unit.	None	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 Division	BuCor Business Center (BBC)			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Business application form 2. Affidavit of Waiver 3. Certificate of No Outstanding balance 4. Letter of Intent 5. DTI/SEC 6. Barangay/Municipal Business Permit 7. Sketch of business and proposed location 8. 2x2 ID's (2 pcs.)		BuCor Business Center (BBC) Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished business application form with attached supporting documents.	1. Assist the clients.	None	2 minutes	BBC Staff
	1.2 Assessment of submitted form and requirements.	None	3 minutes	BBC Staff
	1.3 Conduct survey inspection and measurement of the proposed MBE	None	45 minutes	BBC Staff
2. For payment	2. Applicant shall refer to the Accounting Unit for the issuance of Order of Payment.	₱50.00 (Processing Fee)	5 minutes	BBC Staff



3. Wait for the approval of Revocable Permit	3. Draft the Revocable permit. 3.1 After drafting the Revocable Permit, recommends to BBC, Branch Manager for perusal and approval.	None None	} 1 day	BBC Staff 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 5.1 File the Revocable Permit's copy 5.2 Provide copy to COA and Accounting Unit.	None None None	} 1 day	BBC Staff BBC Staff 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 Section, BuCor Business center (BBC)		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Active Bureau of Corrections Employees at NBP Reservation		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Intent 2. List of construction materials (Itemized) 3. Photocopy of Housing Directive of the requestor; 4. Photocopy of the BuCor ID (back to back) 5. Hardcopy of Photographs subject for construction of quarter, repair, renovation or preventive maintenance of quarter; and 6. Sketch location of the quarter 		Requesting Party		
Representative				
Order of payment and other supporting documents		BuCor Accounting Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent with all the requirements.	1. Assist the clients.	None	22 minutes	Housing Unit Staff
	1.1 Assessment of submitted requirements	None	23 minutes	Housing Unit Staff
	1.2 Housing Unit Office shall forward the letter request with complete attachments to the BBC TSU for the conduct of	None	45 minutes	BBC TSU Staff



	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 Unit for the Issuance of Order of payment after which shall proceed at Cahier's Office for Payment.	₱ 100 (Processing Fee)	5 minutes	Accounting Unit Cashier's Office
3.Wait for the approval of request.	<p>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.</p> <p>3.1 Upon approval a certification will be issued to the requestor.</p> <p>3.2 The duty RSEC Personnel at the entrance gates should allow entry of the requested construction materials based on the approved request.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p>	<p>Housing Unit Staff</p> <p>Housing Unit Staff</p> <p>RSEC Gate Officers</p>



	<p>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, renovation and preventive maintenance to the Housing Unit.</p>	None		BBC TSU Staff
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	Housing Section, BuCor Business Center (BBC)			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Employees about to resign/retire			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Clearance Form 2. Photocopy of BuCor ID 3. Agreement for the turn-over of quarter to active employee			HR } Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements.	1. Assist the clients	None	2 minutes	Housing Unit Staff
	1.1 Housing Unit Staff shall check/validate if whether or not the client has issued House Directive.	None	3 minutes	Housing Unit Staff
	1.2 Assessment of submitted requirements.	None	3 minutes	Housing Unit Staff
2. Payment	2. Client shall proceed to the Accounting Unit for the issuance of Order of Payment after which shall proceed at Cashier's Office for payment.	₱ 50.00 (Processing Fee)	5 minutes	Accounting Unit Cashier's Office Staff



<p>3. Wait for the issuance of Certificate Clearance</p>	<p>3. If the client has No Issued House Directive, he shall be issued a Certificate of Clearance immediately.</p> <p>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.</p> <p>3.2 After the turn-over of quarter, a certification shall be issued to the transferor/client.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>1-3 days</p>	<p>Housing Unit Staff</p> <p>Housing Unit Staff</p> <p>Housing Unit Staff</p>
<p>TOTAL:</p>		<p>₱ 50.00</p>	<p>3 days and 23 minutes</p>	



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 Division	Reservation Security and Escort Command (RSEC)			
Classification	Simple			
Type of Transaction	Vehicle Pass/Decal Sticker			
Who may avail	Katarungan Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application of Form			Reservation Security and Escort Command	
2. Photocopy of OR/CR			Client	
3. Photocopy of Driver's License			Client	
4. Deed of Sale of the Vehicle (second/third owner)			Client	
5. Receipt of payment from the cashier For the vehicle pas.			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients walk in vehicle pass inquiry	1. Clients walk in vehicle pass inquiry	None	2 minutes	RSEC Officer
2. If clients brought complete requirements	2. Issues application form.	None	1 minute	RSEC Officer
3. Clients fill up application form and submit to RSEC Office	3. Receive and evaluate completeness of documents presented.	None	5 minutes	RSEC Officer
	3.1 Pays at the Cashier's office for the issuance of Official receipt of payment	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 150 – SRPPF Residents 300 – Outsiders	22 minutes	



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			
Type of Transaction	Blotter and Complaint			
Who may avail	Personnel and Non-personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Blotter Form If the incidents happen inside the SRPPF perimeter.		Reservation Security and Escort Command		
2. Complaint Form Entertains if the complainant or respondent is personnel.		Reservation Security and Escort Command		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Transaction	Issuance of Permits	
Who may avail	Personnel and Non-personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>A. ENTRY OF CONSTRUCTION MATERIALS</u>		
1. Certification from the BBC		BUCOR BUSINESS CENTER
2. Request letter addressed to the Commander, RSEC		Client
3. Photocopy of BuCor ID or any valid ID's		Client
<u>B. Entry of Internet/Zamcelco Installation and Repair</u>		
1. Request letter addressed to the Commander, RSEC		Client
2. Proof of Billing		Client
3. Photocopy of BUCOR ID		Client
Note : All request letter must have the following information.		
<ul style="list-style-type: none"> • Time & Date of Entry • MAKE and Plate No. of vehicle • Contact Number 		



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		G2G, G2C		
Who may avail		Students/Civilian and Government Employees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter Request and Valid ID			1. School Professor/Dean 2. Travel/Tour Coordinators	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter-request.	1. Secure approved request.	None	2 minutes	Training Unit Staff
2. Fill out/sign waiver.	2. Provide Waiver Form.	None	3 hours	Training Unit Staff
	2.1 Pictorial Admin Façade with Briefing.	None		
	2.2 Tour to Minimum Security Compound with Proper Briefing.	None		
	2.3 Tour to Max/Med Security Compound with Proper Briefing	None		
2.4 GAD building for lecture/open forum				
TOTAL:		None	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 Transaction	G2G - Government to Government	
Who may avail	All personnel under the San Ramon Prison and Penal Farm SRPPF	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Principal		
1. SALES OF AGRO (income derived from agro product)- Sales Invoice	Work and Livelihood Section	
2. ELECTRICITY (monthly consumption of tenants)- Billing	General Services Section (GSS)	
3. WATER BILL (monthly consumption of tenants)- Billing	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 FEE(fees for the issuance of clearances)	BuCor Business Center (BBC)	



7. STICKER (fees for issuance of decal by SRPPF) – RSEC request form		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			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	All personnel under the San Ramon Prion and Penal Farm (SRPPF)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
Income from use of SRPPF properties/facilities, Contract		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 payment and subsequent issuance of order of payment.	2. Assess and compute payments to clients.	None	4 minutes	Accounting Unit Staff
	2.1 Issue the order of payment to the customer	None	2 minutes	Accounting Unit Staff
TOTAL:		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. Section			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Students/Private Entities-Individual			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Student Identification Card. 2. Approved Letter-request		Colleges/Universities concerned Thesis Adviser/Dean of College/University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter-request with the approval by the Superintendent or indorsement to concern section	1. Receive the approved letter- request and forward to the concern office	None	1 minute	Admin Staff
	1.1 Check and process the requested data needed.	None	1 hour	Admin Staff
	1.2 Sign the requested data.	None	4 minutes	Admin Staff
2. Client to receive the requested data.	2. Provide the available requested data needed data/information.	None	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 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. Wife or husband (marriage certificate)		
4. Child (birth certificate of child and marriage certificate of the PDL);		
5. Brother/sister (birth certificate of brother/sister and birth certificate of the PDL);		
6. Father/mother (birth certificate of the PDL);		
7. Grandchild (birth certificate of grandchild and of the latter's parent who may be son or daughter of the PDL)		
8. Grandparent (birth certificate of the PDL and of his/her parent who is the son/daughter of the deceased grandparent)		
		PSA / Visitors List



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	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	10 minutes	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 Government/PDL/Counsel/Relatives of PDL			
Who may Avail	Government to Government/PDL/Counsel/Relatives of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting 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	Simple			
Type of Transaction	G2C, G2G			
Who may Avail	Counsel of Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
Government Issued Identification Card			PAO ID 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.	2. Provide Attorney's Visit logbook. 2.1 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	3.1 Inform the client to proceed to the designated area, at the inner gate	None		2 minutes
TOTAL:		None	9 minutes	
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			
Type of Transaction	G2G, G2C			
Who may avail	Persons Deprived of Liberty (PDL) and PDL's Family			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Request Form (for Chaplaincy Services)		Chaplaincy Office/MSP Office		
2. Birth Certificate (for Baptism) or Baptismal Certificate (for confirmation)		Philippine Statistics Authority (PSA) Church/Organization		
3. Personal Data Record (Religious Affiliation)		SRPPF Overseer's Office/PDPS		
4. Pass/Permit (visitors/family/sponsor)		Superintendent/Overseer's Office		
5. Accomplished Form		Chaplaincy Office/MSP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Spiritual Program Unit (Chaplaincy Office)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Persons Deprived of Liberty (Groom)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Birth Certificate		Philippine Statistics Authority (PSA)		
2. Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority (PSA)		
3. 3 pieces 2X2 Photo with name		Photo Center		
4. Endorsement Letter to Overseer		SRPPF Chaplaincy Office		
5. Personal Data Record of PDL		SRPP Overseer's Office		
6. Endorsement Letter to Civil Registrar		Office of the Superintendent		
7. Marriage License and Contract		Civil Registrar's Office		
8. Baptismal Certificate (purpose of marriage)		Church/Religion		
9. Confirmation Certificate (Christian)		Church/Christian (Catholic)		
10. Marriage Banns		Church/Parish		
11. Certificate (Family Planning Seminar)		SRPPF HWS		
12. Certificate (Pre-Cana interview and seminar)		Pastor/Priest/Minister		
13. Pass/Permit (visitors, sponsor, minister)		SRPPF Overseer's Office/Superintendent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents with request to marry.	1. Validate documents and endorse to Overseer's Office.	None	3 minutes	MSP Officer Chaplain Office
2. Attend seminar.	2. Conduct seminar on:			



	2.1 Family Planning	None	20 minutes	DHS/Health Center-LGU
	2.2 Pre-Cana Seminar	None	20 minutes	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
TOTAL:		₱200.00	1 Hour,38 minutes	
<p>NOTE: 1. Payment of ₱200.00 will be paid at the Civil Registrar.</p> <p>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).</p>				



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			
Who may avail	Person Deprived of Liberty Personnel's/Representative from the Honorable Court			
CHECKLIST OF REQUIREMENTS			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 Supt. Office, Post Office, Electronic Mail (E-mail) and Court Personnel.	1. Received Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Subpoena Officer
	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 documents.	None	5 minutes	Subpoena Officer
	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.

Office or Division	SRPPF Health and Welfare Services (HWS)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	PDL Kin / Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request of Death Certificate and / or cadaver release			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



	<p>1.4 Secures an Original copy of the Death Certificate signed and received by the immediate family member / authorized representative.</p>	None	15 minutes	HWS Staff
	<p>1.5 Forward a copy of Death Certificate to the PDPS and Investigation Section for consolidation of documents and investigation purposes.</p>	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 Unit 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 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 / 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 Manifestation	City Jails, Provincial Jails, Municipal Jails, and District Jails
8. Corrections Cluster Form No. 8	Records Officer from City Jails, Provincial 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 Clinics duly accredited by the Bureau of Corrections and other Law enforcement agencies.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
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 members or Educational Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request recommended by the Dean or Head of School.		School/Colleges/Universities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request.	1. Administrative Officer evaluates the request and forwards the letter to the Superintendent's Office.	None	1 Minute	Administrative Officer
	1.1 If the Superintendent approves the request, the Administrative Officer forwards it to the Training Unit.	None	3 minutes	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 Inmates Visitation Services Unit (IVSU)			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	PDL, Immediate family of PDL, Friends and Legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office. and Visitors Identification Card		
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Listing Area at Gate 3 and present the Visitor Identification Card for the issuance of calling slip.	1. Evaluate the identity of the visitor, register into the logbook and issue calling slip.	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 Unit (HRU)			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	Active and Former BuCor Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card		BuCor S		
Representative				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor Employee		BIR, Post Office, DFA, PSA, SSS, GSIS, PAGIBIG		
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 instruct to fill up the needed details.	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
TOTAL:		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 Transaction	G2G-Government to Government			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Section (ICTS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure BuCor Identification Card Application Form (BICAF) at the ICTS Office.	1. Issue BICAF to the employee.	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	



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–Government to Government			
Who may avail	All offices/personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. ICT Support Request Form (ISRF)		Information and Communication Technology Division (ICTS)		
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	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
	3.1 Fill out the corresponding Service Report after the repair/ maintenance has been served.	None	2 minutes	ICTS Staff
4. Sig-in at the acknowledgement of the repair/ maintenance rendered by designated ICTS Personnel.	4. Give a copy of the corresponding service report to the client.	None	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		Supply Office-IPPF		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who may avail		All BuCor employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Requisition and Issue Slip(RIS)		Downloadable (Appendix 63)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit four (4) original copies of duly accomplished RIS to the Receiving Staff for documentation.	1. Receive the required document.	None	1 Minute	Receiving and Issuing Staff Supply Division
	1.1 Issue RIS No. if the form is completed and valid. Record it in the logbook, then scan.	None	2 minutes	Receiving and Issuing Staff Supply Division
2. Wait for the Receiving and Issuing Section Officer's advice for the release of items.	2. Check for the availability of the requested item/s.	None	4 minutes	Receiving and Issuing Section
	2.1 Prepare the Items for Issuance	None	10 minutes	Receiving and Issuing Section
	2.2 Update the supplies database and monitoring records.	None	5 minutes	Receiving and Issuing Section
	2.3 Inform the requesting office on the release of items	None	3 minutes	Receiving and Issuing Section
	2.4 Instruct the receiver to sign the "Received by" in the RIS.	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 Document Processing Section			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	Released PDL, Immediate family or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Philhealth, National ID		
2. Request Form or Authorization Letter from Released PDL		Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer		
Representative				
1. Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
2. Request Form or Authorization Letter from Released PDL		Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer Released PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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 with attached request letter or request made thru phone call.	1. Receive request and forward to the Chief, Documents Section for approval.	None	5 minutes	Help Desk Officer/ PDPS Staff
	1.1 Approved request form forward to the Carpeta Unit, Documents Section.	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			
Type of Transaction	G2C, G2G			
Who may Avail	PDL, Immediate Family of PDL, Legal Counsel and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Relationship		Requesting Party		
2. Government Issued Identification Card		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 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	10 minutes	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			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Immediate Family Members, relatives and friends of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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. 2.1 Receive payment and issue Official Receipt.	₱50.00	5 minutes	Cashier's Office Staff
3. Present Official Receipt (OR) to Overseer's Office as proof of payment and receive the Permanent Visitor's Pass.	3. Release ID and Visitor's Pass. 3.1 Receive filled-out Feedback Form.	None None	5 minutes	Overseer's Office Staff
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			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	Missionaries, Religious Volunteers, Religious organization, Pastors, Priests, Religious Schools, and regular Religious Volunteer Organization (RVO).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request		Requesting Party PSA		
2. Government Issued Identification Card		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 valid ID, sign in the visitor's logbook at main gate and proceed to the Chief Chaplain/ Religious Coordinator.	1. Issue Visitor's Slip.	None	5 minutes	Main Gate Officer
	1.1 Refer requester to the Chief Chaplain/Religious Coordinator.	None	5 minutes	Main Gate Officer
2. Submit letter-request to the Chief Chaplain/Religious Coordinator.	2. Receive and evaluate letter-request.	None	2 minutes	Chief Chaplain/In-Charge, Moral And Spiritual Program Office
	2.1 Forward request with recommendation to the Office of the Superintendent.	None	3 minutes	Staff, Moral and Spiritual Program Office



3. Wait for the processing of request.	3. Receive request for approval of the 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			
Type of Transaction	G2C			
Who may Avail	Family members and relatives of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request indicating the purpose		Requesting Party		
2. Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
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
TOTAL:		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 Government/PDL/Counsel/Relatives of PDL			
Who may Avail	Government to Government/PDL/Counsel/Relatives of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting 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/BuCor Employee/Applicants			
Who may avail	To PDL/BuCor Employee/Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Properly filled out 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.	1. 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	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	



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 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 OF 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 / 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 Manifestation		City Jails, Provincial Jails, Municipal Jails, and District Jails		
8. Drug Dependency Examination		Records Officer from City Jails, Provincial Jails, Municipal Jails, and District Jails or from the Branch of Clerk of Court		
9. Certificate of CPI/ GCTA		City Jails, Provincial Jails, Municipal Jails, and District Jails		
10 Medical Certificate and X-ray Result		Health Services Unit of City Jails, Provincial Jails, Municipal Jails, and District Jails; or from Government Health Clinics duly accredited by the DOH and other Law enforcement agencies.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Receives PDL from Competent Courts (Provincial Jail/City Jail/& Others)	1. Check and review the authenticity of Documents from different jails and others	None	} 3 minutes	Receiving Officer
	1.1 Receiving Officer conducts validation of information of the newly arrived PDL.	None		Receiving Officer
2. If the documents are complete RDC-Overseer formally receives the living body/ies of the transferred PDL	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
TOTAL:		None	27 minutes	

NOTE:
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 pursuant to OCA No. 163-2013 and Via Video Conference Hearing using a Platform 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 Liberty Personnels/Representative from the Honorable Court			
CHECKLIST OF REQUIREMENTS			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 Supt. Office, Post Office, Electronic Mail (E-mail) and Court Personnel.	1. Received Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Subpoena Officer
	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



	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.	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 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		G2G, G2C		
Who may avail		Students/Civilian and Government Employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		1. School Professor/Dean 2. Travel/Tour Coordinators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter-request.	1. Secure approved request.	None	2 minutes	IPPF Public Information Officer
2. Present approved letter-request	2. Pictorial at IPPF Administrative Building with Briefing.	None	} 2 hours	IPPF Public Information Officer
	2.1 Proper Briefing with Presentation at New Conference Room.	None		
	2.2 Tour to IPPF Building IV/Souvenir Shop with Inmate Program Interaction.	None		
TOTAL:		None	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			
Type of Transaction	G2C, G2G			
Who may Avail	Walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the logbook intended for Balsahan Guests and proceed to Balsahan Gate.	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 ₱250.00 (Small) to ₱500.00 (Big) per cottage	25 minutes	



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	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook at the HRS front desk.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	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.	None	2 minutes	HRS Staff
3. Sign in the logbook indicating the time of receipt of the requested document.	3. Issue the requested document.	None	1 minute	HRS Staff
TOTAL:		None	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	DPPF Human Resource Section (HRS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, Agency/Company	
2. Request Form (RAF STO-PR-016-F01)			PACD Staff (HRS)	
Representative				
1. Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook with the date and time of receipt	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	None	3 minutes	ARTA/PACD Staff
	1.1 Assist the client, keep sign in the logbook and start process the request	None	10 minutes	HRS Staff
2. Sign in the logbook with the date and time of receipt	2. Issue the requested document.	None	1 minute	HRS Staff
TOTAL:		None	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 Transaction	G2G			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, Agency/Company	
2. Request Form (RAF STO-PR-016-F01)			PACD Staff (HRS)	
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, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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	None	3 minutes	ARTA/PACD Staff (HRS)
	1.1. Assist the client, keep sign in the logbook and start process the request	None	4 minutes	HRS Staff
	1.2 Sign the requested document	None	1 minute	Chief, Human Resource Unit
2. Sign in the logbook with the date and time of receipt	2. Issue the requested document.	None	1 minute	HRS Staff
TOTAL:		None	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	DPPF Information and Communications Technology Unit (ICTU)			
Classification	Simple			
Type of Transaction	G2G–Government to Government			
Who may avail	All offices/personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. ICT Support Request Form (ISRF)		Information and Communication Technology Unit (ICTU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ISRF at the ICTD Office.	1. Issue ISRF to the employee.	None	1 minute	ICTU Staff
2. Fill out the ISRF and submit at the ICTU Office	2. Receive the accomplished ISRF.	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
TOTAL:		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 Cashier Unit			
Classification	Simple			
Type of Transaction	G2G, G2B			
Who may avail	BuCor employees, clients and other payor			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Order of payment and other supporting documents			DPPF Finance/ Accounting Unit	
Representative				
1. Order of payment and other supporting documents			DPPF Finance/ Accounting Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Order of Payment	1. Post in Official Receipt the payment made including the payor and the amount to be paid in cash or check.	None	2 minute	Collecting Officer
2. Pay the required amount of the transaction.	2. Count money received and reconcile the amount that should be paid.	None	2 minutes	Collecting Officer
3. Obtain the Official Receipt.	3. Issue the Official Receipt.	None	1 minute	Collecting Officer
TOTAL:		None	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-Government to Government			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Division (ICTD)		
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.	1. Check the Identification Card of the client in the files.	None	5 minutes	HRU Staff
2. Claim the BuCor Identification Card with date and time.	2. Release the clients Bucor Identification Card.	None	1 minute	HRU Staff
TOTAL:		None	6 minutes	
Note: BuCor Identification Card already processed 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 Section			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Requisition and Issue Slip (RIS)			PMSS Downloadable (Appendix 63)	
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit two (2) original copies of the duly approved Requisition to Issue Slip (RIS) to the PMS	1. Receive the required document.	None	5 minutes	Receiving staff
	1.1 The PMS Incoming In charge will received the RIS and recorded in the logbook.	None		Receiving staff
	1.2 Forward C,PMS for notation then, to Inventory Unit Staff for checking of availability of stocks and input the allowed/available stocks for issuance to requesting office	None	15 minutes	C, PMS; Inventory Staff; Inspection Staff
	1.3 Forward to Inspection Unit Incharge for assignment of RIS number as control number	None	15 minutes	Inventory Unit Staff; Inspection Unit In Charge
	1.4 Inspection Unit Staff will prepare the stocks as indicated in RIS .	None	30 minutes	Inspection Unit Staff



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



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	DPPF PDL Document and Processing Section (PDPS) /Documents Section			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, other Government agencies.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government issued identification Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
2. Request Form (RAF STO-PR-016-F01)		ARTA/PACD Officer		
Representative				
Authorization-letter from PDL Any valid ID issued by the government		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
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 details	None	3 minutes	ARTA/PACD Staff
2. Proceed to PDPS and wait for the requested document.	2. Assist the client and start to process the request	None	9 minutes	Staff, PDPS
	2.1 Sign the Certificate of Confinement/ Detention	None	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 Administrative Section			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	BuCor Employees and other clients with official business at DPPF.			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Travel Order/Admin. Order duly signed by proper authority.			DPPF Administrative Section	
2. Request Form (RAF STO-PR-016-F01)			ARTA/PACD Officer	
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 details	None	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	None	2 minutes	Receiving staff, Administrative Section
	2.1 Start processing the requested document	None	3 minutes	Staff, Administrative Section
	2.2 Sign the Certificate of Appearance	None	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 Document and Processing Section (PDPS)			
Classification	Simple			
Type of Transaction	G2G-G2C			
Who may avail	Ex Convict/Released PDL, Immediate family/relatives of PDL, Legal Counsel of PDL, others			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government issued identification Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
2. Request Form		ARTA/PACD Officer		
Representative				
Authorization-letter from PDL Any valid ID issued by the government		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
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 details	None	3 minutes	ARTA /PACD Staff
2. Proceed PDPS and submit the required documents needed	2. Assist the client, keep sign in the logbook. Check the submitted documents and start processing the request	None	9 minutes	Staff, PDPS
	2.1 Sign the requested document.	None	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 other government agencies, bidders from private firm, BuCor personnel and store owners.
CHECKLIST REQUIREMENTS	
WHERE TO SECURE	
Principal	
1. Request Form	ARTA/PACD UNIT
2. Government issued Identification Card	BIR, Post Office, GSIS, SSS, PAG-IBIG, FDA, PSA, COMELEC, Agency/Company
Representative	
1. Government issued Identification Card of the person being represented (1 original and 1 photocopy)	BIR, Post Office, GSIS, SSS, PAG-IBIG, FDA, PSA, COMELEC, Agency/Company
1. SALES OF AGRO (income derived from Agro product)- Sales Invoice	Agro-Industries Section
2. CERTIFICATE OF NO PENDING CASE	Legal Office
3. PARTICIPATING FEE & BID DOCUMENTS (Pre-requisite of the bidders before joining the bidding) – Certification from BAC SEC	Bids and Awards Committee Secretariat
4. BID/PERFORMANCE BOND (pre-requisite of the winning bidders before entering to contract) - Official Receipt	Bids and Awards Committee Secretariat
5. CONFISCATED MONEY (the Amount of money confiscated during raid/greyhound)– Inspection & Acceptance Report	Intelligence and Investigation Section (IIS)
6. STORE RENTALS (income derive from use of BuCor's properties)	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 Transaction	G2G, G2C	
Who may avail	<ul style="list-style-type: none"> 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 REQUIREMENTS		WHERE TO SECURE
1. Mittimus/Commitment Order addressed to the DPPF Superintendent	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 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	
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 and District Jails	
8. Corrections Cluster Form No. 8	City Jails, Provincial Jails and District Jails	
9. Drug Dependency Examination	Records Officer from City Jails, Provincial Jails, Municipal Jails and District Jails of from the 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DPPF Checkpoint	1. 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	2. PDL are Checked by the personnel from Health Section	None	} 25 minutes	Assigned Personnel from the Health Services Section
	2.1 Receiving Officer will check Documents from different jail and received PDL	None		Receiving Officer/Overseer Personnel/PDPS Personnel
	2.2 Record PDL information on Logbook and assigned Prison Number	None		
3. Report Newly arrived PDL to the OD, Kitchen, RDC and Overseer	3. Gives admission slip to OD, Kitchen, RDC and Overseer	None	10 minutes	Receiving Officer
	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	
<p>Note: Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center.</p>				



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		G2G		
Who may avail		Persons Deprived of Liberty/BuCor Employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OPD Laboratory Request Form			Medical Officer on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Infirmary nurse on duty (NOD) and tell about health complaint	1. Interview and record the patients' data then assess the health complaints	None	5 minutes	Ward Nurse on Duty
	1.1 Endorse to the Physician on Duty (POD)	None	2 minutes	
2. Tell the Physician about the health complaints	2. Make orders, execute laboratory request and forward documents to referral nurse	None	10 minutes	Physician on Duty (POD)
	2.1 Set the schedule date for the extraction of blood samples	None	5 minutes	Ward Nurse on Duty



3. Prepare for the scheduled date of the extraction of blood samples.	3. Prepare and Perform (extraction of blood samples). 3.1 Submit the Blood specimen to Davao Regional Medical Center	None	5 minutes	} 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 Infirmery / Health and Welfare Services Section			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. OPD Laboratory Request Form			Medical Officer on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to compound infirmery compound nurse on duty (NOD) and tell the nurse about health complaint.	1. Interview and record the patients' data then assess the health complaints	None	5 minutes	Compound Ward Nurse on Duty
	1.2 Endorse to the Physician on Duty (POD)	None	20 minutes	
2. Tell the Physician about the health complaints	2. Make orders and execute laboratory (if needed) request and forward documents to referral nurse	None	10 minutes	Physician on Duty (POD)
	2.1 Set the schedule date for the extraction of blood samples	None	5 minutes	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) 3.1 Submit the Blood specimen to Davao Regional Medical Center, and wait for the result to claim	None	5 minutes	Referral Nurse
		None	1 day	
	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		DPPF Infirmary / Health and Welfare Services Section		
Classification		Simple		
Type of Transaction		G2G		
Who may avail		Persons Deprived of Liberty		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. OPD Laboratory Request Form			Medical Officer on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to compound infirmary/DPPF Infirmary	1. Interview and record the patients' data then assess the health complaints	None	5 minutes	Compound Ward Nurse on Duty (NOD)
	1.1 Endorse to Physician on Duty (POD)	None	2 minutes	
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 REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request for medical Abstract	1. Receive the letter request from PDL	None	2 minutes	Staff, Administrative Section
	1.1 Forward to the Superintendent's Office.	None	5 minutes	
	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 Abstract	None	3 days	HWSS Admin Staff on Duty/ Outside Referral Staff on Duty
	3.1. Dispatch the Medical abstract	None	1 minute	



4. Receive the Medical Abstract	4. Dispatch the Medical abstract	None	2 minutes	HWSS Admin 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 and relatives of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request indicating the purpose		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines		
2. Government Issued Identification Card		Identification 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.	4. Receive request form and verify submitted documents for approval of superintendent.	None	10 minutes	Superintendents Staff
5. Proceed to DPPF Infirmary and give the approved request for preparation of Death Certificate.	5. Receive documents and process request.	None	5 minutes	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	Registration of Death Permit to Travel Cadaver	} 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 REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID		BIR/Post Office/ DFA/ SSS/GSIS/ Pag-Ibig		
Representative				
2. Valid ID		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig		
3. Authorization Letter from PDL		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 family of PDL, Friends and Legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, post Office.		
2. Visitors Pass		DPPF Overseer Office		
3. Call Slip		IVSU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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 Overseers Office and Present valid ID	2. Check if the visitor was included in the list as declared by the PDL	None	5 minutes	Staff, Overseers Office
	2.1 Issue Visitors Pass signed by the Chief, Overseer, then back to IVSU	None	2 minutes	
	2.2 If not included in the list, advise the client to comply the needed documents as indicated in the list.	None	1 minute	



3. Proceed to IVSU for encoding the visitor's name.	3. Encode the visitor's name in the computer	None	2 minutes	IVSU Coding 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: Stamp the word "Visitor" on his right hand.	None	4 minutes	IVSU Male Staff Searcher
	6.1 FOR FEMALE Visitors:	None		IVSU Female Staff 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 pursuant to OCA No. 163-2013 and Via Video Conference Hearing using a Platform 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 Liberty Personnel/Representative from the Honorable Court			
CHECKLIST OF REQUIREMENTS			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, Post Office, and Court Personnel.	1. Received Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Subpoena officer
	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

Office or Division	DPPF BuCor Business Center (BBC)			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Business Owner/Business Operator			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Business application form 2. Affidavit of Waiver 3. Certificate of No Outstanding balance 4. Letter of Intent 5. DTI/SEC 6. Barangay/Municipal Business Permit 7. Sketch of business and proposed location 8. 2x2 ID's (2 pcs.)			BuCor Business Center (BBC) Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished business application form with attached supporting documents.	1. Assist the clients.	None	2 minutes	BBC Staff
	1.1 Assessment of submitted form and requirements.	None	3 minutes	
	1.2 Conduct survey inspection and measurement of the proposed MBE	None	45 minutes	
2. For payment	2. Applicant shall refer to the Finance/ Accounting Unit for the issuance of Order of Payment.	₱75.00 (Processing Fee)	5 minutes	BBC Staff



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



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 Human Resource Section (HRS)			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, Agency/Company		
2. Request Form (RAF STO-PR-016-F01)		PACD Staff (HRS)		
Representative				
1. Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ARTA/PACD (HR), 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 details and then refer to HRU staff	None	3 minutes	ARTA/PACD Staff
	1.1 Assist the client, keep sign in the logbook and start process the request	None	2 minutes	Staff, HRS
	1.2 Sign the requested document	None	1 minute	Chief, Human Resource Section
2. Sign in the logbook with the date and time of receipt.	2. Issue the requested document.	None	1 minute	HRS STAFF
TOTAL:		None	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	G2G-G2C			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, Agency/Company		
2. Request Form (RAF STO-PR-016-F01)		ARTA/ PACD Staff		
Representative				
1. Authorization-letter, photocopy of BuCor ID or any valid ID of the BuCor employee		BuCor, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, Agency/ Company		
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 issue request form, instruct the client to fill out the needed details	None	3 minutes	ARTA/PACD Staff
2. Proceed to the Office concerned.	2. Assist the client and instruct the client to secure order of payment.	None	2 minutes	Staff, Legal Office
	2.1 Issue order of payment.	None	2 minutes	Staff, Accounting/ Finance Section
3. Pay the required fees.	3. Accept the payment and issue Official Receipt.	₱75.00	2 minutes	Staff, Cashier's Office
4. Proceed to the concerned Office.	4. Process the request	None	5 minutes	Staff, Legal Office
	4.1 Sign the requested 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, Human Resource Section			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
1. Government Issued Identification Card of the person represented (1 original and 1 photocopy)			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook at the Records Office.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	3 minutes	Staff, Records Section
	1.1 Process the requested document.	None	10 minutes	Staff, Human Resource Section
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	2 minutes	Staff, Human Resource Section
TOTAL:		None	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 Section			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
1. Government Issued Identification Card of the person represented (1 original and 1 photocopy)			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook at the Records Office.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	3 minutes	Staff, Records Section
	1.1 Process the requested document.	None	10 minutes	Staff, Human Resource Section
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	2 minutes	Staff, Human Resource Section
TOTAL:		None	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	Human Resource Section (HRS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			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	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook indicating his/her name and time.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	1 minute	HRS Staff
	1.1 Process the request and let the document requested be signed.	None	4 minutes	HRS Staff/OIC, HRS
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	1 minutes	HRS Staff
TOTAL:		None	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 Transaction	G2G - Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Requisition and Issue Slip (RIS)			Downloadable (Appendix 63)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished RIS to the Receiving Staff for documentation.	1. Receive the required document.	None	1 minute	Receiving Staff, PMS
	1.1 Issue RIS No. if the form is complete and valid and have it recorded in the logbook, then scan.	None	3 minutes	Receiving Staff, PMS
	1.2 Forward the document to the Storage and Distribution Section (Office Supplies).	None	1 minute	Receiving Staff, PMS
2. Wait for the Storage and Distribution Section Officer's advice for the release of items.	2. Check for the availability of the requested item/s.	None	5 minutes	Storage and Distribution Section Officer
	2.1 Prepare the items for issuance.	None	10 minutes	Storage and Distribution Section Officer
	2.2 Update the supplies database.	None	10 minutes	Storage and Distribution Section Officer



	and monitoring records.			
	2.3 Inform the requestor on the release of the items.	None	3 minutes	Storage and Distribution Section Officer
	2.4 Instruct the receiver to sign the RIS.	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 Transaction	G2G – Government to Government			
Who May Avail	All personnel under the Bureau of Corrections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Section (ICTS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure BuCor Identification Card Application Form (BICAF) at the ICTS Office.	1. Issue BICAF to the employee	None	1 minute	ICTS Staff
2. Fill out the BICAF and submit at the ICTD Office.	2. Receive the accomplished form and check for completeness and accuracy of the data given.	None	3 minutes	ICTS Staff
3. Forward accomplished BICAF to the ICTD	3. ICTD process the employees Identification Card	None	10 minutes	ICTD Staff
4. Wait for the ICTD processing of the BuCor Identification Card.	4. Follow-up availability of the BuCor Identification Card	None	6 days	ICTS Staff
5. Claim the BuCor Identification Card	5. Release the employees Identification Card.	None	1 minute	ICTS Staff
	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 REQUIREMENTS		WHERE TO SECURE		
1. ICT Support Request Form (ISRF)		Information and Communication Technology Section (ICTS)		
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.	3. 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 corresponding service report after the repair/maintenance has been served.	None	Daily	ICTS Staff



4. Sign in at the acknowledgement of the repair/ maintenance rendered by the ICT-TSS personnel.	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 Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	BuCor employees & other clients with official business at LRP			
CHECKLIST OF REQUIREMENTS		WHERE 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	G2G, G2B			
Who may avail	BuCor/LRP employees, clients and other payor			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Order of payment and other supporting documents			Accounting Section	
Representative				
1. Order of payment and other supporting documents			Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain Order of Payment from the Accounting Division.	1. Post in Official Receipt payment made including payor and amount to be paid in cash or check.	None	5 minutes	Collecting Officer, Cashier's Office
2. Pay the amount of transaction.	2. Count money received and reconcile with the amount that should be paid.	None	5 minutes	Collecting Officer, Cashier's Office
3. Obtain the Official Receipt.	3. Issue the Official Receipt to the client.	None	2 minutes	Collecting Officer, Cashier's Office
TOTAL:		None	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 family of PDL, Friends and Legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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.	1. Evaluate the identity of the visitor, registers into the logbook and issues calling slip.	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,



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 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.	None	} 5 minutes	IVSU Guard Searcher
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
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 Transaction	G2G, G2C			
Who may avail	PDL visitors, Government Employees/RVOs/NGOs			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
2. Individual/Group Waiver		LRP Office		
3. Memorandum of Agreement		LRP Office		
4. Marriage Certificate (Original)		PSA		
5. Barangay Certification		Barangay Hall		
6. Birth Certificate (original)		PSA		
7. Birth Certificate		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits self at the main entrance gate for initial screening and assessment.	1. Record Appearance in the logbook of screened client.	None	1 minute	RSSCS Entrance Gate Officers
	1.1 Instruct/guide the visitor to the concerned office	None	1 minute	RSSCS- Entrance Gate Officers
2. Submit the required documents to the concerned offices.	2. Receive request and documentary requirements from concerned visitor.	None	3 minutes	Concerned Office Admin Staff



	2.1 Issuance of Visitors Pass	None	2 minutes	IVSU In-Charge Chaplain In-Charge Security and Operation Office Superintendent Office Staff
3. Present the Visitor's Pass	3. Review and validate the passes	None	3 minutes	In-Charge, Maximum Security Compound/ Medium Security Compound/Minimum Security Compound
	3.1 Subject to inspection of belongings and body frisk prior to entry.	None	2 minutes	Camp Control Gate, Searcher
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 Family of PDL and Legal Counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request 2. Proof of Relationship 3. 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 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	5 minutes	Superintendent Office Staff



4. Wait for the processing of request.	4. Verify the prison record of PDL, prepare the certification and forward to the Superintendent Office for signature.	None	25 minutes	Chief, IDPS
5. Sign out at the visitor's logbook and get the valid ID.	5. Release the client's ID	None	1 minutes	Staff, IDPS
6. Receive certification thru signing in the logbook and fill out the Feedback Form.	6. Receive sign certification and release copy to the client.	None	3 minutes	PACD In-Charge
	6.1 Receive filled out Feedback Form.	None	2 Minutes	PACD In-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/Relatives of PDL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Requesting 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. 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



	1.4 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 REQUIREMENTS		WHERE TO SECURE		
1. Letter-request indicating the purpose 2. Government Issued Identification Card 3. Proof of Relationship		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card. PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON 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



	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 Transaction	G2C			
Who may avail	Missionaries, Religious Volunteer Organizations (RVO), Charitable Organizations, Priests and Pastors			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Application Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card and sign the visitor's logbook	1. Issue Request Form and refer client to the Chaplaincy Office.	None	2 minutes	ARTA Action Officer
2. Submit letter-request with attached requirements to the Moral and Spiritual Office	2. Receive and evaluate request and requirements for approval by the Superintendent including MOA.	None	36 minutes	Moral and Spiritual Office
3. Wait for the processing of request	3. Release copy of MOA and request to client	None	15 minutes	Superintendent Office



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 Transaction	G2G,G2C			
Who may Avail	Persons Deprived of Liberty Personnel / Representative from the Honorable Court			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Valid ID		COMPANY ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Court order, Subpoena, Notice of Hearing from the Supt. Office, Electronic Mail thru Communication and Tactical Operations Sections (CTOS) and Court Personnel.	1. Receive Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Receiving Officer
	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 Unit
	1.10 Forward request for escort guards and passes at RSSCS.	None	5 minutes	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 Division		LRP Superintendent		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		Counsel of Persons Deprived of Liberty (PDL)		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			PAO, ID and IBP ID	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Send request for video conferencing via email together with the copy of IBPID or PAOID	1. Print email and inform the requester of the available schedule.	None	2 minutes	Email Correspondence office, LRP Superintendent
	1.1 Forward the printed email to the LRP Superintendent for approval.	None	4 minutes	Receiving staff Supt. Office
2. Wait for the approval together with the schedule of video conferencing.	2. Inform the client of the approved requests.	None	2 minutes	Email correspondence office, LRP Superintendents Office.
	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	None	2 minutes	Video conference facilitator, LRP Supt's Office
	TOTAL:	None	10 minutes	
NOTE: Signature is not necessary since Concerned Officer will just inform the client thru e-mail that his request is approved.				



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 Superintendent
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 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 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 Manifestation	City Jails, Provincial Jails, Municipal Jails and District Jails.			
4. Corrections Cluster Form No. 8	City Jails, Provincial Jails, Municipal Jails and District Jails			
5. Drug Dependency Examination	Records Officer from City Jails, Provincial Jails, Municipal Jails, and District Jails or from the Branch of Clerk of Court			
6. Medical Certificate and X-ray Results	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.			
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 jails and received PDL.	None	5 minutes	Receiving Officer
2. If the documents are complete, Overseer/Receiving 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
	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	
<p>NOTE: Newly arrived PDL are subjected for 5 days quarantine and orientations from different sections of the Reception and Diagnostic Center</p>				



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	BuCor Business Center (BBC)			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Active Owner/Business Operator			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Business application form 2. Affidavit of Waiver 3. Certificate of No Outstanding Balance 4. Letter of Intent 5. DTI/SEC 6. Barangay/ Municipal Business Permit 7. Sketch of Business and proposed location 8. 2x2 ID's (2 pcs) 			BuCor Business Center (BBC) Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished business application form with attached supporting documents.	1. Assist the clients.	100.00 (Processing Fee)	2 minutes	BBC Staff
	1.1 Assessment of submitted form and requirements.		3 minutes	BBC Staff
	1.2 Conduct survey inspection and measurement of the proposed MBE		45 minutes	BBC Staff
2. For payment	2. Applicant shall refer to the Accounting Division for the issuance of Order of Payment	(Processing Fee + Monthly Rental Fee)	3 minutes	BBC Staff
		None		



3. Wait for the approval of Revocable Permit	3 . Draft the Revocable Permit	None	} 1 Day	BBC Staff
	3.1 After drafting the revocable permit, recommends to D, BBC for perusal and approval.	None		BBC Staff
4. Received the Revocable Permit for Notarization	4. Issue the Revocable Permit	None	} 30 minutes	BBC Staff
5. Submit the Notarized Revocable Permit to the BBC Office	5. Issue copy of approved Revocable Permit and Certificate to Operate.	None	} 1 Day	BBC Staff
	5.1 File the Revocable Permit's copy	None		BBC Staff
	5.2 Provide copy to COA and Accounting Division	None		BBC Staff
TOTAL:		100	2 Days, 1 hour and 24 minutes	



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	Human Resource Section (HRS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
1. Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook at the HRS office.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	1 minute	Human Resource Section (HRS) Staff
	1.1 Process the request and let the document requested be signed.	None	4 minutes	HRS Staff/OIC, Human Resource Section
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	2 minutes	HRS Staff
TOTAL:		None	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	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
Government Issued Identification Card of the person represented (1 original and 1 photocopy)			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook in the Intelligence and Investigation Section.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	3 minutes	Staff intelligence and Investigation Section
	1.1 Process the requested document.	None	10 minutes	OIC/Staff Intelligence and Investigation Section
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	2 minutes	Staff Intelligence and Investigation Section
TOTAL:		None	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 and Communications Technology Unit (ICTU)			
Classification	Simple			
Type of Transaction	G2G–Government to Government			
Who may avail	All personnel under the Correctional Institution for Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Support Request Form (ISRF)		Information and Communication Technology Unit (ICTU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ISRF from ICTU Personnel	1. Issue ISRF to the employee.	None	1 minute	ICTU Personnel
2. Fill out the ISRF and submit to ICTU Personnel	2. Receive the accomplished ISRF.	None	2 minute	ICTU Personnel
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 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 Communications Technology Unit (ICTU)			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who May Avail	All personnel under the Bureau of Corrections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Unit (ICTU)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure BuCor Identification Card Application Form (BICAF) to ICTU Personnel	1. Issue BICAF to the employee.	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.	None	3 minutes	ICTU Personnel
3. Wait for the processing of the BuCor Identification Card.	3. Prepare transmittal for submission at the 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 Resource Section (HRS)			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	Active BuCor Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee and accomplished request slip.			MBAI, AFSLAI, CITYSAVINGS, SSS GSIS, Pag-IBIG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook at the HRD front desk. Accomplished HR Request Slip	1. Provide the logbook to the client and the appropriate Request slip and instruct to fill out the needed details.	None	2 minutes	HRD Staff
	1.1 Process the request and let the document requested be signed.	None	3 minutes	OIC, Human Resource Division
2. Sign in the logbook indicating the time of receipt of the requested document. Accomplished the HR Request Slip	2. Issue the requested document.	None	2 minutes	HRD Staff
TOTAL:		None	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	Human Resource Section (HRS)			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	All BuCor employees			
CHECKLIST OF REQUIREMENTS			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	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook indicating his/her name and time.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	2 minute	HRD Staff
	1.1 Process the request and issue the document	None	3 minutes	HRD Staff
TOTAL:		None	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 Supply Unit			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who May Avail	All BuCor employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Requisition and Issue Slip (RIS)			Downloadable /Supply Unit Office (Appendix 63)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to supply unit	1. Receive the request letter 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 Unit Staff for documentation	2. Receive the require document.	None	1 minute	Receiving and Issuing Personnel, Supply Unit
	2.1 Issue RIS No. if the form is complete and valid and have it recorded in the stock card.	None	3 minutes	Receiving and Issuing Personnel, Supply Unit
	2.2 Check for the quantity of the available item/s.	None	5 minutes	Receiving and Issuing Personnel, Supply Unit
3. Wait for the Receiving and Issuing Unit Staff Personnel and remind the requested supplies.	3. Prepare the items for issuance.	None	10 minutes	Receiving and Issuing Personnel, Supply Unit
	3.1 Release the requested supplies item/s.	None	3 minutes	Receiving and Issuing Personnel, Supply Unit



	3.2 Advise the receiver to sign the RIS	None	2 minutes	Receiving and Issuing Personnel
	3.3 Update and monitor stock Card Record.	None	5 minutes	Supply Unit
4 (Not-Available) Coordinate to CIW SDO, for the purchase request of supplies	4. Requesting for a Certificate of Non-Availability item/s from NBP Supply Division.	None	5 hours	Receiving and Issuing Staff Supply Division
	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	Active and Released PDL, Immediate family member/s or relatives of Active and Released PDL, Legal Counsel of Active and Released PDL, other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
Representative				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		Active and Released PDL,		
3. Authorization Letter from 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 his/her valid ID and wait for feedback.	1. Receives request to PDPU.	None	2 minutes	Public Assistance and Complaints Desk Officer PACDO
	1.1 Records request.	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. 2.1 Verifies information in the Certificate 2.2 Sign the requested Certificate	None	4 minutes	PDPU- Communication in Charge
3. Receive and sign at the logbook	3. Issue Certificate of Detention/ Confinement to the requesting party	None	2 minutes	Checker-PDPU PDPU Communication in Charge, PDPU- Checker Chief, PDPU CIW Superintendent
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 Processing Unit (PDPU)			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	Released PDL, Immediate family member or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
Representative				
1. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
3. Authorization Letter from released PDL		Released PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out request form or submit authorization letter with attached photocopy of his/her valid ID and wait for feedback.	1. Receives request and to PDPU	None	2 minutes	PACDO
	1.1 Records request.	None	1 minutes	PDPU-OD
	1.2 Retrieval/Pull-out of Carpeta.	None	15 minutes	Carpeta In Charge, PDPU
	1.3 Review of PDL's Carpeta	None	2 minutes	PDPU-OD



2. Proceed to the waiting area for the issuance of the CTC of Certificate of Discharge from Prison	2. Photocopy the Certificate 2.1 Certify the Certificate of Discharge from Prison	None	1 minute	OD, PDPU
3. Receives the Certified Machine Copy of the Certificate of Discharge from Prison	3. Issues the Certified Machine Copy of the Certificate of Discharge from Prison	None	2 minutes	Chief, PDPU
TOTAL:		None	25 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 and Processing Unit			
Classification	Complex			
Type of Transaction	G2C, G2G			
Who May Avail	PDL, Immediate family members or relatives of PDL, Legal Counsel of PDL, other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
Representative				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
3. Authorization Letter from PDL		PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out request form or submit authorization letter with attached photocopy of his/her valid ID	1. Receives request	None	1 minute	PACDO
	1.1 Provides contact information of CIW for follow-ups and get the contact information/email address of the client for feedback.	None	4 minutes	PACDO



	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		
	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	2. Emails the requested documents to the client	None	1 minute	OD, PDPU
Note: Client to make follow-up thru email or telephone 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 Transaction	G2C, G2G			
Who May Avail	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government Agencies		
2. Request Form		ARTA Office		
Representative				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
3. Authorization Letter from PDL		Active PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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 PDPDU	None	1 minute	Public Assistance and Complaints Desk Officer (PACDO)
2. Wait for Feedback.	2. Records request.	None	1 minute	OD PDPDU
	2.1 Pull-out Carpeta of PDL.	None	4 minutes	Carpeta In Charge, PDPDU
	2.2 Reviews Carpeta	None	8 minutes	OD, PDPDU



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	None	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 Transaction	G2C			
Who May Avail	Immediate family members, relatives and friends of PDL.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Relationship a) Birth Certificate (original) b) Marriage Certificate (original)		PSA (Philippine Statistic Authority)		
2. BRGY Clearance/Certificate		Barangay where the visitor reside		
3. Certificate of Cohabitation (CLH)		Barangay where they live-in		
4. Government Issued Identification		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 RESPONSIBLE
1. Client to present his/her valid ID and Proof of Relationship to PDL at Window 1 or Window 2 (Priority Lane).	1. Verify the validity of all documents presented.	None	2 minutes	Overseer Personnel
	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



3. Client proceed to the Listing Area	3. Encode the details provided by the client.	None	3 minutes	Listing Officer/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 Visitor's Pass	5. Process the Permanent Visitor's Pass.	None	5 minutes	Overseer Personnel
	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
	6.1 The 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 SERVICES UNIT/CIW			
Classification	Simple			
Type of Transaction	G2C–Government to Citizen			
Who May Avail	Immediate family members, relatives and friends of PDL.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other Government issued I.D.		
2. ORIGINAL PSA BIRTH CERTIFICATE		PSA (Philippines Statistic Authority)		
3. BARANGAY CLEARANCE (original)		Barangay where the Visitor resides		
4. ORIGINAL PSA MARRIAGE CERTIFICATE (for Spouse of the PDL)		PSA (Philippines Statistic Authority)		
5. ORIGINAL CERTIFICATE OF COHABITATION (for Common-Law Husband of the PDL)		Barangay where they live-in		
6. BIRTH CERTIFICATE OF PDL (PHOTOCOPY) for IMMEDIATE FAMILY		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	1. Provides and supervises queuing for regular visitors and priority lanes for senior citizens, PWD and pregnant women.	None	3 minutes	PDLVSU Personnel
	1.1 Issue Registration Form and Call Slip	None		
	1.2 Fill out Registration Form and Call Slip	None		



2. Clients with permanent 1 year pass proceeds directly to Window 4 for listing.	2. Check the permanent 1 year pass with government issued ID and Stamp the word "Listing" at the forearm of visitor.	None	1 minute	Listing Personnel
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/PDLVSU 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 None	None 2 minutes	None 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	CIW Planning and Colony Business Office (PCBO)			
Classification	Highly Technical			
Type of Transaction	G2B			
Who May Avail	Business Owner/Business Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent 2. Business/Project Proposal 3. Company Profile 4. Request for Land Survey 5. Photocopy of any Government Issued ID's 6. BIR, SEC, and DTI (Business Name Registration), Local Business Permit (Mayor's Permit, Brgy. Business Permit) 7. Picture's Sketch of Business and Proposed Location		TSS Staff PAGIBIG, Voter's ID, National ID, PRC, LTO, GSIS BIR, SEC, DTI, City Hall, Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent with attached supporting documents (Business/Project proposal, Business profile and proposed draft contract/MOA/JVA)	1. Assist the clients.	NONE	1 day	PCBO Staff
	1.2 Examination and assessment of submitted requirements.			PCBO Staff
	1.3 Conduct survey inspection and measurement of the proposed area			TSS Staff



2. Wait for the approval of the Contract MOA or JVA	2. Draft the contract	None	} 16 days	PCBO Staff
	2.1 After drafting the contract, secure the documents/inputs/recommendation of the concerned office.	None		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	} 1 day	PCBO Staff
	4.1 Received, record and file the contract's copy.	None		PCBO Staff
	4.2 Provide copy contract to CIW-Collection Officer, Legal Service, DPM and BLCMC.	None		PCBO Staff



5. For payment	5. Applicant shall proceed to the CIW-Collection Officer for the Payment and issuance of Official Receipt.	(Lease rental)	5 minutes	Collection Officer
TOTAL:		Lease Rental	19 days and 5 minutes	

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 Transaction	G2B			
Who May Avail	Business Owner/Business Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Application Form 2. Request for Land Survey 3. DTI/SEC Registration 4. Barangay/Municipal Business Permit 5. Health Certificate 6. Sketch of business and proposed location 7. 2x2 ID's (2 pcs.)		PCBO Staff TSS Staff DTI/SEC Barangay Addition Hills/City Hall Local Health Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished business application form with attached supporting documents.	1. Assist the clients.	None	2 minutes	PCBO Staff
	1.1 Assessment of submitted form and requirements.		3 minutes	PCBO Staff
	1.2 Conduct survey inspection and measurement of the proposed MBE		45 minutes	TSS Staff
2. For payment	2. Applicant shall proceed to the CIW-Collection Officer for the Payment and issuance of Official Receipt.	(Monthly rental fee) Php50/SQM	5 minutes	Collection Officer



3. Wait for the approval of Revocable Permit	3. Draft the Revocable permit. 3.1 After drafting the Revocable Permit, recommends to CIW-Superintendent for perusal and approval.	None None	} 1 day	PCBO Staff PCBO Staff
4. Received the Revocable Permit for Notarization	4. Issue the approved Revocable Permit.	None	The process 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 5.1 File the Revocable Permit's copy 5.2 Provide copy of Revocable Permit to CIW-Collection Officer and BLCMC.	None None None	} 1 day	PCBO Staff PCBO Staff PCBO Staff
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 – Finance Unit			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who May Avail	All personnel under the Bureau of Corrections			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. RENTAL (income from use of BuCor's properties/facilities) – Contract		BBC Office		
2. BUCOR SHARE (share of BuCor for every product sold by the contracting party) – Contract		Work & Livelihood Center Client & other payor		
3. ELECTRICITY (monthly consumption of tenants)- Billing		General Services Unit		
4. WATER BILL (monthly consumption of tenants) - Billing		General Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received billing for payment.	1. Count money received and reconcile with the amount that should be paid.	None	8 minutes	Collection Officer
2. Pay the amount of transaction.	2. Post in Official Receipt payment made including payor and amount paid in cash or check.	None	8 minutes	Collection Officer
	2.1 Issue the Order of Payment to customer/client.	None	4 minutes	Collection Officer
TOTAL:		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		CIW – Finance Unit		
Classification		Simple		
Type of Transaction		G2G, G2B		
Who May Avail		BuCor employees, clients and other payor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Order of payment and other supporting documents		CIW – Collection Office		
Representative				
1. Order of payment and other supporting documents		CIW – Collection 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 REQUIREMENTS			WHERE TO SECURE	
1. 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 the submitted document.	None	2 minutes	Admin Staff
2. Sign at the logbook for attendance as a basis for attendance.	2. Provide the logbook.	None	} 2 minutes } 2 minutes } 2 minutes	Admin Staff
	2.1 Prepare Certificate of Appearance.	None		Admin Staff
	2.2 Check and sign Certificate of Appearance.	None		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 Institution for Women - Mandaluyong			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	All Persons Deprived of Liberty (Medium and Minimum Security Class Only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Death certificate 2. Burial permit 3. Funeral Contract 4. Wife or husband (marriage certificate) 5. Child (birth certificate of deceased child); 6. Brother/sister (birth certificate of deceased brother/sister and birth certificate of the PDL); 7. Father/mother (birth certificate of the PDL); 8. Grandchild (birth certificate of deceased 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)			Local Civil Registrar/LGU Funeral Service PSA	
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	Kaagapay Center
2. Submit Letter request and supporting documents	2. Receive Request Letter of PDL and Pertinent Papers	None	5 minutes	Kaagapay Center



	2.1 Secure Case Profile from concerned Overseer's Office	None	50 Minutes	Overseer's Office
	2.2 Evaluate 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/disapproval of the Director General.	None	30 Minutes	Admin Officer
. Wait for Approval from the Office of the Director General				
Start process	If Approved: 2.6 Prepare Exit Pass to include finger prints to PDL	None	1 Hour	Personnel of Subpoena Unit
	2.7 Assign 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	



13. Request for the Entry of Construction Materials for the Repair, 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 Section, Bucor Business Center (BBC)			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	Active Bureau of Corrections Employees at Correctional Institution for Women Mandaluyong City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to the housing Section with the following attachments. <ul style="list-style-type: none"> 1.1. List of construction materials (Itemized) 1.2. Photocopy of Housing Directive of the requestor; 1.3. Photocopy of the BuCor ID (back to back) 1.4. Hardcopy of Photographs subject for construction of quarter, repair, renovation or preventive maintenance of quarter; and 1.5. Sketch location of the quarter 		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request with the attachment	1.1 Assist the clients.	None	5 minutes	Housing Section Staff
	1.2. logs the incoming Documents	None	5 minutes	Housing Section Staff
	1.3. Evaluate the letter request and attached requirements	None	1 minute	Housing Section Staff
COMPLETE	1.4 Housing Section Office shall submit a request for Inspection and forward the letter request with	None	2 hours	CIW Housing Staff



	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 Superintendent
	1.9 Grant of Housing Directives	None	1 day	CIW Superintendent
	1.10 Issuance of certificate to the requestor	None	5 minutes	Housing Section Staff



	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 Office			
Classification	Simple			
Type of Transaction	G2G-G2C			
Who May Avail	Person Deprived of Liberty Personnel/Representative from the Honorable Court			
CHECKLIST OF REQUIREMENTS			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 Electronic Mail (E-mail) CIW Open and Subpoena Email and Court Personnel.	1. Received Court Order, Subpoena, Notice of Hearing via e-mail.	None	5 minutes	Subpoena Officer
	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



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



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 Administrative Division			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who May Avail	Students/Civilian and Government Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request bearing the requestee's 2. Signature and attached a Valid ID			1 School Professor/Dean 2. Travel/Tour Coordinators	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter-request.	1. Issue Routing slip forwarded for information and comment of Superintendent	None	1 day	CIW Admin Staff
2. Secure waiver form	2. A complete working staff shall be forwarded to all concerned offices for their comment and recommendations. Subject to the approval of the Superintendent.	None	1 day	CIW Admin Staff
	2.1 The CIW-Admin after completion of the Complete Working Staff form shall endorse a formal letter addressed to the BuCor Director General and to the attention of the NHQ-Admin signed by the CIW Superintendent.	None	1 day	CIW Admin Staff



	<p>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.</p>	None	1 day	CIW Admin-Staff
	<p>2.3 If the Director General approves 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 disapproves of the request, they will inform the Requester of the denial through email.</p>	None	3 days	CIW Admin-Staff
TOTAL:		None	7 days	



16. Attorney's Visit

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

Office/Division	CIW - Mandaluyong			
Classification	Simple			
Type of Transaction	G2C			
Who May Avail	Counsel of Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			PAO ID and IBPID	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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/PDL
	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			
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 REQUIREMENTS		WHERE TO SECURE		
1. Travel Order/Admin Order duly signed by proper authority		Proper Authority of other 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	Admission Staff
2. Sign at the logbook for attendance as a basis for attendance.	2. Provide the logbook.	None	2 minutes	Admission Staff
	Prepare Certificate of Appearance	None	2 minutes	Admission Staff
	2.2 Check and sign Certificate of Appearance.	None	2 minutes	Chief, RDC
3. Sign/ receive from designated logbook.	3. Release of certificate.	None	1 minute	Admission Staff
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 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 / 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 Manifestation		City Jails, Provincial Jails, Municipal Jails, and District Jails



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 from 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/Receiving 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	Receiving Officer
	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, operation center, COG, and Kitchen 3.1 Admission assigns the newly arrived PDL their cell for 5 days quarantine.	None	10 minutes	Receiving Officer
		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	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	

NOTE:
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 Transaction	Government to Government/PDL/Counsel/Relatives of PDL			
Who May Avail	Government to Government/PDL/Counsel/Relatives of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting 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 and/or Kaagapay Center	1. Receive the letter request and forward to the CIW Infirmary	None	5 minutes	Superintendent's Office personnel or Kaagapay personnel
	1.1 Receive the request for medical abstract, retrieval of medical records/chart	None	5 minutes	Administrative Personnel, CIW Infirmary
	1.2 Review of medical records, interview and examination of the patient	None	3 days	CIW Medical Officer
	1.3 Preparation of the medical 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			
Type of Transaction	G2G - Government to Government			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card		BuCor/SPPF		
Representative				
Government Issued Identification Card of the person represented (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request slip.	1. Instruct to fill up the needed details in request slip.	None	1 minute	Records Management, In-charge
	1.2 Check requested documents from their 201 Files	None	2 minutes	Records Management, In-charge
	1.3 Preparation of requested documents	None	3 minutes	Records Management, In-charge
	1.4. Records requested documents in logbook		1 minute	Records Management, In-charge
2. Sign in the logbook.	2. Sign in the logbook indicating the time of receipt of the requested document.	None	1 minute	Personnel concerned
TOTAL:		None	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 Section		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who may avail		All BuCoremployees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Requisition and Issue Slip (RIS)			Downloadable (Appendix 63)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three (3) original copies of the duly accomplished RIS to the Receiving Staff for documentation.	1. Receive the required document.	None	2 minutes	Receiving and Issuing Staff Supply Section
	1.1 Issue RIS No. if the form is complete and valid and have it recorded in the logbook, then scan.	None	3 minutes	Receiving and Issuing Staff Supply Section
2.Wait for the Receiving and Issuing Section Officer's advice for the release of items.	2. Check for the availability of the requested item/s.	None	5 minutes	Receiving and Issuing Unit
	2.1 Prepare the items for issuance.	None	10 minutes	Receiving and Issuing Unit
	2.2 Update the supplies data base and monitoring records.	None	5 minutes	Receiving and Issuing Unit
	2.3 Inform the request or on the release of the items.	None	3 minutes	Receiving and Issuing Unit
	2.4 Instruct the receiver to sign	None	2 minutes	Receiving and Issuing Unit
TOTAL:		None	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 Division	Intelligence and Investigation Section (IIS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Active BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
BuCor ID			Bureau of Corrections	
Representative				
Bucor ID or any valid ID of the Bucor employee			BuCor, Intelligence and Investigation Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive s Filled-up request form from the employee.	1. Prepare Certification of No Pending Case	None	4 minute	IIS Staff
	1.1 Signs the Certification of No Pending Case.	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 Transaction	G2C			
Who may avail	PDL, PDL immediate family or relatives and representative			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of PDL			PDL	
Representative				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request			Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook.	1. Provide the logbook to the client to fill out.	None	1 minute	ARTA Action Officer
2. Submit the required documents.	2. Receive and forward necessary documents	None	2 minutes	ARTA Action Officer
3. Wait for the processing of document.	3. Receive and prepare the requested certificate.	None	5 minutes	Staff, Documents Section
	3.1 Sign Certificate.	None	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 Transaction	G2G, G2C			
Who may avail	PDL Family members and relatives PDL Representatives and other government agencies			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of PDL			PDL	
Representative				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Authorization letter from PDL			Client	
3. Request Form			Documents Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook.	1. Provide the logbook to the client to fill out.	None	1 minute	ARTA Action Officer
2. Submit the required documents.	2. Receive and forward necessary documents	None	2 minutes	ARTA Action Officer
3. Wait for the processing of document.	3. Receive and prepare the requested certificate.	None	5 minutes	Staff, Overseer
	3.1 Sign Certificate.	None	2 minutes	Staff, Overseer
4. Receive certificate	4. Issue Certificate.	None	2 minutes	Overseer's Office BOD
TOTAL:		None	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 Transaction	G2C			
Who may avail	Immediate family or relatives, friends and legal counsel of PDL			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. SPPF Visitors ID			SPPF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Listing Area of IVSU.	1. Verify visitors and have them registered in the logbook.	None	2 minutes	IVSU Staff
2. Sign in to logbook and present Visitors ID Card.	2. Retain visitor's ID card/temporary ID card and issue Gate Pass.	None	2 minutes	Listing Officer, IVSU
3. Present belongings for inspection and body search.	3. Inspect belongings and conduct body frisking.	None	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 Transaction	G2C			
Who may avail	Religious Volunteer Organization, Charitable Organization, Priest and Pastors, Imam and Uztads			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Application Letter			Client	
3. Letter of Intent			Client	
4. SEC Registration and Article of Incorporation			Security Exchange Commission	
5. Endorsement of the Head of the Church			Client	
6. Memorandum of Agreement			Client/IPPF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request with attached requirements to the Chaplaincy Office.	2. Receive and evaluate request and requirements.	None	10 minutes	SPPF Chaplain
3. Wait for the processing of request.	3. Release copy of MOA and request to client.	None	5 minutes	SPPF Chaplain
4. Proceed to IVSU for issuance of Gate Pass and copy of waiver.	4. Issue Gate Pass and waiver.	None	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 Section (Chaplaincy Office)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Persons Deprived of Liberty			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued ID 2. Letter-request 3. Birth Certificate 4. Certificate of No Marriage (CENOMAR) 5. 3 pieces 2X2 Photo with name 6. Marriage License and Contract 7. Application of Marriage Form		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 TO BE PAID	PROCESSING TIME	PERSON 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 Transaction	G2C – Government to Citizen			
Who May Avail	Immediate family members, relatives and friends of PDL.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Relationship		PSA		
2. Government Issued Identification		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 RESPONSIBLE
1. Client to present his/her valid ID and Proof of Relationship to PDL at IVSU office (Priority Lane).	1. Verify the validity of all documents presented.	None	2 minutes	IVSU Personnel
	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 office.	2. Receive Registration Form and check all the data provided.	None	2 minutes	IVSU Personnel
	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 Visitor's Pass	5. Process the Permanent Visitor's Pass.	None	5 minutes	IVSU Personnel
	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, Immediate family member or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
Representative				
1. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
3. Authorization Letter from released PDL		Released PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out request form or submit authorization letter with attached photocopy of his/her valid ID and wait for feed back	1. Receive request and forward to IDPS	None	2 minutes	Public Assistance and Complaints Desk Officer (PACDO) Releasing and Separation
	1.1 Record request	None	2 minutes	
	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 issuance of the Certificate	2. Photocopy the certificate.	None	2 minutes	IDPS OD
	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), Separation Unit/			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	Released PDL, Immediate family or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG		
2. Request Form or Authorization Letter from Released PDL		Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer		
Representative				
1. Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag- IBIG		
2. Request Form or Authorization Letter from Released PDL		Officer-of-the Day, Documents Section/Public Assistance and Complaints Desk Officer Released PDL		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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 to the Chief, Documents Section for approval.	None	5 minutes	Help Desk Officer
	1.1 Approved request form forward 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 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	



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 Processing 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 REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID 2. Request Form		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer		
Representative				
1. Valid ID 2. Request Form or Authorization Letter from PDL		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig Officer-of-the Day, Documents Section/ Public Assistance and Complaints Desk Officer Persons Deprived of Liberty (PDL)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. 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 and forward the request to the Chief, Documents Section for approval.	None	4 minutes	Help Desk Officer
	1.1 Receive the approved request to be forwarded to the Carpeta Unit.	None	5 minutes	OIC, Chief PDPD



	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.

Office or Division	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 REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/ Pag-Ibig and other Government Agencies		
Representative				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/Pag-Ibig		
2. Verification Form or Authorization Letter from PDL		Public Assistance and Complaints Desk Officer Persons Deprived of Liberty (PDL)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Public Assistance and Complaints Desk Officer calls the Documents Section relative to the request of the client.	1. Receive request assistance form ARTA Office provided in required information	None	1 minute	Help Desk Officer Document Staff
	1.1 Fill Up Verification Slip Form	None	1 minute	Help Desk Officer
	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 request of PDL status.	2. Inform the client of the present status of PDL as per record of the Documents Section.	None	8 minutes	Chief, PDPS Help Desk Officer Document Staff MSEC Staff
TOTAL:		None	15 minutes	



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	Vehicle Pass (Pass Thru)			
Who may avail	Private Vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Private Vehicle				
1. Gate Pass		BuCor Security and Escort Command		
2. Drivers' License/ Valid I.D.		Driver of the vehicle/ Client		
CLIENT SEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrived at any point of entry at the reservation.	1. Validate Drivers' License or any mode of verification of the driver and passengers.	None	2 minutes	Check-Point Officer
2. If the driver and passenger presented proof of verification.	2. Vehicle subjected for vehicle searching.	None	5 Minutes	Check-Point Officer
	2.1 Fill out gate pass form with required information.	None	5 Minutes	Check-Point Officer
	2.2 Issue gate pass form.	None	2 Minutes	Check-Point Officer



3. Upon arrival to exit point the client will surrender the issued Gate Pass.	3. Verify the gate pass.	None	5 Minutes	Check-Point Officer
	3.1 If failed to present the gate pass, officer will communicate and verify with the officer in point of entry.	None	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 passenger don't have any proof of verification presented, the vehicle will disallow to pass the reservation.				



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 Escort Command			
Classification	Simple			
Type of Transaction	Blotter and Complaint			
Who may avail	Personnel and Non-personnel inside			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incident Report If the incident transpired within the SPPF reservation.		BuCor Security and Escort Command		
2. Complaint Form Entertains if the complainant or respondent is personnel.		BuCor Security and Escort Command		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 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	30 minutes	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 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 / 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 Manifestation		City Jails, Provincial Jails, Municipal Jails, and District Jails		
8. Corrections Cluster Form No. 8		City Jails, Provincial Jails, Municipal Jails, and District Jails		
9. Drug Dependency Examination		Records Officer from City Jails, Provincial Jails, Municipal Jails, and District Jails or from 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.		
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 Superintendent 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



	4.2 Issues PDL Uniform and give regulation hair cut.	None	5 minutes	Receiving Officer
5. Fingerprint and Signature of PDL	5. Fingerprint and Signature of newly arrived PD.	None	2 minutes	Fingerprinting Personnel
6. PDL Jacket (Carpeta) Interview	RDC Overseer conducts an interview, validation of information to the newly arrived PDL.	None	During quarantine of PDL	RDC Overseer
TOTAL:		None	52 minutes	
<p>NOTE: Upon admission at the RDC, PDL are placed in quarantine for at least Five (5) days.</p>				



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		Sablayan Prison and Penal Farm		
Classification		Simple		
Type of Transaction		G2C		
Who may Avail		Family members and relatives of PDL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request indicating the purpose 2. Government Issued Identification Card		Requesting Party PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office,		
CLIENT STEPS	AGENCY ACTION	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	None	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	None	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	3. Submit duly accomplished Cadaver Release Paper Form with attached documents (death certificate, letter of request, photocopy of government issued ID and verified proof of visitor's list/proof of relationship) to the Office of the Superintendent for approval	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 and construct coffin/casket	None	3 hour	General Services Section personnel
4. Receipt of Cadaver	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	

Note: Client must secure Sanitary Permit to Travel at the Sanitary Inspector Office of the Municipal Health Office, Sablayan LGU.



15. Issuance of Medical Abstracts

Duly accomplished medical abstract as per request by the concerned client

Office or Division:	SPPF HOSPITAL			
Classification	Complex			
Type of Transaction:	G2G, G2C			
Who May Avail:	PDL/Counsel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request indicating 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	Sablayan Prison and Penal Farm-Hospital			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail	PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PDL proceeds to SPPF Hospital for medical consultation	1. Registration interview of patients	None	2 minutes	OPD Nurse on Duty/ Emergency Room Nurse
	1.1 Vital signs taking	None	2 minutes	OPD Nurse on Duty/ Emergency Room Nurse
	1.2 Medical Examination, and evaluation. Determines need for admission or referral.	None	10 minutes	Chief of Hospital
2. If admitted, sign consent form. (If there is a need for referral, PDL patient will wait for the processing of request)	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 pursuant to OCA No. 163-2013 and Via Video Conference Hearing using a Platform 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 Liberty Personnel/Representative from the Honorable Court			
CHECKLIST OF REQUIREMENTS			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 Supt. Office, Post Office, Electronic Mail (E-mail) and Court Personnel	1. Received Court Order, Subpoena, Notice of Hearing via e-mail thru records section	None	2 minutes	Receiving Officer
	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



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	Security Officer
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 Transaction	G2G, G2C			
Who may avail	BuCor Employees & other clients with official business at SPPF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Travel Order duly signed by proper authority.		SPPF Administrative Office		
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 Superintendent		
Classification		Simple		
Type of Transaction		G2C, G2G		
Who may avail		Council of Persons Deprived of Liberty (PDL)		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued Identification Card		PAO, ID and IBP ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter via email or Hard Copy together with photocopy of IBPID or PAOID at CTOS or in the Office of the Superintendent.	1. Print email and inform the requester of the available schedule.	None	2 minutes	CTOS, SPPF Superintendent's Office
	1.1 Forward the request letter to the SPPF Superintendent for approval.	None	4 minutes	Staff, SPPF Supt's Office
2.Wait for the approval.	2. Inform the client of the approved requests.	None	2 minutes	CTOS, SPPF Superintendent's Office
	2.1 CTOS will update the requester about the letter.	None	2 minutes	CTOS, SPPF Supt's Office
	TOTAL:	None	10 minutes	
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 Division	SPPF OVERSEER			
Classification	Simple			
Type of Transaction	G2C			
Who May Avail	Released PDL, Immediate family or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Approved Letter Request (Personal: Email)		Requesting Party		
2. Photocopy of Valid ID/Passport		SSS, GSIS, PAGIBIG, PHILHEALTH, POST OFFICE, LTO, DFA, PRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request to ARTA (personal or 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	} 20 minutes	} Overseer Personnel
	3.1 Prepares certificates of detention if found active (routing to PDPS if in-active)	None		
	3.2 Forwards to the Chief Overseer for signature	None		
	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	} 5 minutes	ARTA Personnel
	5.1 issues the Certificate of Detention of active PDL	None		
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 Transaction	G2C
Who may avail	Immediate Family Members of PDL
CHECKLIST REQUIREMENTS	WHERE TO SECURE
<p><u>PARENTS</u></p> <ul style="list-style-type: none"> • Application form • PDL Birth Cert w/ PSA Receipt • Police & Brgy Clearance • Two (2) Valid ID <p><u>SIBLINGS</u></p> <ul style="list-style-type: none"> • Application form • PDL Birth Cert w/ PSA Receipt • Visitor's Birth Cert w/ PSA Receipt • Police & Brgy Clearance (if Adult) • Two (2) Valid ID(if adult) <p><u>SPOUSE</u></p> <ul style="list-style-type: none"> • Application form • Marriage Cert w/ PSA Receipt • Police & Brgy Clearance • Two (2) Valid ID <p><u>CHILDREN</u></p> <ul style="list-style-type: none"> • Application form • Visitor's Birth Cert w/ PSA Receipt • Police & Brgy Clearance (if Adult) • Two (2) Valid ID(if adult) <p><u>RELATIVE/S</u></p> <p>(Cousin, nephew, niece, grandparents, aunt, uncle, etc)</p> <ul style="list-style-type: none"> • Application form • Documents that will prove their affinity • Police & Brgy Clearance (if Adult) • Two (2) Valid ID(if adult) 	<ul style="list-style-type: none"> • Inmate Visitation Services Unit • Philippine Statistics Authority • Philippine National Police • LGU (Barangay) • Court



COMMON LAW WIFE				
<ul style="list-style-type: none"> • Application form • Visitor's Birth Cert w/ PSA Receipt • PDL/Visitor's CENOMAR (if both single) • Death Cert (if Widow) • Proof of Cohabitation (if cohabiting prior to confinement) • PDL/ Visitor's Proof of Separation (if Separated to previous wife/husband) • Police & Brgy Clearance Two (2) Valid ID 				
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	15 minutes	Overseer Personnel
	2.1 interview of Visitor and the PDL to be visited.	None		
	2.2 Signing of the Application Form by the personnel who interviewed the visitor and PDL	None		



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 Minutes	} Overseer Personnel
	5.1 Signs by Personnel who prepares the Pass	None		
	5.2 Assist visitor in signing of Gate Pass	None		
	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	} 2 minutes	} Overseer Personnel
	6.1 Assist visitor in signing the Logbook.	None		
	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 Division	Human Resource Unit (HRU)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Active and In-active BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
BuCor ID			Bureau of Corrections	
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	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign at the logbook at the HRU front desk.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	1 minute	HRS Staff
	1.1 Process the request and let the document requested be signed.	None	5 minutes	HRU Staff/OIC, Human Resource Unit
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Record and dispatch to the requesting party.	None	2 minutes	HRS Staff
	2.1 Issue the requested document.	None	5 minutes	HR Unit Staff OD
TOTAL:		None	13 minutes	



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>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.</p> <p>Feedbacks can also be sent through email at www.bucor.gov.ph</p> <p>Contact Info: 8856-6015</p>
How feedback is processed	<p>The BuCor ARTA Officer collects, compiles and records all client satisfaction survey forms obtained from the drop box on a daily basis.</p> <p>Interpretation of the collated duly accomplished client satisfaction surveys are being analyzed and rated using the Likert Scale Statistical Method on a monthly basis.</p> <p>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.</p> <p>For inquiries and follow-ups, client may contact telephone number: 885-66015</p>
How to file a complaint	<p>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.</p> <p>You can also file the complaint personally through ARTA Public Assistance and Complaints Desk (ARTA Section Office).</p>



	<p>For inquiries and follow-ups, client may contact telephone number: 8856-6015</p>
<p>How complaints are processed</p>	<p>The BuCor ARTA Officer opens the suggestion and complaints drop box on a daily basis and evaluate each complaint.</p> <p>Upon evaluation, the BuCor ARTA Officer shall forward the complaint to the concerned office for appropriate action.</p> <p>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)</p> <p>For inquiries and follow-ups, client may contact telephone number: 8856-6015</p>
<p>Contact Information of CCB, PCC and ARTA</p>	<p>ARTA: complaints@arta.gov.ph</p> <p>: 1-ARTA (2782)</p> <p>CCB: 8888</p> <p>PCC : 0908-881-6565 (SMS)</p>

List of Offices



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



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

