



# Bureau of Corrections

Document Reference Code  
BUC-QM-001


Revision No.  
0

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01/01/2018

## QUALITY MANUAL

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Revision	Nature of changes	Approval	Date
[Rev Number 1]	Original release.	[Quality Manual Approver Name]	[Date of Issue]
		<p>PCSUPT. VALFRIE G. TABLAN (Ret.)  <i>Officer-In-Charge</i>  <i>Deputy Director General for Administration</i></p>	January 15, 2018

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### A. INTRODUCTION

This Quality Manual of the Bureau of Corrections ensures that the services the Agency provides are in conformity with client, organizational, statutory and regulatory requirements. The manual provides the scope and the structure of Bureau of Corrections Quality Management System (QMS) including the functions and responsibilities of management, core/operational and support processes for continual improvement.

The manual serves as a mechanism to instill awareness, familiarity and appreciation of the Bureau of Corrections personnel on the underlying principles, requirements and significance of ISO 9001:2015 QMS; improve the units' respective processes; establish a guide for the effective implementation of the QMS; and enhance Bureau of Corrections management, operation and support processes.

### B. HISTORY

The **Bureau of Corrections** is an agency under the Department of Justice (DOJ), tasked to effectively rehabilitate and safekeep national prisoners sentenced to more than three (3) years. It was formerly called Bureau of Prisons when its main thrust before was safekeeping of national prisoners. The Bureau of Prisons was established on November 1, 1905 under the Department of Public Instruction through **Reorganization Act 1407** of the Philippine Commission. The Bureau was renamed from PRISONS to CORRECTIONS on November 23, 1989 under Section 26 of the **Administrative Code of 1987**, to emphasize rehabilitation as the primary goal of the Bureau. On 24 May 2013, the **Republic Act No. 10575**, otherwise known as the **Bureau of Corrections Act of 2013** was signed into law, which provides for the modernization, professionalization and restructuring of the Bureau.

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Presently, Bureau of Corrections maintains seven (7) correctional facilities strategically located all over the country, as follows;

- |                                       |                               |
|---------------------------------------|-------------------------------|
| 1. New Bilibid Prison                 | Muntinlupa City               |
| 2. Correctional Institution for Women | Mandaluyong City              |
| 3. Iwahig Prison and Penal Farm       | Puerto Princesa City, Palawan |
| 4. Davao Prison and Penal Farm        | Davao Del Norte               |
| 5. Sablayan Prison and Penal Farm     | Occidental Mindoro            |
| 6. San Ramon Prison and Penal Farm    | Zamboanga City                |
| 7. Leyte Regional Prison              | Abuyog, Leyte                 |

### **Mandate**

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

### **Vision**

“A safer society by 2028 through reformed persons reintegrated by a highly efficient and competent corrections service.”

### **Mission**

“To protect the public by safekeeping and reforming persons under our custody adhering to international standards of corrections service.”

### **Core Values**

*God Centered*

*Integrity*

*Vigilance*

*Innovativeness*



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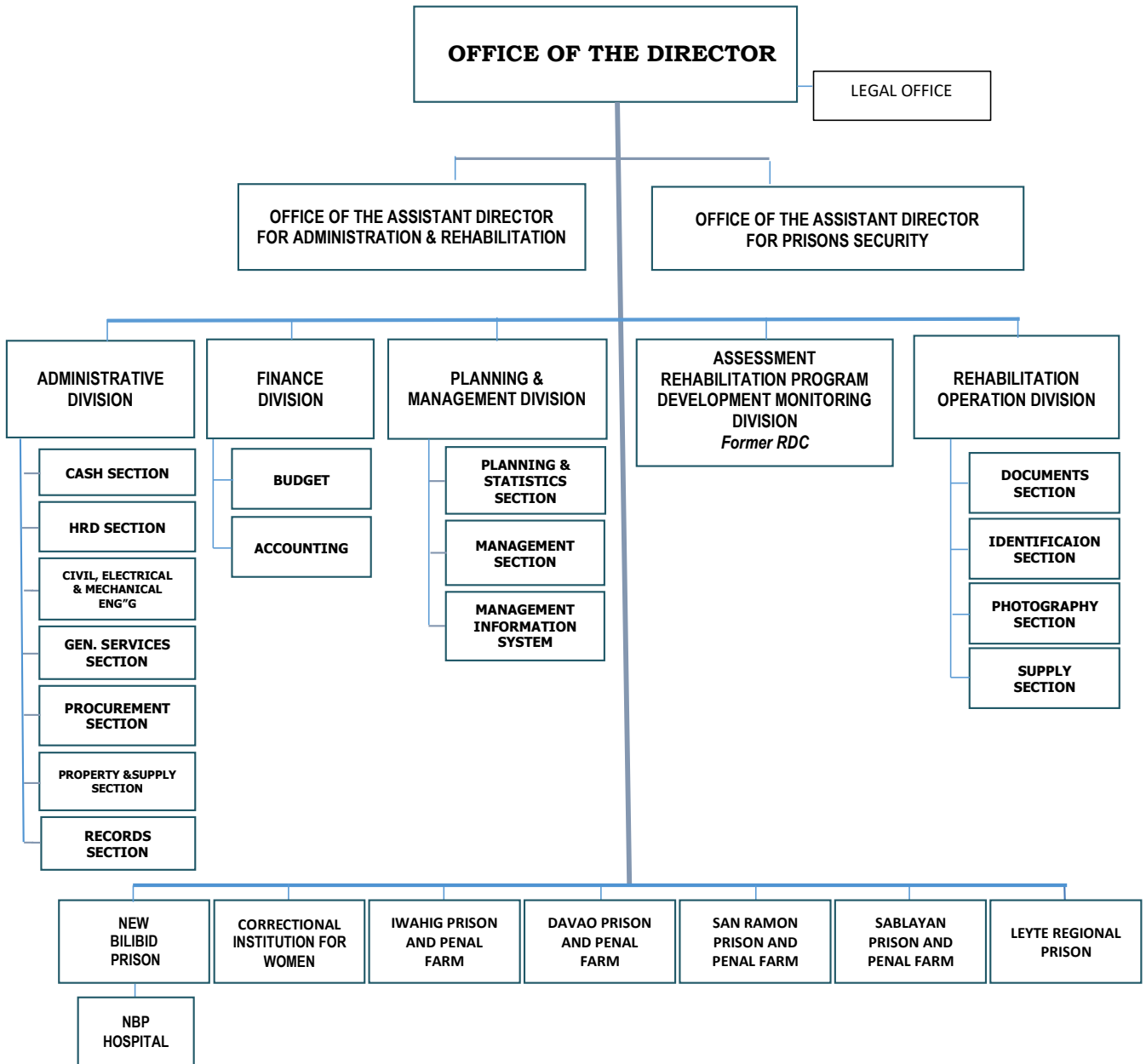
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### C. BUREAU OF CORRECTIONS ORGANIZATIONAL STRUCTURE

Rationalization Plan, E.O. 366  
(Approved April 8, 2013)



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### **C.1 FUNCTIONAL DESCRIPTION (Rationalization Plan/EO 366)**

#### **C.1.1 OFFICE OF THE DIRECTOR**

- Administer and execute the laws relating to prisons and Person Deprived of Liberty (PDL) and enforce the rules and regulations governing the operation and management of prisons;
- Exercise administrative supervision of prisons and penal farms;
- Recommend to the Board of Pardon and Parole PDL who are qualified for grant of parole, pardon and other forms of executive clemency;
- Exercise supervision and control over the constituent units and personnel of the Bureau;
- Issue orders and memorandum in accordance with laws, rules and regulations for good governance.

#### **C.1.2 OFFICE OF THE ASSISTANT DIRECTOR**

- Assist the Director in the formulation and implementation of the Bureau's objective and policies;
- Coordinate for efficient administration of BuCor's programs/projects & rehabilitation of prisoners;
- Ensure the efficient administration of prisons security management;
- Assume the duties of the Director in the latter's absence;
- Perform such other function as may be assigned by the Director.

#### **C.1.3 LEGAL OFFICE**

- Provide advice and assistance to the BuCor Director on all legal matters, including but not limited to, the preparation and execution of contracts, memoranda of agreement and other legal documents.

#### **C.1.4 ADMINISTRATIVE DIVISION**

- Direct the receipt, routing and dispatch of all communications to appropriate action officers and maintain systematic communication file.
- Provide personnel services relative to recruitment & promotions, appointments, transfers, leave of absences, salary adjustments, administrative cases, performance appraisals, retirements and other personal actions.



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- Keep a centralized record (201 File) of all Bureau personnel. Provide and maintain systematic records filing system of all incoming and outgoing communications of the Bureau.
- Exercise general supervision over cash collections, cash deposits & disbursement of funds.
- Supervise General Services, Supply and other support services of the Bureau.
- Perform such other functions as maybe assigned by the Director of Corrections.

### **C.1.5 FINANCE DIVISION**

- Prepare and submit all budgetary requirements to Department of Budget & Management, Commission on Audit and other agencies.
- Process all financial transactions;
- Render periodic reports to the Director on the status of balances allotments.
- Prepare financial reports/documents and management and control of the agency's budget.

### **C.1.6 PLANNING AND MANAGEMENT DIVISION**

- Development and review of the BuCor's annual performance measures;
- Preparation of the BuCor's Physical Plan, targets and accomplishments for budgetary requirements and provision of statistical data/information to agency units/office concerned;
- Acting as repository of the BuCor's memoranda of agreement and contracts;
- Updating of the BuCor's organizational structure; and
- Preparation of plans, programs and other recommendations for operational improvement;
- Develop plans and programs relative to management improvement in the agency;
- Examine the administrative organization of the agency and provide recommendations for improvement;
- Maintain and update the agency's organizational structure and other manuals;
- Conduct regular management surveys of the organizational structure, manpower and operations, and studies on special problems, as assigned;



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- Review existing methods, systems and procedures/processes, and provide recommendations for improvement;
- Develop new and improved management systems, and provide staff supervision over the implementation of such improvements, as well as conduct trainings on the application of the system;
- Develop staffing standards and manpower requirements of the agency.

### **C.1.7 ASSESSMENT, REHABILITATION PROGRAM DEVELOPMENT AND MONITORING DIVISION (ARPDMD)**

- Conduct studies/researches on advanced strategies for rehabilitation;
- Monitoring and assessment of implementation of rehabilitation and transformational programs/projects by the different penitentiaries;
- Monitoring of operational activities of the various correctional facilities, including implementation of the agency's vital plans and projects; and
- Coordination with BuCor offices/units concerned for the provision of adequate and up-to-date information to the BuCor's Key Officials, as inputs in policy formulation, planning and decision making activities.

### **C.1.8 REHABILITATION OPERATIONS DIVISION**

- Recording and upkeep of the PDL carpetas;
- Examination, computation and checking of the expiration of sentence of PDL;
- Classification, recording and verification of fingerprint charts of PDL;
- Preparation of reports on the analysis of fingerprints being referred for examination;
- Taking of photographs of newly arrived PDL, including untoward incidents occurring in the prison compound;
- Maintenance of the negative files and pictures of PDL; and
- Receiving, storing, safekeeping and distribution of food supply and other materials of PDL to the different penitentiaries.

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### **C.1.9 PRISON AND PENAL FARMS**

- Administration and execution of correctional policies & regulations;
- Admission, custody, safekeeping & maintenance of PDL;
- Implementation of rehabilitation services & operation of prison agro-industries;
- Protection & maximum utilization of BuCor's assets.
- Responsible to the Director for the effective safekeeping and rehabilitation of PDL.





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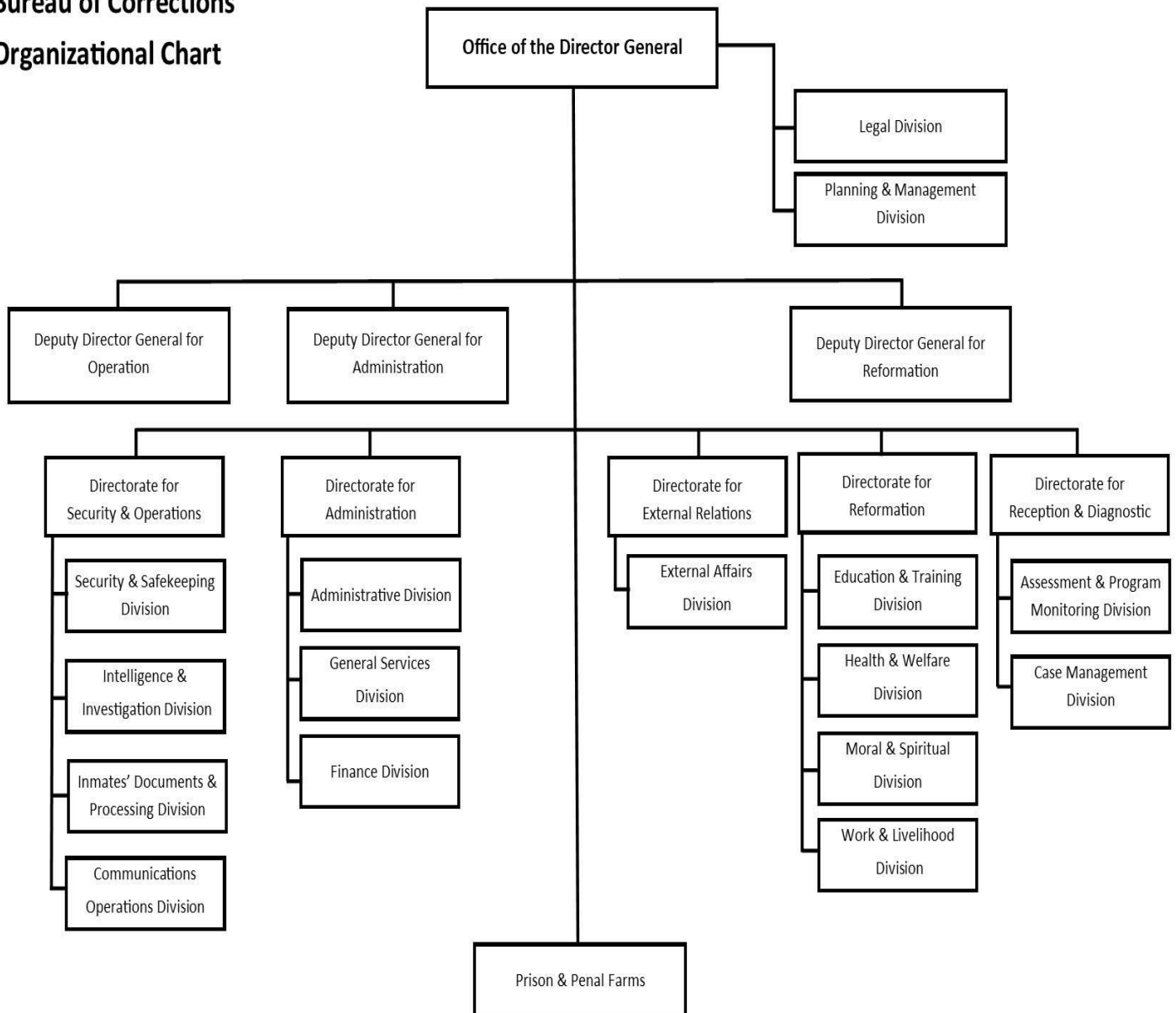
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**Bureau of Corrections  
Modernization Act  
R.A. 10575, approved May 23, 2013**

### Bureau of Corrections Organizational Chart



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## **C.2 FUNCTIONAL DESCRIPTION (Bureau of Corrections Modernization Act (R. A. 10575) :**

### **C.2.1 OFFICE OF THE DIRECTOR GENERAL:**

- Shall oversee the entire operations of the Bureau, and exercise command, administration and supervision of the entire agency in the pursuit of its mandate.

#### **C.2.1.1 Legal Division (LD)**

- Shall provide assistance to the Director General and the Bureau itself on all legal matters.

#### **C.2.2.2 Planning and Management Division (PMD)**

- Shall spearhead the formulation of plans, programs and projects, and monitor the implementation thereof. Shall also house the Management Information System (MIS).

### **C.2.2 DEPUTY DIRECTOR GENERAL (Operations, Administration and Rehabilitation)**

- Assist the Director General in the formulation and implementation of BuCor's objectives and policies.

### **C.2.3 DIRECTORATE FOR ADMINISTRATION (DA)**

- Shall manage the housekeeping operations of the Bureau such as administrative, financial and general ancillary services.

#### **C.2.3.1 Administrative Division (AD):**

- Shall provide services relating to personnel, records, supplies, and cash management.

#### **C.2.3.2 General Services Division (GSD)**


- Shall manage activities pertaining to engineering, property, and logistics.

#### **C.2.3.3 Finance Division (FD)**

- Shall handle accounting, budgeting and financial activities.

### **C.2.4 DIRECTORATE FOR RECEPTION AND DIAGNOSTIC (DRD):**

- (formerly Assessment, Rehabilitation, Program Development and Monitoring Division): Shall formulate and oversee the implementation of policies, standards and rules on reception and diagnostics of PDL admitted.

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**C.2.4.1 Assessment and Program Monitoring Division (APMD)**

- Shall formulate policies and standards for diagnostic procedures in gathering information on inmate behavior, treatment needs and security risks. Shall also develop monitoring tools to assess the progress and adjustments of inmate to prison life.

**C.2.4.2 Case Management Division (CMD)**

- Shall formulate policies and standards to improve case management procedures to be used for appropriate individual or for collective rehabilitation plans.

**C.2.5 DIRECTORATE FOR SECURITY AND OPERATIONS (DSO)**

- Shall plan, control, direct and coordinate the BuCor's security operations and integrated support activities.

**C.2.5.1 Security and Safekeeping Division (SSD)**

- Shall provide advisory and technical support in crafting strategies and program of operations to ensure the safekeeping of inmates.

**C.2.5.2 Intelligence and Investigation Division (IID)**

- Shall formulate plans to pre-empt the entry of contrabands and thwart the proliferation of illegal activities inside the prison, as well as review security arrangements. The IID shall also investigate incidents involving PDL and visitors, and file.

**C.2.5.3 Inmates' Documents and Processing Division (IDPD)**

- (formerly Rehabilitation Operations Division): Shall develop standards and guidelines relative to prison sentence structures, grant of credits for good behavior, parole eligibility, clemency, service of inmate, etc.

**C.2.5.4 Communications Operations Division (COD)**

- Shall act as the Message Center Network of the Bureau. Shall provide technical and administrative support to the DSO in monitoring, conducting, surveillance and management of all incoming and outgoing communications and communication networks in penitentiaries.



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### **C.2.6 DIRECTORATE FOR REFORMATION (DR)**

- Shall formulate plans and policies and programs to further promote the delivery of reformation services through various interventions.

#### **C.2.6.1 Education and Training Division (ETD)**

- Shall formulate policies and develop programs that strengthen and upgrade literacy of PDL thru formal and non-formal education, vocational and training skills, sports and recreational activities.

#### **C.2.6.2 Health and Welfare Division (HWD)**

- Shall formulate and oversee the implementation of policies and guidelines for the provision of quality health care (clinical, medical, behavioral, etc.) to the inmates.

#### **C.2.6.3 Moral and Spiritual Division (MSD)**

- Shall formulate policies and plans to facilitate the religious, spiritual and pastoral reformation of PDL.

#### **C.2.6.4 Work and Livelihood Division (WLD)**

- Shall establish programs that provide inmates with the necessary livelihood skills even inside the prison camp.

### **C.2.7 DIRECTORATE FOR EXTERNAL RELATIONS (ERD):**


- Shall craft pre-release and post release plans and programs for inmates who will be rejoining society.

#### **C.2.7.1 External Affairs Division (EAD)**

- Shall establish linkages with NGOs, private companies and concerned government agencies for the reintegration program of inmates about to be released. The EAD shall also monitor the progress of released inmates as ordinary citizens of the community.

### **C.2.8 PRISON AND PENAL FARMS (PPFs)**

- Shall directly implement the custodial and reformation programs, projects and activities.

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### D. SCOPE OF THE BUREAU OF CORRECTIONS QMS

This Quality Manual applies to the Bureau of Corrections QMS which covers primarily mandated functions of the Bureau of Corrections, covering its management, operations and support processes. The QMS also covers interfacing management and support processes and activities within the Bureau of Corrections as indicated in the QMS process models.

The Bureau of Corrections Office facilities are located at:

<ul style="list-style-type: none"> <li>• Central Office and</li> <li>• New Bilibid Prison</li> </ul>	NBP Reservation Muntinlupa City 1776 Philippines Telefax 809-80-73 Web: [www.bucor.gov.ph]
<ul style="list-style-type: none"> <li>• Correctional Institutional Prison for Women</li> </ul>	CIW Compound Barangay Addition Hills Mandaluyong City Tel. Nos. 533-9986/532-1726/532-1736 Telefax No. 634-8505 E-mail ciw_oic@yahoo.com ciw_mandaluyong@yahoo.com Facebook page Correctional Institution for Women
<ul style="list-style-type: none"> <li>• Iwahig Prison &amp; Penal Farm</li> </ul>	Barangay Iwahig Puerto Princesa City, Palawan 5301 CP No. 09950801017 E-mail iwahigprisonpenalfarm@yahoo.com
<ul style="list-style-type: none"> <li>• Davao Prison &amp; Penal Farm</li> </ul>	Barangay Tanglaw B.E. Dujali, Davao del Norte, 8105 CP No. 0917-5418032 E-mail davaopenalcolony@yahoo.com
<ul style="list-style-type: none"> <li>• Sablayan Prison &amp; Penal Farm</li> </ul>	Barangay Malisbong Sablayan, Occ. Mindoro 5104 CP no. 0949-5787622 E-mail reformation.sppf@gmail.com
<ul style="list-style-type: none"> <li>• San Ramon Prison &amp; Penal Farm</li> </ul>	Sitio San Ramon, Barangay Talisayan Zamboanga City 7000 CP No. 0917-1068336 E-mail srppfoptns.center@yahoo.com
<ul style="list-style-type: none"> <li>• Leyte Regional Prison</li> </ul>	Barangay Cagbolo Abuyog, Leyte 6500 CP No. 0917-3039423 E-mail lrpcamp@yahoo.com

### EXCLUSIONS:



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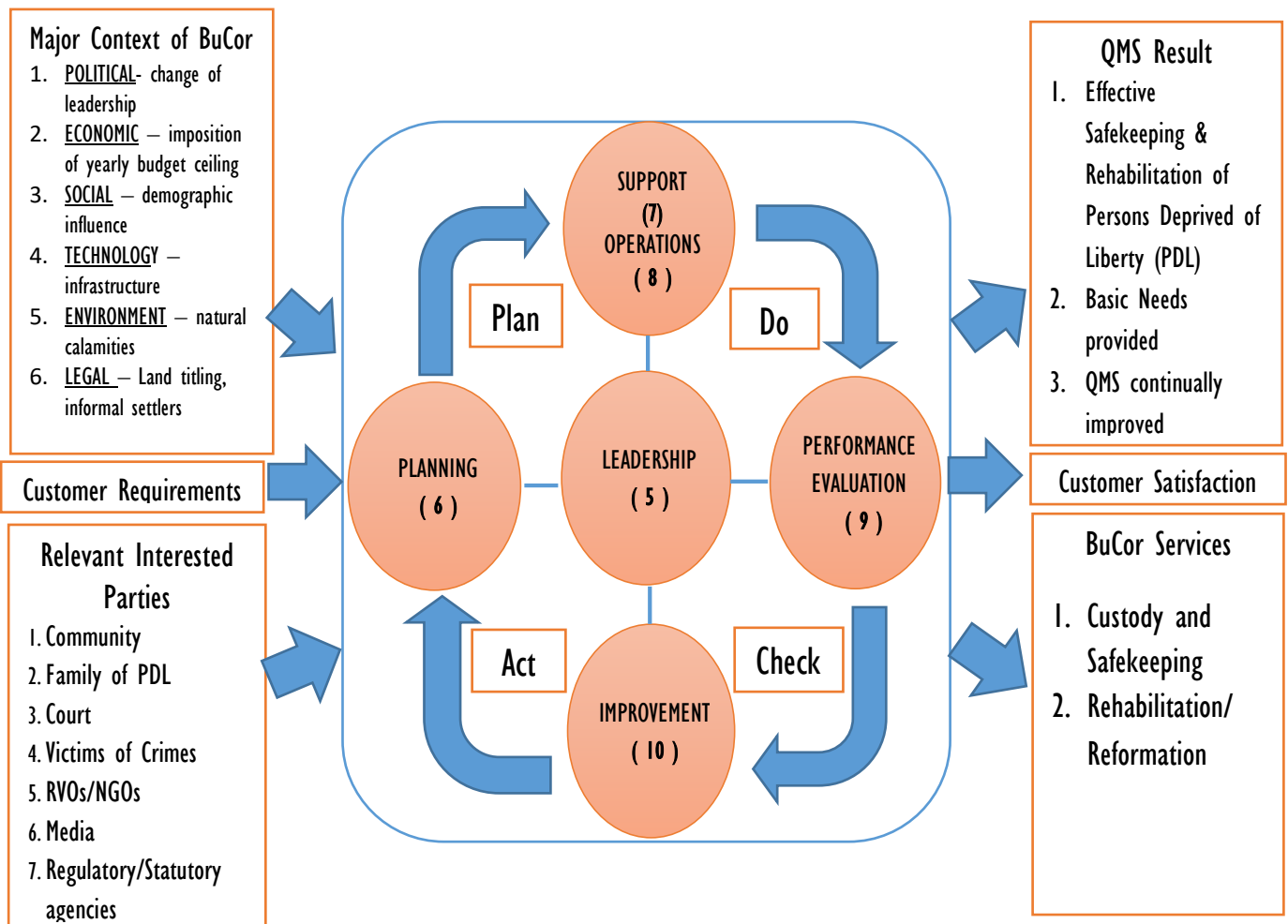
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Conformity to Monitoring and Measuring resources is excluded in the Bureau of Corrections Quality Manual as explained on the next page:

CLAUSE/S EXCLUSION	JUSTIFICATION
Monitoring and measuring resources	There is no need to validate the reliability of the measuring tools (Intelligence Quotient, Personality Tests, Aptitude Test, Functional Literacy Tests) being used by the Bureau of Corrections since these are standardized tests obtained from Philippine Psychological Corporation and V Psyche.

### BUREAU OF CORRECTIONS QMS PROCESS MODELS QMS-PDCA Model





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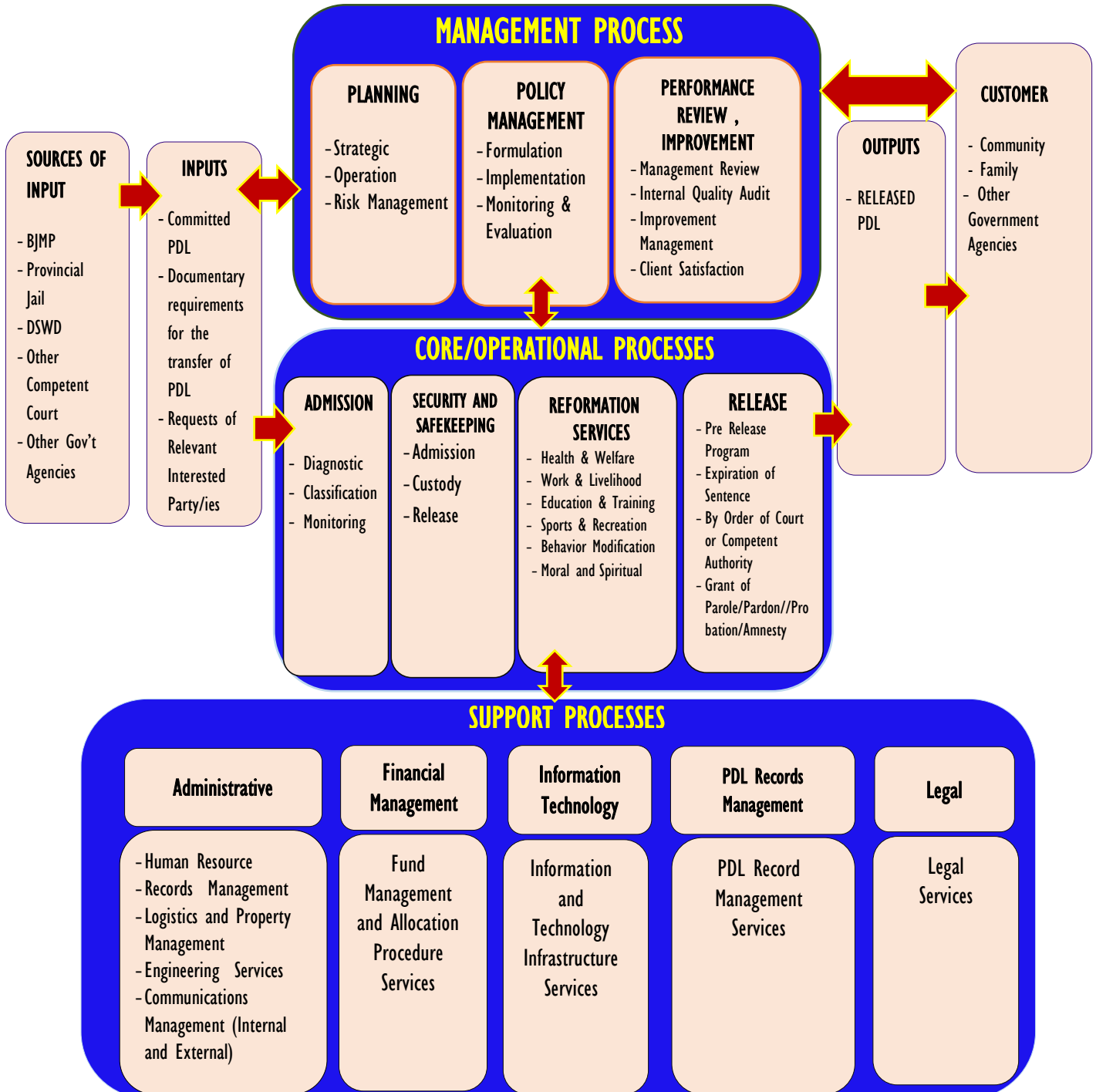
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The QMS service and results are defined and further describe in the Business Model shown below.

### QMS Business Process Model



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## 1. MANAGEMENT PROCESSES

### 1.1 Planning


The Bureau of Corrections objectives necessary to deliver results in accordance with the expected output are established through:

**1.1.1 Strategic Planning.** Performed at the organizational level. The Department of Justice (DOJ) and BuCor, together with other attached agencies of the DOJ and upon assumption of the new President shall conduct executive planning sessions for the Development of Strategic Plan anchored on the priorities of the new administration. The plan will serve as framework for organizational planning, reforms, innovations and priorities of DOJ and its attached agencies. The plan contains institutional framework and assessment, strategic framework, core indicators and targets and public investment program.

**1.1.2 Operation Planning.** Action plans, programs and activities are established at operations level anchored on the Strategic Plan, with due consideration on quality plans, performance management systems, risks and opportunities, client and stakeholders satisfaction, resources, internal processes and interaction of employee competency and development. Planning at the individual level is based on the action plans, programs and activities at the operations level.

**1.1.3 Risk Management.** BuCor managed risk in line with the BuCor strategic priorities for the fulfilment of its mandate. Evaluations of risks together with the identification of procedures to address such risk are periodically conducted. Identified risks with corresponding action plans are provided as annexes (**Annex 1**) in this quality manual. Some processes and mechanism shall serve as guide on how to manage risk exposure. A periodic review of the Agency Performance is conducted to identify issues affecting the performance of each delivery unit in order to strategically address risk exposure.



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## 1.2 Policy Management

**1.2.1 Policy Formulation and Implementation.** The Head/s of Operating Prison and Penal Farms (OPPFs), Division/Offices and other key officers submit proposed guidelines, policies, rules and procedures to the Director for review and approval. The enforcement of policies, rules and procedures are made through the issuance of Bureau of Corrections Memorandum Orders, Office Orders and Circulars and the application of internal controls. Policies are also formulated as a result of review, assessment/evaluation of existing processes/procedures


**1.2.2 Monitoring and Evaluation.** Periodic assessment of the results of operations are processed, analyzed and evaluated through accomplishment and other performance reports to determine adjustments to ascertain the realization of objectives and improve them.

## 1.3 Performance Evaluation, Improvement and Operational

**1.3.1 Management Review.** A Management Committee Review Meeting is undertaken at least once a year to ensure continuing suitability, adequacy, effectiveness and alignment with the Strategic priorities of the Bureau of Corrections.

The Management Review shall include in the discussions on:

- 1) Matters arising from previous QMS management review;
- 2) Review of the Quality Policy for current adequacy, and the need for changes to it;
- 3) Review of internal and external issues of concern;
- 4) Review of risks;
- 5) Review of opportunities;
- 6) Internal and external audit results;
- 7) Status of corrective and preventive actions via the [CAR Form] System;

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- 8) Review of resources needed to maintain and improve the effectiveness of the company and its quality management system;
- 9) Review of the effectiveness of training and training programs in place
- 10) Review of suppliers
- 11) Review of quality objectives, data and goals
- 12) Review customer feedback
- 13) Update the Strategic Direction of BuCor
- 14) Discuss the overall performance of the quality system, any changes to the company that may affect the quality system;
- 15) Note other recommendations for improvement to the company's products, services, and/or QMS;
- 16) Set date for next Management Review.

*A documented information on these reviews is retained by the Quality Management Representative/s (QMR) or Head of ISO Core Team*

**1.3.2 Performance Review and Evaluation.** Performance review and evaluation is conducted every end of semester, the respective Heads of Offices of BuCor Central and Regional Offices shall assess the performance of their offices and submit their accomplishments using the OPCR form to the Planning Office for evaluation/validation.

The Planning Office shall consolidate, review, validate and evaluate the initial performance assessment of the heads of offices based on reported accomplishments against the approved target committed prior to rating period.

The concerned office is given three (3) days to comment on the validated accomplishments, otherwise, the Planning Office shall consider it as final for submission to the Performance Management Team (PMT). The latter shall recommend to the BuCor Director the final rating of the office.

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### 1.3.3 Institutional Process Improvement and Quality Audit.

BuCor conducts Annual QMS Audit to determine conformity and opportunities for improvement. Based on QMS Audit findings, QMS Audit Team shall recommend strategies and monitor implementation. Findings are documented, reports submitted to the Director General. Performance of Office/Delivery Unit measured through success indicators, enhanced and reviewed periodically. Consultative activities with the process owners are also conducted to further agree with their deliverables.

**QMS Audit.** Conformity to established QMS requirements is validated through an internal audit of the QMS. The internal audit program/plan for QMS duly approved by the BuCor Director General is updated and implemented to ensure consistent quality and continual improvement in service.

### 1.3.4 Customer feedback.

Customer feedback provides the information baseline to address public concerns relative to the services offered by BuCor for improvement. Periodic survey is conducted to determine the performance of the frontline services. Complaints are acted and suggestions noted and recorded through the ARTA Action Office. Services are rated through the Feedback form consisting of survey questions for the services provided.

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## 2. CORE/OPERATIONAL PROCESSES

To carry out its mandate, the Bureau of Corrections must institute that an effective and efficient custody and safekeeping measure and provide appropriate rehabilitation and reformation program for Persons Deprived of Liberty (PDL). BuCor operates through a system of interrelated processes involving the admission, reformation and release of PDL while security and safekeeping process encompasses and integral to its success. These form part of BuCor's core processes.

### 2.1 Admission of PDL

PDLs committed to the National Penitentiary convicted by a competent court or authority must first be admitted in the Assessment, Rehabilitation, Program Development and Monitoring Division (ARPDMD)/(OPPF-RDC) to undergo official admission process. It involves the following sub-processes and shall take no longer than 60 days.

**2.1.1** Committed PDL shall undergo initial custody in ARPDMD/OPPF-RDC, quarantine and orientation of rules and regulation. PDL shall be assigned a permanent prison number and house in dormitories according to his/her security classification.

**2.1.2** The newly committed PDL undergoes Diagnostic procedure, battery of test and examination to determine IQ, EQ levels and general aptitude. A socio-psycho profile shall be made to assess their mental and social skills as they prepare for adjustment to institutional life. The medical section will perform interview and prepare a medical profile, based on the results of physical, neurological and mental examination.

**2.1.3** The result of all diagnostic tests, examinations and evaluation shall be recorded in their Individual Case folder. The Management Record shall contain the appropriate treatment/rehabilitation program and plan. ARPDMD/OPPF-



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RDC recommended program designed for each PDL will be used by the Initial Classification Board in determining their security classification of either maximum or medium.

- 2.1.4** PDLs shall be transferred to BuCor operating prison facilities where they will serve the remainder of their sentence and complete the designed rehabilitation program.

## 2.2 Rehabilitation and Reformation

The PDL shall undergo rehabilitation program recommended by the ARPDMD. The goal of this program is to change the PDLs paradigm, diminish, if not totally eradicate the criminal behavior, build the character and infuse knowledge and skills that can help him reintegrate successfully in the free society.

The PDL passes through the following processes:


- 2.2.1 Screening** - The PDL is assessed by the Reformation Officer, to determine the appropriate reformation program. This is also in consonance with the recommended reformation and treatment program given by the ARPDMD.

- 2.2.2 Enrolment/Admission to the 6 Reformation Services** – Reformation services provided to PDL -- Health and Welfare; Work and Livelihood; Education and Training; Sports and Recreation; Behavior Modification; and Moral and Spiritual. Each program facilitated by the Reformation Officers, seeing to it that all opportunities for change is made available to the PDL.

- 2.2.3 Monitoring and Assessment** – An established monitoring and assessment scheme is implemented. Both quantitative and qualitative change is determined through the following system:

- 2.2.3.1 Participation Rate** – This provides the number of PDLs who are benefiting from the program and is measured through weekly and monthly attendance reports.

- 2.2.3.2 Behavior / Personality Change** – This measures and appraises the behaviour change / change of paradigm

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as PDL is undergoing the program through assessment interview and survey on the effects of the reformation program to the PDL. The PDL himself and the Correctional Offices will be the sources of information.

**2.2.3.3 Program Evaluation** - The Reformation Program of BUCOR is evaluated once a year to determine its effectiveness. A survey instrument is used which covers all the areas of Reformation providing vital information regarding the effectiveness of the program. Sources of information are the PDL, RO, GOs / NGOs and other stakeholders.

**2.2.4 Post Program Activity** – Once the PDL has completed a program, then he is referred to other offices of BUCOR for placement, participation to other Reformation Program and for preparation for release.


If the PDL is soon to be released, then he is referred to Reformation Coordinator of the institution for the preparation of the CRTP as required by the BPP.

## 2.3 Security and Safekeeping

Provision of a secured and safe environment for PDL is not only a single process but integral to all core processes of BuCor, from the time a PDL is admitted, participate in rehabilitation programs and until his release. The security and safekeeping services includes searching, issuance/provision of basic needs, accounting, security classification, visitation, discipline, escorting/movement and discharge services.

## 2.4 Release

All Persons Deprived of Liberty (PDLs) eligible for release shall undergo a **Pre-release Program**. The External Relations Section (ERS) is tasked to Screen, Orient, provide Pre-Release Programs to PDLs who are to serve sentence one (1) year prior to its maximum expiration. BuCor coordinates with other government agencies such as DSWD,

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TESDA and other linkages/stakeholders with the objective of preparing PDL through provision of skills and training for their reintegration to free society.

#### **2.4.1 Screening**

Requesting list of PDLs due for release at IDPS.

#### **2.4.2 Initial Interview**

Filling up of PDLs Personal Data Sheet

#### **2.4.3 Orientation**

Brief/Orientation of PDL on Prison rules and regulations and introduction of ERS Pre- Release Programs.

#### **2.4.4 Provision of Pre-Release Reintegration Program**

Seminars, lecture and short term skills training provided to PDL.

#### **2.4.5 Final Assessment and Release**


Issuance of Certificate of Participation to PDL upon completion of the pre-release program.

The Inmate Documents and Processing Section (IDPS) process the documents for release of eligible PDL.

A Person Deprived of Liberty (PDL) maybe released from prison through:

- a) Expiration of his sentence;
- b) By Order of the Court or of Competent Authority;
- c) Granted of Parole, Pardon or Amnesty

Before a PDL is released, he shall undergo fingerprint identification, marks verification. He shall be released upon completion of documentary requirements duly signed by the competent authority. He shall be provided with gratuity to cover the cost of subsistence *en route* to his home.

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### 3. SUPPORT PROCESSES

#### 3.1 Administrative Services

**3.1.1 Human Resource.** Administration of the human resource development system of the organization through recruitment and selection process, promotion, individual development plan, individual performance management; personnel salaries and welfare benefits; information on disciplinary actions; and grievance procedures.

**3.1.2 Records Management.** The records management system of BuCor is designed to maintain/control the flow of communications, maintain file scheme for current and non-current records and provide documentary, reference and information services.

**3.1.3 Logistics and Property Management.** The management of the Bureau's supplies, equipment and infrastructure properties, as executed in the Bureau and all the BuCor Operating Prison and Penal Farms (OPPFs). It covers the range of activities from acquisition planning to disposal, including those related to procurement, utilization and maintenance of said properties.

**3.1.4 Engineering Services.** Provision of transportation and engineering services, to include building construction and equipment maintenance and inventory.

**3.1.5 Communication Management.** Managing Internal and External Communications. Incoming and outgoing written communications from/to interested and relevant parties are managed through a centralized Receiving/Distribution System (includes Office, Policies, Procedures and Support IT systems). Incoming and outgoing electronic and verbal communications are managed by the intended recipients and originators. Internal communications within the Bureau of Corrections pertaining to plans, programs and activities are facilitated through regional conference meetings, unit meetings, bulletin boards, memoranda, letters and email notices.





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On **government interviews**. Press releases of financial data are posted in the official website of Bureau of Corrections and /or Bureau of Corrections Journal of general circulation. Other information are likewise communicated by the Bureau of Corrections during press briefings and interviews and on other government inquiries and investigation. In addition, official information are communicated in annual reports and briefing presentations. Feedback and other interested parties are gathered through meetings, surveys and suggestion boxes. Applicable policies on data privacy is ensured in managing all of these communications.

**Managing Stakeholders.** The Bureau of Corrections manages its relevant and interested parties through the following:

- Holding and/or participating in regular and special coordination, meetings, briefings, presentations and events with regulatory, service providers and other government agencies and instrumentalities.
- Conducting inter-agency review of proposed oversight policies and procedures.
- Ensuring compliance with the Citizen's Charter for frontline services.
- Ensuring up to date registry of Stakeholders -Support NGOs, GOs, Religious Volunteer Organizations (RVOs) and other private entities.
- Providing feedback mechanism through customer satisfaction data gathering tools.
- Conducting briefing and Stakeholders Conferences involving support services for BuCor PDL.
- Facilitating missions by other agencies relative to strengthening community support for Bureau of Correction's mandate.
- Recognition of NGOs, GOs and private supporters.
- Providing secured and conducive facilities and environment.

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**3.1.6 Financial Management.** Formulation and implementation of the BuCor’s Annual Budget Estimates, administration of allocation and control of budget utilization based on approved cash program. Establishment and maintenance of the BuCor books of account, and preparation and submission of Financial Statement Reports in compliance to DBM and COA regulations.


**3.1.7 Information and Technology.** BuCor maintains a system for Information and Communication Technology (ICT) to ensure accessibility of the ICT Infrastructure at all times. Specifically, the following processes are maintained and implemented:

- Hardware management;
- Software management;
- Information systems management;
- Network infrastructure management; and
- Information systems strategic planning

**3.1.8 Inmate’s Record Management.** Maintain and manage inmate’s record system (Inmate Management Information System – IMIS), to include the identification process (fingerprinting and photo capturing) and documentation requirements for release and grant of parole.

**3.1.9 Legal Services.** Provides legal services on matters affecting its operations and activities through review of contracts, legal opinion on controversies, representation to other agencies on legal aspects and other legal actions.


**3.1.9.1 BuCor Internal Affairs Services.** The BuCor IAS handles all administrative cases, investigations on issues connected to employees, conducts alternative dispute resolutions, and issues certification on administrative status.

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### D. LIST OF INTERESTED PARTIES

The following are the stakeholders and their requirements that have significant impact on the operations of the Bureau:

RELEVANT INTERESTED PERSON (STAKEHOLDERS/ PARTNERS)	RELEVANT REQUIREMENTS
Community	SOP, policies and guidelines relevant to community requirements
Families of Inmates	Person Deprived of Liberty status, passes
Bureau of Corrections Employees	Training and seminars, career development, benefits and compensation
The Courts (Supreme Court, Court of Appeals, RTC, MTC)	Implementation of Court Orders through memorandum to release and certificate of discharge from prison, Progress report of Children in Conflict with the Law, Acknowledgement receipt, Certificate of confinement
Victims of Crimes	Inmates information
NGO's, RVO's	Permit/Passes
Red Cross (ICRC)	Memorandum of Understanding, Statistics
Media	Response to requests for information, etc.
<b>Regulatory / Statutory Agencies</b>	
1. Board of Pardons and Parole	Inmates' Prison Record and Carpeta, Clearance from Rehabilitation and Treatment Program (CRTP), Bureau of Corrections Certificate for no pending case
2. Parole and Probation Administration	Permit to interview inmates
3. Department of Justice (DOJ)	Accomplishment Reports, current issues
4. DBM, Congress, Senate	Financial Plan, budgetary requirements
5. COA	Financial reports

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6. Public Attorney's Office/ Legal Counsel	Inmate requests
7. BJMP and Jails	Inmates information
8. CHR	Updated list of inmates
9. PNP, PDEA	Emergency/Incident Report
10. CSC	SPMS, QS
11. DOH	License to Operate
12. PGH, OSMUN	Medical abstract
13. COMELEC	List of inmates whose cases are on appeal
14. Contractors (Suppliers/ Caterers/Concessionaires)	Purchase Order of medicines/medical supplies and others, Contract, MOA
15. Maynilad, Meralco	Contract
16. Local Government, Barangay	Incident Report, list of senior citizen/PWD inmates, Bureau of Corrections-observed event celebrations
17. Foreign Embassy	Inmates information

### **E. RISK IDENTIFICATION AND PLANNING GUIDELINES**

The Risk Management Planning is a review of identified risk included in the BuCor Risk Registry. The Risk Management Plan is outlined and initial risks are identified during the planning process. All risks are identified, address through corresponding action plan. The process of managing risk is achieved through the systematic application of policies, procedures and practices to establish the context, identify, analyse, evaluate, treat, monitor and communicate risk.

The risk management information is maintained in the appropriate risk registry updated during the planning process.

Risk categories:


- Resources availability or skill levels
- Technology – Performance of technology, introduction of new technology
- External – contractors, suppliers
- Project Management – Plans , estimation, communication
- Internal – Stakeholders, other projects
- Other – Organization, regulatory, policies, security

### F. RISK REGISTRY

The following are the issues/identified risk/opportunities confronting the Bureau of Corrections:

POLITICAL	ECONOMIC	SOCIAL	TECHNOLOGY	ENVIRONMENT	LEGAL
<b>Change in Bureau of Corrections leadership</b>	Imposition of yearly budget ceiling	Demographic influence (possible displacement of Bureau of Corrections)	ICT Infrastructure	Natural calamities	Informal settlers
<b>Peace and Order</b>	Agro Industry Fund (Fund 284)	Public perception	Inmate Management Information System (IMIS)	Waste Management	Land Titling

Action plans to address the risks/opportunities due to these issues are in **Annex-1**.

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### G. QUALITY POLICY

The Bureau of Corrections is tasked to safekeep and rehabilitate Person Deprived of Liberty (PDL) by providing opportunities for reformation, decent environment and secure settings.

**To extend exemplary public service, Bureau of Corrections commits to:**

- *Implement effective and strong security measures for all confined PDL*
- *Provide PDL with basic necessities in accordance with United Nations Standards*
- *Ensure that PDL undergo holistic rehabilitation programs*
- *Establish linkages with other government agencies and non-government organizations that will support re-integration of released PDL with society*
- *Select highly qualified and competent personnel and empower them through continuous training and development programs*
- *Provide adequate infrastructures*
- *Comply with relevant legislations, guidelines and standards*
- *Continually improve the effectiveness of its Quality Management System*

### QUALITY OBJECTIVES

As part of the adoption of the process approach, Bureau of Corrections utilizes its process objectives contained in the Office Performance Commitment Review (OPCR) with success indicators as the main quality objectives for the QMS.

**The process objectives are:**

1. Consistent in the quality policy;
2. Measurable;
3. Take into account applicable client, organizational, statutory and regulatory requirements;



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4. Relevant to conformity of service and the enhancement of customer satisfaction;
5. Monitored;
6. Communicated;
7. Updated and appropriate action plans to achieve quality objectives are in **Annex-2**.

### H. CONTROL OF EXTERNAL PROVIDERS

#### 1. Externally-Provided Products and Services

PROCESS	SERVICE PROVIDER/ SUPPLIER	CONTROLS	RESPONSIBLE PERSON
Catering Services	Catering Company	Approved Contract Acceptance Committee	General Kitchen/BAC
K9 Handler Training	K9 Training Entity	Approved Contract	K9 Unit
Specialized Training	Foreign and Local Sponsor	Agreement	ISOD/PTS
Special Action Force	PNP	Agreement	Office of the President
Garbage Collection	LGU's	Memorandum of Agreement	Diversified and Maintenance Unit
Medical services - Sonologist	Dr. Agustin	Contract, DTR, Accomplishment Report	Personnel, Chief, Hospital
Cadaver Handling & Embalming	Eastern Funeral Services	Contract	Chief, Hospital NBP, Superintendent
Patient's Referral	Ospital ng Muntinlupa	Memorandum of Agreement	Chief, Hospital DG, BuCor
Skills' Trainings & Instructors	TESDA, Dept. of Agriculture, DOST, DEP ED, UPHSD, CHED, DOH, NGO's, Philippine Sports Commission	MOA, Upon request	Chief, Education Chief, Livelihood Chief, Moral & Spiritual Chief, Hospital Chief, Sports and Recreation Chief, Behaviour Modification
Medicines, Facility & Mobile X-ray	Int'l Committee of the Red Cross	Memorandum of Agreement	Chief, Hospital DG, BuCor
Donated Materials, Equipment, Supplies	Local Government Units Other Government / Non- Government Organizations Religious Organizations	MOA, Upon Request	Chief, Education Chief, Hospital Chief, Livelihood Chief, SARO Chief, Behaviour Modification Chief, Moral & Spiritual
Liturgical Services & Religious Formation	Religious Organizations	Upon Request	Chief, Moral & Spiritual



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PROCESS	SERVICE PROVIDER/ SUPPLIER	CONTROLS	RESPONSIBLE PERSON
ISO 9001:2015	DAP	Contract/TOR/GQMP	PMD
Revision of BuCor Manual	Consultants	Contract/Accomplishment Report	ADMIN
Job Order Personnel	Contractual	Contract/Accomplishment Report	HRDS
Janitorial	Janitorial Service Provider	Report	GSS
Specialized Speakers	Resource Speaker	Report	PTS
Utilities and Communications	Meralco, PLDT, Maynilad	Program Instructions Contract	GSS
Catering Services for Trainings and Seminars	Catering Services / Restaurants	Request For Quotation, BAC RESOLUTION	Admin BAC
Internet Service	PLDT, IGSAT (IPPF) GLOBE, SMART	Contract	OPCEN
Repair & Maintenance of air condition units	Service Centers	Job Order	General Services Unit
Rice Supplies	National Food Authority (NFA)	MOA/BAC Resolution	Admin BAC Supply
Resource Speaker Services for Seminar	CSC, CHR, Philippine Women's Commission, DOH, Office of Civil Defense, PDEA, PNP, NBI, NICA, BFP, PCG, AFP, LGU,	Tariff (Honorarium Rates) Eligibility Expertise	Admin
Electric/Water Services	Local Water and Electric Cooperatives	Contract	General Services Unit
Telecommunications	Globe, SMART, SUN, PLDT	Contract	Admin Accounting
Outside Health Care Services (referral)	Public Hospitals	MOA	Medical


### 2. Rental of Facilities and Equipment

PROCESS	SERVICE PROVIDER/ SUPPLIER	CONTROLS	RESPONSIBLE PERSON
K9	K9 Training Entity	Contract	K9 Unit
Transportation Services	Transport Company	Job Order	Supt. Office
Copier and Scanner Machine	Private	Consumable	Supply

### 3. Externally-Provided Processes

PROCESS	SERVICE PROVIDER/ SUPPLIER	CONTROLS	RESPONSIBLE PERSON
Blood Chemistry Analysis	D' Microasia Medical Laboratory, Inc.	Memorandum of Agreement	Medical Technologist Chief, Hospital



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### I. QMS REFERENCE MATRIX ANNEX

#### PROCESS MATRIX

PROCESS	SUB-PROCESSES	REFERENCES	RESPONSIBLE OFFICES
ADMISSION OF PDL	<b>Diagnostic</b> <ul style="list-style-type: none"> <li>- Medical</li> <li>- Psychological</li> <li>- Sociological</li> <li>- Educational</li> <li>- Vocational</li> </ul>	BuCor Manual	ARPDMD
	<b>Classification</b> <ul style="list-style-type: none"> <li>- Preparation of Case Management</li> </ul>	BuCor Manual	ARPDMD
	<b>Monitoring</b>	BuCor Manual	ARPDMD
REFORMATION SERVICES	<b>Health and Welfare</b> <ul style="list-style-type: none"> <li>- Out-Patient Services</li> <li>- In-Patient Services</li> </ul>	BuCor Manual (Part 5, Ch 2, Sec. 2)	NBP Hospital
	<b>Work and Livelihood</b> <ul style="list-style-type: none"> <li>- Agro Programs</li> <li>- Non-Agro / Industrial Programs</li> </ul>	BuCor Manual (Part 3, Ch 3, Sec. 9)	AGRO Office
	<b>Education and Training</b> <ul style="list-style-type: none"> <li>- Formal Education</li> <li>- Non-Formal Education</li> </ul>	BuCor Manual (Part 5, Ch 2, Sec. 16,17)	Training and Education Office
	<b>Sports and Recreation</b> <ul style="list-style-type: none"> <li>- Provision for Sports &amp; Recreation Activities</li> </ul>	BuCor Manual	Sports and Recreation Office
	<b>Behaviour Modification</b> <ul style="list-style-type: none"> <li>- Therapeutic Community</li> </ul>	Therapeutic Community Program Manual	Therapeutic Community Office
	<b>Moral and Spiritual</b> <ul style="list-style-type: none"> <li>- Provision for Faith-Based Reform</li> <li>- Accreditation of RVO</li> </ul>	BuCor Manual (Part 3, Ch 7, Sec. 1)	Religious Guidance Advisory Office
	<b>Admission</b> <ul style="list-style-type: none"> <li>- Searching</li> </ul>	Part 2, Chapter 2, Sec 7-8, BuCor Manual	GSCU (Gate Security & Control Unit)
SECURITY AND SAFEKEEPING	<b>CUSTODY</b> <ul style="list-style-type: none"> <li>- Receiving</li> </ul>	Part 2	Overseer's Office



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PROCESS	SUB-PROCESSES	REFERENCES	RESPONSIBLE OFFICES
		Chapter 2 Sec 1-6 BuCor Manual	
	- Issuance of Provision	Part 2 Chapter 1, Sec 9 BuCor Manual	Supply Unit Gen. Kitchen Water System Unit
	- Accounting	Book 2 Part 3 Sec 5-6 BuCor Manual	Shifting Unit Overseer's Office
	- Security Classification	Part 2, Section 1-3 BuCor Manual	Classification Board
	- Visitation	Part 3 Chapter 9 Sec -9 BuCor Manual	IVSU
	- Discipline	Part 4 Chapter 1 Sec 1-4 Chapter 2 Sec 1-10 BuCor Manual	Shifting Unit Investigation Section/BOD
	- Movement	Part 2 Chapter 5 Sec 1-6 Chapter 6 Sec 1-9 BuCor Manual	Overseer's Office/ Escort Group
	<b>RELEASE</b> - Discharge	Part 6 Sec 1-13 BuCor Manual	Separation Center
RELEASE	- Pre Release	MC No. 09 s 2014	External Relations Section
	- Expiration of Sentence	RA 10592, RA 9470,	IDPS
	- By Order of Court or Competent Authority	Revised Penal Code of the Phil., Act 1533, Dept. Order No. 953, Dept. Circular No. 013, s.2012, Citizen's Charter	
	- Grant of Parole/ Pardon//Probation		
	- Amnesty		
ADMINISTRATIVE	<b>Communication Management</b> - Receiving of official documents - Evaluation/ - Distribution	Revised Administration Code of 1987, R.A. 6713	Administrative Division



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PROCESS	SUB-PROCESSES	REFERENCES	RESPONSIBLE OFFICES
	<ul style="list-style-type: none"> <li>- Prepare communication</li> <li>- Dispatch to concerned offices</li> </ul>		
	<p><b>Human Resource</b></p> <ul style="list-style-type: none"> <li>- Recruitment, Promotion and Separation</li> <li>- Employees Benefits, Leave, Salary Administration and Monitoring</li> <li>- Human Resource Development</li> </ul>	<p>Qualification Standards (QS), System of Ranking of Positions, Approved Merit and Promotion Plan (MPP), Job Descriptions of Positions, Personal Services Itemization and</p> <p>Plantilla of Positions (PSIPOP), RA 8291 "GSIS Act of 1997", GSIS Retirement and Other Social Insurance Benefits</p>	<p>HRDS PTS</p>
	<p><b>Logistics and Property Management</b></p> <ul style="list-style-type: none"> <li>- Procurement</li> <li>- Warehousing</li> <li>- Inventory</li> <li>- Disposal</li> </ul>	<p>RA 9184, GPPB Resolutions and Issuances</p>	<p>Procurement and Logistics Section, Bids and Awards Committee</p>
	<p><b>Records Management</b></p> <ul style="list-style-type: none"> <li>- Collection and Identification</li> <li>- Storage and Protection</li> <li>- Disposal and Retention</li> </ul>	<p>RA 9470 Sec 13, 15, 18, 19, 21</p>	<p>Records Section</p>
	<p><b>Engineering Services</b></p> <ul style="list-style-type: none"> <li>- Maintenance/Repairs of Facilities</li> <li>- Maintenance/Repairs of Equipment</li> <li>- Transportation Services</li> </ul>	<p>RA 7920, RA 9814, RA 184, Philippine Electrical Code, Philippine National Standard for Drinking Water</p>	<p>General Services Section</p>
	<p><b>Public Assistance &amp; Complaints</b></p>	<p>Anti-Red Tape Law, Citizens Charter, Executive Order No. 2 (FOI)</p>	<p>ARTA</p>



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PROCESS	SUB-PROCESSES	REFERENCES	RESPONSIBLE OFFICES
LEGAL	<b>Legal Services</b> <ul style="list-style-type: none"> <li>- Review of Contract</li> <li>- Legal Opinion</li> <li>- Case Review</li> <li>- Administrative Case</li> </ul>	RRACCS, Update Jurisprudence, CSC Circulars,, DOJ and BUCOR Memoranda, Office Policies and Guidelines, Special Laws, Civil / Criminal / Remedial laws, Administrative Code of the Phil	Legal Office Internal Affairs Services
FINANCE	<b>Fund Management and allocation Procedure Services</b> <p>Budget Management</p> <ul style="list-style-type: none"> <li>- Budget Preparation</li> <li>- Budget Utilization</li> </ul> <p>Accounting Services</p> <ul style="list-style-type: none"> <li>- Fund Disbursement</li> <li>- Billing, Liquidation and Inventory</li> <li>- Bookkeeping</li> </ul>	DBM, COA	Budget Section, Accounting Section
	<ul style="list-style-type: none"> <li>- Cash Management</li> </ul>	BTR	Cashier Section
ICT MGT.	<b>Information and Technology Infrastructure Services</b> <ul style="list-style-type: none"> <li>- Preparation of ICT Project</li> <li>- Repair of IT Equipment</li> <li>- Request for Purchase of IT Equipment</li> </ul>	DICT Rules and Regulations	I.T. Section
PDL RECORDS MANAGEMENT	<b>PDL Record Management Services</b> <p>Identification</p> <ul style="list-style-type: none"> <li>- Fingerprints and Bertillon Marks</li> <li>- Profiling</li> <li>- Verification</li> </ul>	RA 10592, RA 9470, Revised Penal Code of the Phil., Act 1533, Dept. Order No. 953, Dept. Circular No. 013, s.2012, Citizen's Charter	ID Section
	<p>Photography</p> <ul style="list-style-type: none"> <li>- Mug Shot</li> <li>- Maintenance of the negative / digital files</li> </ul>		Photography Section
	<p>Carpeta Registry</p> <ul style="list-style-type: none"> <li>- Encoding</li> <li>- Updating</li> </ul>		IDPS



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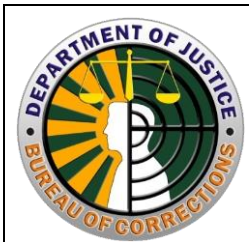
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PROCESS	SUB-PROCESSES	REFERENCES	RESPONSIBLE OFFICES
	<ul style="list-style-type: none"> <li>- Verification</li> <li>- Verification of PDLs eligibility for Parole / Executive Clemency</li> </ul>		

### QUALITY RECORDS MATRIX

Required Record or Document Type	BuCor Record	Responsible Controller	Type of Record	Storage Location	Discard Method
<b>REFORMATION</b>					
Orientation	Lists of PDLs per cell	SARO Officer	Hardcopy	SARO Office	Secure
Provisions of Sports and Recreation Activities	Sports Manual	SARO Officer	Hardcopy	SARO Office	Secure
Monitoring of Participation	Attendance Monitoring Sheet	SARO Officer	Hardcopy	SARO Office	Secure
	Attendance Monitoring Report	SARO Officer	Hardcopy	SARO Office	Secure Delete
Evaluation	Certificate of Clearance	SARO Officer	Hardcopy	SARO Office	Secure delete
Identification of Faith based adherence/ religion	Log Book of Churches with Corresponding Member	Chaplain Staff	Hardcopy	Chaplain Office	Secure
Referral to enroll to different churches / denominations/ sects	Copy of Referral Letter	Chaplain Staff	Softcopy	Chaplain Office	Secure
Conduct Formation Programs and celebrate worship services	Lecture Module	Chaplain Staff	Hard and Softcopy	Chaplain Office	Secure
	Baptismal / Marriage Report	Chaplain Staff	Hard and Softcopy	Chaplain Office	Secure
Monitor PDL participation to formation programs and worship / ministerial services	Logbook of Attendance	Chaplain Staff	Hardcopy	Chaplain Office	Secure
	Attendance Monitoring Sheet	Chaplain Staff	Hardcopy	Chaplain Office	Secure
Submission of PDL participation report to the reformation officer	Participation Rate Report	Chaplain Staff	Hard and Softcopy	Chaplain Office	Secure
Receiving of Document for RVO Accreditation	Personal Information Records of RVOs	Chaplain Staff	Hardcopy	Chaplain Office	Secure



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Required Record or Document Type	BuCor Record	Responsible Controller	Type of Record	Storage Location	Discard Method
	RVO Sec Registration	Chaplain Staff	Hardcopy	Chaplain Office	Secure
	RVO Endorsement from Head of Church / Denomination	Chaplain Staff	Hard Copy	Chaplain Office	Secure
	Articles of Faith/Belief/Teaching/Doctrine	Chaplain Staff	Hardcopy	Chaplain Office	Secure
	Pass /Permit Duplicate Copy	Chaplain Staff	Softcopy	Chaplain Office	Secure
	RVO Waiver Form	Chaplain Staff	Hard and Softcopy	Chaplain Office	Secure
	Monthly Reports of RVOs	Chaplain Staff	Hard and Softcopy	Chaplain Office	Secure
RVO Orientation	RVO Manual	Chaplain Staff	Hard and Softcopy	Chaplain Office	Secure
Approval of RVO Accreditation	MOA	Chaplain Staff	Hardcopy	Chaplain Office	Secure
	Pass / Permit of Accredited RVO	Chaplain Staff	Softcopy	Chaplain Office	Secure
Monitoring of RVO Performance	Monitoring Report	Chaplain Staff	Hardcopy	Chaplain Office	Secure
Out-patient Services Activity	Inmate Medical Information/ Record & Consultation Chart/Index Card	OPD Nurse	Hardcopy	Out-patient Department	Secure
	BP Monitoring Record	OPD Nurse	Hardcopy	Out-patient Department	Shred
Outside Referral	Medical Abstract	Chief Nurse/Assist. Chief Nurse	Hard and Softcopy	NBPH Admin. Office/Nursing Office	Secure
	Passes	Chief Nurse/Assist. Chief Nurse	Hard and Softcopy	NBPH Admin. Office/Nursing Office	Secure
	Discharge Summary	Chief Nurse/Assist. Chief Nurse	Hard and Softcopy	NBPH Admin. Office/Nursing Office	Secure
In-patient Services Activity	Admitting Chart	Admission Unit-in-Charge/Nurse-in-Charge	Hard and Softcopy	Admission Unit/Nursing Office	Secure
	Inmate Medical Information/	Admission Unit-in-	Hard and Softcopy	Admission Unit/Nursing Office	Secure



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	Record	Charge/Nurse-in-Charge			
	Discharge Summary and Home Instructions	Admission Unit/Nurse-in-Charge	Hard and Softcopy	Admission Unit/ Nursing Office	Secure
Screening	List of PDL serving 1 year prior to maximum expiration of sentence (to be check the PDL location )	ERS staff	Hardcopy	ERS Office	To be determined
Interview	ERS PDS	ERS supervisor per camp	Hardcopy	ERS office on camp	To be determined
	PDL Sociological Profile	ERS Davao	Hardcopy	ERS Davao	To be determined
Orientation	Orientation attendance	ERS supervisor per camp	Hardcopy	ERS office on camp	To be determined
Pre-release skills training	Skills training modules	ERS staff	Hardcopy	ERS Office	To be determined
	Skills training attendance	ERS supervisor per camp	Hardcopy	ERS office on camp	To be determined
Final assessment	Certificate of participation	ERS supervisor per camp	Soft copy	ERS office on camp	To be determined
Screening	Entrance Exam Forms	Teacher per Unit	Hardcopy	TED Unit Office	Secure
	Interview Forms	Teacher per Unit	Hardcopy	TED Unit Office	Shred and Discard
Enrolment	Enrolment Forms	Teacher per Unit	Hard and Softcopy	TED Unit Office	Secure Delete
	Student Information Sheet		Hard and Softcopy	TED Unit Office	Secure
	Contract /Agreement Form		Hardcopy	TED Unit Office	Secure Delete
Z Class Participation	Grade Sheets	Teacher per Unit	Hard and Softcopy	TED Unit Office	Secure
	Attendance Monitoring Sheet	Teacher per Unit	Hard and Softcopy	TED Unit Office	Secure
	Attendance Monitoring Report	Teacher per Unit	Hard and Softcopy	TED Unit Office	Secure
	Daily Log Form	Teacher per Unit	Hardcopy	TED Unit Office	Secure
Prefect of Discipline	Incident Report	Unit BOD	Hardcopy	TED Unit Office	Secure
	Prefect of Discipline Form	Unit Counselor	Hardcopy	TED Unit Office	Secure



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Evaluation	Grade Sheets	Teacher per Unit	Hard and Softcopy	TED Unit Office	Secure
Recognition / Graduation	Certificate of Enrolment/ Graduation	Teacher per Unit	Hardcopy	TED Unit Office	Shred and Discard
	Certificate of Recognition	Teacher per Unit	Hardcopy	TED Unit Office	Shred and Discard
Classification of work assignment	Carpeta	Document	Hardcopy	Document Section	Secure
	Medical Clearance	Medical Officer	Hardcopy	Document Section	Secure
Orientation of PDL	Agro-Industry Policy Manual	Reformation Officer	Hardcopy	Work and Livelihood Office	Secure
Training of PDL	Training Guide/Manual	Reformation Officer	Hardcopy	Work and Livelihood Office	Secure
Assigning of PDL to Projects	Assignment Order	Chief Work and Livelihood	Hardcopy	Document Section	Secure
	Corrections Order	Office of the Superintendent	Hardcopy	Document Section	Secure
Supervision and monitoring of PDLs at their respective work assignment	Daily Attendance	Reformation Officer	Hardcopy	Work and Livelihood Office	Secure
	MSEC Report	Reformation Officer	Hardcopy	Reformation Office	Secure
Compensation of PDL	Payroll	Cashier	Hardcopy	Cashier Office	Secure
Signing of CRTP	CRTP Form	Chief of Work and Livelihood	Hardcopy	Document	Secure
Intake interview	Interview Form	TC-Reformation Officer	Hardcopy	TC Office	Secure
	Consent Form	TC-Reformation Officer	Hardcopy	TC Office	Secure
Analysis Treatment and Rehab Plan	Case Summary	TC-Reformation Officer	Hardcopy	TC Office	Secure
Admission to TC	Corrections Order	TC-Reformation Officer	Hardcopy	TC Office	Secure
Daily TC Activities	Daily Attendance Monitoring Report	TC-Reformation Officer	Hardcopy	TC Office	Secure
Evaluation	Evaluation Form	TC-Reformation Officer	Hardcopy	TC Office	Secure





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Release of Clients	Graduation/Completion Certificate	TC-Reformation Officer	Hardcopy	TC Office	Secure
<b>SUPPORT GROUP</b>					
Carpeta Management	Mitimus Commitment Order Fiscal Information Decision Entry of Judgment Certificate of Non Appeal Certificate of No Pending Case Certificate of Detention Detainees Manifestation Provincial Form NBI Record Check Psycho Medical PDL Data Sheet	Carpeta Unit Chief	Softcopy and Hardcopy	IDPS Office	Permanent
Fingerprint Management	Fingerprint Chart	Chief, ID Section	Hardcopy	ID Section Office	Permanent
	Fingerprint Index Card				
	Escape Alarm Report				
Photo Capturing Management	Photograph of PDL	Chief Photo Section	Soft & Hard Copy	Photo Gallery Office	Permanent
PDL Status Verification (Citizen's Charter)	IDPS Request Slip	IDPS Chief	Hard Copy	IDPS Office	Sale
PDL Issuance of prison record/synopsis (Citizens Charter)	IDPS Request Slip	IDPS Chief	Hard Copy	IDPS Office	Sale
Transmittal of Carpeta and Prison Record to BPP	Prison Record Time Serve Computation CRTP Psycho Report Certificate of No Pending Case	IDPS Chief	Hard Copy	IDPS Office	Permanent



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Release of PDL on Expiration of Maximum Sentence	Time Served Computation	IDPS Chief	Hard Copy	IDPS Office	Permanent
	Memorandum to Release ROD Disposition Form Certification				
	Certificate of Discharge from Prison				
Release of PDL thru Parole/CP/ Amnesty	BPP Resolution Conditional Pardon Papers Amnesty Papers	IDPS Chief	Hard Copy	IDPS Office	Permanent
Release of PDL by Court Order or Competent Authority	Court Decision Court Resolution	IDPS Chief	Hard Copy	IDPS Office	Permanent
Collection and Identification	Letter	Records Custodian	Hard Copy (Xeroxed)/Scanned Copy	RS Mezzanine Room	2 Years After Acted Upon - For sale
	Appointment and Allied Documents	Records Custodian	Hard Copy (Original Copy)/Duplicate Copy	RS Storage Area	15 Years After Retirement/ Death
	DTR	Records Custodian	Hard Copy (Original Copy)	RS Mezzanine Room	1 Year After Recorded in the Leave Card
	Archived Leave Card	Records Custodian	Hard Copy (Original Copy)	RS Mezzanine Room	15 Years After Retirement/ Death
	Approved Application for Leave of Absence	Records Custodian	Hard Copy (Original Copy)	RS Mezzanine Room	1 Year After Data had been posted in the Leave Card and Post-Audited
	W/ Medical Certificates	Records Custodian	Hard Copy (Original Copy)	RS Mezzanine Room	3 Years After Absences had been Recorded in the Leave Card)
	Issuances issued by the Head of Agency reflecting policies, functions,	Records Custodian	Hard Copy (Original)	RS Storage Area	Permanent



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	program e.g. Memo				
Collection and Identification	Collection and Identification	Collection and Identification	Collection and Identification	Collection and Identification	Collection and Identification
Collection and Identification	Special Orders e.g. to Attend Seminars, Hearings	Records Custodian	Hard Copy (Original)	RS Storage Area	2 Years
	PDS	Records Custodian	Hard Copy	201 Folders	1 Year
HRDS	Position Classification Papers	HR Custodian	Hard Copy	HRDS Office	5 Years After Superseded
	SALN	Records Custodian	Hard Copy (Original)	RS Storage Room	10 Years
Financial Records	Financial Statements	Accounting Section	Softcopy and Hardcopy	Accounting Office	Secure
	Ledgers & Journals	Accounting Section	Softcopy & Hardcopy	Accounting Office	Secure
	Tax Certificates	Accounting Section	Softcopy & Hardcopy	Accounting Office	Secure Discard
	Remittance List	Accounting Section	Softcopy & Hardcopy	Accounting Office	Secure
	Index of Payment (Supplier & Employee)	Accounting Section	Softcopy & Hardcopy	Accounting Office	Secure
	Payroll	Accounting Section	Hardcopy	Accounting Office	Secure Discard
Contracts	Contracts	Legal Admin. Staff	Hard copy	Legal Office Mezzanine	After complying with RA 9470, papers are for sale
Legal Opinion	Legal Opinion written on DF or RS	Legal Admin. Staff	Hard Copy	Legal Office Mezzanine	After complying with RA 9470, papers are for sale
Review on Admin. Cases	1. Resolution on Motion for Reconsideration. 2. Comment on decided Admin. Cases as required by other agencies.	Legal Admin. Staff	Hard Copy	Legal Office Mezzanine	After complying with RA 9470, papers are for sale



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Other legal actions	1. Demand letters 2. Notices 3. Pleadings 4. Letters 5. Court Compliances 6. etc.	Legal Admin. Staff	Hard Copy	Legal Office Mezzanine	After complying with RA 9470, papers are for sale
Strategic Planning	Development Plan Matrix	PMD Filer	Hard and Softcopy	PMD stock/file room	After complying with RA 9470, papers are for sale
Budgetary Requirements	Agency Performance Measure	PMD Filer	Hard and Softcopy	PMD stock/file room	After complying with RA 9470, papers are for sale
	Physical Report on Operation	PMD Filer	Hard and Softcopy	PMD stock/file room	-do-
Prepare consolidated statistics	Accomplishment Reports, Statistics Reports	PMD Filer	Hard Copy	PMD stock/file room	-do-
Management Review	Management Audit Reports	Property Custodian	Hard and Softcopy	PMD stock/file room	After complying with RA 9470, papers are for sale
Management Review	Organization Manuals	Property Custodian	Hard and Softcopy	PMD stock/file room	After complying with RA 9470, papers are for sale
	Work programs	Property Custodian	Hard and Softcopy	PMD stock/file room	After complying with RA 9470, papers are for sale
Management Review	Contracts/MOA	Property Custodian	Hard and Softcopy	PMD stock/file room	After complying with RA 9470, papers are for sale
HRDS	Plantillas	HR Custodian	Hard Copy	HRDS Office	Permanent
<b>SECURITY</b>					
Searching	Receipt Inventory of Property Withheld	GSCU/ COG	Hard and Softcopy	GSCU/ COG	Secure
	Inventory Property Seized (Contrabands)	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
Receiving	Spot Report	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure



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	Transmittal to Crime Lab	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Transmittal to Cashier's Office	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Chain of Custody	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Booking Sheet	Overseer Office	Hard and Softcopy	Overseer Office	Secure
	Visitors Registry Form	Overseer Office	Hard and Softcopy	Overseer Office	Secure
	Dorm Assignment Index Card	Overseer Office	Hard and Softcopy	Overseer Office	Secure
Issuance Provisions	Provisions Checklist	Supply Unit	Hard and Softcopy	Supply Unit	Secure
	Daily Population Report	Supply Unit	Hard and Softcopy	Supply Unit	Secure
Accounting	Daily Headcount Report	COG	Hard and Softcopy	COG	Secure
	Camp Population Report	COG	Hard and Softcopy	COG	Secure
	Physical Inventory Report	OIC	Hard and Softcopy	OIC	Secure
	Spot Report	COG	Hard and Softcopy	COG	Secure
	Outside Hospital Patient Report	SUPT. OFFICE	Hard and Softcopy	SUPT. OFFICE	Secure
Security Classification	CB Resolution	Overseer Office	Hard and Softcopy	Overseer Office	Secure
Visitation	Visitor's Pass	Overseer Office	Hard and Softcopy	Overseer Office	Secure
	Attorney's Pass	GSCU	Hard and Softcopy	GSCU	Secure
	Visitor's Inclusion	Overseer Office	Hard and Softcopy	Overseer Office	Secure
	Waiver	Overseer Office	Hard and Softcopy	Overseer Office	Secure
Discipline	Spot Report	COG	Hard and Softcopy	COG	Secure
	Incident Report	COG	Hard and Softcopy	COG	Secure
	Transmittal to Crime Lab	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Transmittal to Cashier's Office	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Receipt/ Inventory of Property Seized	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Chain of Custody	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure



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	Complaint Affidavit	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Affidavit of Witness	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Case Referral	INV. SECTION	Hard and Softcopy	INV. SECTION	Secure
	Investigation Report	INV. Section	Hard and Softcopy	INV. SECTION	Secure
	BOD Resolution	Overseer Office	Hard and Softcopy	Overseer Office	Secure
Movement	Corrections Order	Supt. Office	Hard and Softcopy	Supt. Office	Secure
	Confinement Order (From Dorm to Preventive cell)	Overseer Office/COG	Hard and Softcopy	Overseer Office/COG	Secure
	Discharge Order (Preventive cell to Dorm)	Overseer Office/COG	Hard and Softcopy	Overseer Office/COG	Secure
	Transfer Order (Dorm to Dorm)	Overseer Office/COG	Hard and Softcopy	Overseer Office/COG	Secure
	Duty Detail Order	Escort Group	Hard and Softcopy	Escort Group	Secure
	Hospital Security Plan	Escort Group	Hard and Softcopy	Escort Group	Secure
	PDL Pass (Court Hearing/ Hospital Referral/ View the Remains)	GSCU	Hard and Softcopy	GSCU	Secure
	After-Mission Report	Supt. Office	Hard and Softcopy	Supt. Office	Secure
	Emergency Pass	GSCU	Hard and Softcopy	GSCU	Secure
Discharge	Certificate of Discharge from Prisons	Separation Center	Hard and Softcopy	Separation Center	Secure
	Payroll for Transportation Allowance & Gratuity	Cashier's Office	Hard and Softcopy	Cashier's Office	Secure
	Certificate of Actual Departure	Separation Center	Softcopy and Hardcopy	Separation Center	Secure

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### J. ANNEXES

<b>Annex 1</b>	Approved List of identified risks and corresponding Action Plans
<b>Annex 2</b>	Approved quality objectives of all offices/units, e.g., OPCR/ DPCR, quality objectives and plans, balanced scorecards, and other documented performance targets
<b>Annex 3</b>	List of internal and externally-generated references/documents masterlist necessary for the effective planning and operation of the QMS (Include the following: 1- Document Title, 2- Document Code, 3- Originator (source of document), 4- Effective Date, and 5- Revision Number, if applicable)
<b>Annex 4</b>	Approved BuCor Quality Workplace Standard (5s Good Housekeeping)