



Bureau of Corrections

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BUC-STO-PR-010

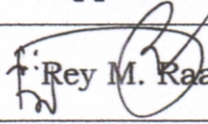
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COMMUNICATIONS MANAGEMENT

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REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
0		Original Issue	 Rey M. Raagas

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1. PURPOSE

Defines how BuCor through the Administrative Division and its attached Offices manages internal and external communications. It directs the receipt, routing and preparation of communications to appropriate action officers.

2. SCOPE

This procedure covers the internal and external communications in written form received by the Administrative Division as the Receiving Arm of BuCor,

3. DEFINITION OF TERMS & ACRONYMS

BuCor	<ul style="list-style-type: none"> Refers to the Bureau of Corrections
Commo	<ul style="list-style-type: none"> Refers to communication
Internal Communication	<ul style="list-style-type: none"> Communications coming within the BuCor offices
External Communication	<ul style="list-style-type: none"> Communications coming from outside sources such as relevant interested parties and other institutions.

4. RESPONSIBILITIES

Administrative Division	<ul style="list-style-type: none"> Office responsible in receiving all official documents for BuCor
Administrative Officer	<ul style="list-style-type: none"> Responsible in the management of Administrative Division
Concerned Office	<ul style="list-style-type: none"> Office responsible for the preparation of actions to be taken.
Administrative Staff	<ul style="list-style-type: none"> Responsible in the receipt, recording, routing and preparation of internal and external communications.



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5. PROCEDURE DETAILS

5.1. Internal and Communication Procedure

Activity	Person Responsible	Details/Functions	References
<pre> graph TD START([START]) --> R1[Receives Communication] R1 --> R2[Evaluation/ Distribution of received communication] R2 --> R3[Prepares commo addressed to appropriate action offices] R3 --> R4[Evaluation/ Amendment] R4 --> R5[Approve/sign commo] R5 --> A((A)) </pre>	<ul style="list-style-type: none"> Receiving Officer 	<ul style="list-style-type: none"> Receives official communication from internal and external entities Records all incoming communication and refer to Assistant Chief for evaluation 	Logbook
	<ul style="list-style-type: none"> Assistant Chief 	<ul style="list-style-type: none"> Evaluates received commo and assess to whom the commo will be forwarded for appropriate action Distribute the commo to clerk-in-charge for preparation of referral to concerned offices or reply to requesting party. 	
	<ul style="list-style-type: none"> Clerk-in-Charge 	<ul style="list-style-type: none"> Prepare referral commo addressed to the concerned office for appropriate action 	
	<ul style="list-style-type: none"> Assistant Chief 	<ul style="list-style-type: none"> Make necessary amendments for any corrections 	
	<ul style="list-style-type: none"> Chief, Administrative Officer 	<ul style="list-style-type: none"> Revise if necessary, returns to Assistant Chief Approves the referral commo/reply. 	



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Activity	Person Responsible	Details/Functions	References
<pre> graph TD A((A)) --> B[Dispatch to concerned office] B --> C([END]) </pre>	<ul style="list-style-type: none"> • Dispatching Officer 	<ul style="list-style-type: none"> • Record and distribute the referral commo/reply to the concerned office for appropriate action. 	<p>Logbook</p>



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5.2. Preparation of Special Order, Travel Order and other related documents

Activity	Person Responsible	Details/Functions	References
<p>START</p> <p>↓</p> <p>Receiving of Communication</p> <p>↓</p> <p>Initial evaluation and Approval of communication</p> <p>↓</p> <p>Preparation of commo</p> <p>↓</p> <p>Evaluation</p> <p>↓</p> <p>Final Evaluation</p> <p>↓</p> <p>A</p>	<ul style="list-style-type: none"> Receiving Officer 	<ul style="list-style-type: none"> Receives request for preparation of Special Order, Travel Order, Memorandum, etc. Forwards to Admin Officer for initial evaluation 	Logbook
	<ul style="list-style-type: none"> Admin Officer 	<ul style="list-style-type: none"> If found in order after initial evaluation, forward to designated Admin Staff for the preparation of communications e.g. Special Order, Travel Order, Memorandum, etc. If found not in order, back to step 1. 	
	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Prepare and forward to Admin. Officer for initial evaluation of the prepared communication 	
	<ul style="list-style-type: none"> Admin Officer 	<ul style="list-style-type: none"> Evaluates the prepared communication If found in order, countersigns the commo, forward to the Chief Admin. Div. for final evaluation. If not found in order, back to step 3. 	
	<ul style="list-style-type: none"> Chief Admin 	<ul style="list-style-type: none"> Chief Admin Conducts final evaluation 	



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Activity	Person Responsible	Details/Functions	References
	<ul style="list-style-type: none"> • Chief Admin 	<ul style="list-style-type: none"> • If found in order, the Chief Admin Div. approves and countersigns the commo. If not found in order, back to step 4. 	
	<ul style="list-style-type: none"> • Admin Staff 	<ul style="list-style-type: none"> • Forward to concerned Office for complete staff work. • Disseminate the commo to concerned offices 	



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5.3. Handling of received letters by hand carry

Activity	Person Responsible	Details/Functions	References
<p>START</p> <p>Receiving of Communication</p>	<ul style="list-style-type: none"> Receiving Officer Admin 	<ul style="list-style-type: none"> Receive letters by mail Opens, staples and stamps date and time and signature of the receiving officer 	<p>RA 6713 RA 9485</p>
<p>Initial Evaluation</p>	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Checks the validity of the documents (dry seal, signatures, etc.). Found in order, forward to Admin Officer for classification and screening. If found not in order, returns the documents to the concerned individual and informs him of the validity of the documents. 	
<p>Giving Instructions for needed action</p>	<ul style="list-style-type: none"> Admin Officer 	<ul style="list-style-type: none"> Forwards and instruct the designated Admin Staff for action needed 	
<p>Preparation of Commo</p>	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Prepares routing slip, indorsement or any form of letter reply to which is necessary Forwards to Admin Officer for any correction 	
<p>Review and Evaluation</p> <p>A</p>	<ul style="list-style-type: none"> Admin Officer 	<ul style="list-style-type: none"> Countersigns the prepared commo and forward the same to the Chief for review 	



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Activity	Person Responsible	Details/Functions	References
<pre> graph TD A((A)) --> B[Signs Commo] B --> C[Dispatches Commo] C --> D([END]) </pre>	<ul style="list-style-type: none"> Chief Admin 	<ul style="list-style-type: none"> If found in order, the Chief Admin approves and signed the routing slips, indorsements, letter reply and forwards to designated Admin Staff for proper dissemination. If found not in order, back to Step 4 	
	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Dispatches to concerned offices and individual 	



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5.4. Handling of Disbursement Voucher, OB slip, Application for Leave, Requisition and Issue Slip and other related documents

Activity	Person Responsible	Details/Functions	References
<p>START</p> <p>↓</p> <p>Receiving of Documents</p> <p>↓</p> <p>Initial Evaluation</p> <p>↓</p> <p>Signs Documents</p> <p>↓</p> <p>Dispatches Documents</p> <p>↓</p> <p>END</p>	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Receive documents from concerned individuals Stamps received date, time and affixes signature Forwards to Admin Officer for review 	
	<ul style="list-style-type: none"> Admin Officer 	<ul style="list-style-type: none"> Evaluates documents, <ul style="list-style-type: none"> ➤ If found in order, documents shall be forwarded to the Chief Admin for signature ➤ If not, the documents shall be sent back to the concerned individual through the Admin staff for modification 	
	<ul style="list-style-type: none"> Chief Admin 	<ul style="list-style-type: none"> Signs documents and forwards to designated Admin Staff for proper dissemination 	
	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Dispatches documents to concerned offices/ individual 	



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5.5. Handling of Request for Certificate of Appearance

Activity	Person Responsible	Details/Functions	References
<p>START</p> <p>↓</p> <p>Receiving of Documents</p> <p>↓</p> <p>Preparation of Certificate</p> <p>↓</p> <p>Review and Countersign</p> <p>↓</p> <p>Approving and Signing</p> <p>↓</p> <p>Releasing of Certificate of</p> <p>↓</p> <p>END</p>	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Receives travel order Instructs requesting employee to accomplish the designated logbook Informs the requesting employee to pick up clearance on the date of duration of the travel 	Logbook
	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Prepares Certificate of Appearance and forwards to Admin Officers for review 	
	<ul style="list-style-type: none"> Admin Officer 	<ul style="list-style-type: none"> Reviews and countersigns the documents and forwards to the Chief Admin. If found documents not in order, back to step No. 2 	
	<ul style="list-style-type: none"> Chief Admin 	<ul style="list-style-type: none"> Signs Certificate of Appearance and forwards to the designated Admin Staff for proper dissemination. 	
	<ul style="list-style-type: none"> Admin Staff 	<ul style="list-style-type: none"> Release Certificate of Appearance on the date of duration of the travel order 	

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6. GUIDELINES IN THE HANDLING OF INCOMING INTERNAL AND EXTERNAL COMMUNICATIONS

1.1 Receiving and Recording


- 1.1.1 Use of Logbooks
- 1.1.2 Stamps date and time of received
- 1.1.3 All communications coming from internal and external offices by personal delivery, mail, courier shall be received through the Administrative Division. e.g. letters, entry of judgment, order of release, court decisions.
- 1.1.4 All communications coming from internal and external offices by personal delivery, mail, courier shall be received through the Administrative Division. e.g. letters, entry of judgment, order of release, court decisions.
- 1.1.5 All letters shall be recorded in a logbook for monitoring purposes.
- 1.1.6 If found not in order, return the documents and inform the concerned individual, courts. Offices regarding the validity of the documents.
- 1.1.7 Requires photocopy of ID of the concerned individual for reference (for hand carried court documents only).
- 1.1.8 All sealed envelope, communications marked "CONFIDENTIAL", bearing the complete name of Head of Agency shall be forwarded to the concerned unopened.

1.2 Evaluation, Reviewing and Checking

- 1.2.1 All communications shall be reviewed by the Assistant Chief to assess whether there is a need for preparation of referral commo to concerned offices that requires appropriate action or direct response to party concerned.
- 1.2.2 Ensure that all commo had undergone assessment prior to its distribution.

1.3 Preparation/Approval of referral/response communications

- 1.3.1 Admin Staff shall prepare the appropriate referral/response based on the assessment using the existing format used by BuCor such as Routing Slip, Disposition Form, Memorandum, Special Order, Indorsement, letter reply and other applicable format.

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1.3.2 Administrative Officer shall review and approve the prepare communications and signs on the designated portion once approved.

1.4 Dispatching and Distribution of Communications

1.4.1 All communications for dispatch shall be recorded in a logbook.

1.4.2 Ensures that communication are properly received by the concerned offices by affixing their signature on the designated logbook.

1.5 Receives and prepares necessary action on the communications

1.5.1. Concerned office who received the referral communications actions are taken in accordance with RA 6173.

1.5.2. Maintains a logbook or any form of media to easily monitor/verify the actions taken on the received communications.

1.5.3. For corresponding reply, the same shall be acted upon in accordance with RA 6173.