



# BUREAU OF CORRECTIONS

## CITIZEN'S CHARTER 2022 (1<sup>st</sup> Edition)



**I. Mandate**

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

**II. Vision**

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

**III. Mission**

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

**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.



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# **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

<b>Office or Division</b>	Information and Communications Technology Division (ICTD)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G-Government to Government			
<b>Who may avail</b>	All personnel under the Bureau of Corrections			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Division (ICTD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		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.

<b>Office or Division</b>	Information and Communications Technology Division (ICTD)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G–Government to Government			
<b>Who may avail</b>	All offices/personnel under the Bureau of Corrections			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
ICT Support Request Form (ISRF)		Information and Communication Technology Division (ICTD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	25 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
<b>TOTAL:</b>		None	31 minutes	



### 3. 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.)

<b>Office or Division</b>	Human Resource Division (HRD)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
None			N/A	
<b>Representative</b>				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		None	5 minutes	



#### 4. 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.

<b>Office or Division</b>	Human Resource Division (HRD)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	All BuCor employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
None			N/A	
<b>Representative</b>				
Authorization-letter, photocopy of BuCor ID or any valid ID of the BuCor employee			BuCor, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		None	5 minutes	



## 5. Issuance of Office Supplies

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

<b>Office or Division</b>	Supply Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G-Government to Government			
<b>Who may avail</b>	All BuCor employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished Requisition and Issue Slip (RIS)			Downloadable (Appendix 63)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	10 minutes	Receiving and Issuing Section



	and monitoring records.			
	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
	<b>TOTAL:</b>	None	34 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.

<b>Office/Division</b>	Inmates Document Processing Division/Documents Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C,G2G			
<b>Who May Avail</b>	Released PDL, Immediate family or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
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		
<b>Representative</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Public Assistance and Complaints Desk Officer
	1.1 Approved request form forward to the Carpeta Unit,	None	3 minutes	Officer-of-the Day, Documents Section  In-Active Carpeta In-Charge, Documents Section



	Documents Section. 1.2 Prepare the requested Certificate.	None	5 minutes	In-Charge, Communication Sub-Unit, Documents Section
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	Officer-of-the Day, Documents Section
<b>TOTAL:</b>		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.

<b>Office/Division</b>	Inmates Document Processing Division/Documents Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C,G2G			
<b>Who May Avail</b>	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, Other Government agencies.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<b>Principal</b>				
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		
<b>Representative</b>				
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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BEPAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Public Assistance and Complaints Desk Officer
	1.1 Approved request form forwards to the Carpeta Unit, Documents Section.	None	3 minutes	Officer-of-the Day, Documents Section  In-Active Carpeta In-Charge, Documents Section



	1.2 Prepare the requested Certificate.	None	5 minutes	In-Charge, Communication Sub-Unit, Documents Section
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	Officer-of-the Day, Documents Section
<b>TOTAL:</b>		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.

<b>Office or Division</b>	Inmates Document Processing Division/Documents Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G,G2C			
<b>Who may avail</b>	a) Person Deprived of Liberty (PDL) b) Immediate Family of PDL c) Legal Counsel of PDL d) Other Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>Representative</b>				
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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Public Assistance and Complaints Desk Officer  Officer of the Day, Documents Section
	1.1 Receive the approved request to be forwarded to the Carpeta Unit.	None	1 minute	Chief, Documents Section



	1.2 Request carpeta to the In-Charge of Active Carpeta File.	None	2 minutes	In-Charge, Active Carpeta File
	1.3 Requested carpeta for validation.	None	2 minutes	Validation Officer, Documents Section
	1.4 Forward the validated carpeta to the Electronic Data Unit for printing of prison record.	None	2 minutes	Validation Officer Prison Record Staff, Electronic Data Unit
	1.5 Validate and sign the prison record.	None	2 minutes	Validation Officer Prison Record
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	Officer of the Day, Documents Section
<b>TOTAL:</b>		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.

<b>Office or Division</b>	Documents Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G,G2C			
<b>Who may avail</b>	a) Person Deprived of Liberty (PDL) b) Immediate Family of PDL c) Legal Counsel of PDL d) Other Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. Valid ID		BIR/Post Office/DFA/SSS/GSIS/ Pag-Ibig		
<b>Representative</b>				
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)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 minutes	Public Assistance and Complaints Desk Officer  Officer of the Day, Documents Section
	1.1 Verify to the Inmate Monitoring Integrated system (IMIS) the status of the PDL.	None	3 minutes	Officer of the Day, Documents Section



	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	Officer of the Day, Documents Section  In-charge, Active Carpeta File  Validation Officer, Carpeta  Updating Officer, Pending Case  Computation Unit
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	Officer of the Day, Documents Section
<b>TOTAL:</b>		None	15 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).

<b>Office or Division</b>	Communications Management Section, Admin Div., DA			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G,G2C			
<b>Who may avail</b>	BuCor Employees & other clients with official business at BuCor			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit Travel/ Admin Order.	1. Check/Evaluate the submitted document.	None	2 minutes	Receiving Officer, Communications Management Section
2. Sign at the logbook for attendance as a basis for attendance.	2. Provide the logbook.	None	2 minutes	Receiving Officer, Communications Management Section
	2.1 Prepare Certificate of Appearance.	None	2 minutes	Communications Section Staff
	2.2 Check and sign Certificate of Appearance.	None	2 minutes	Chief/Deputy Chief, Administrative Division



3. Sign/receive from designated logbook.	3. Release of certificate.	None	1 minute	Dispatching Officer, Communications Management Section
<b>TOTAL:</b>		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.

<b>Office or Division</b>	Cashier Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2B			
<b>Who may avail</b>	BuCor employees, clients and other payor			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Order of payment and other supporting documents			BuCor Accounting Division	
<b>Representative</b>				
Order of payment and other supporting documents			BuCor Accounting Division	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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, Cashier's Office
2. Pay the amount of transaction.	2. Count money received and reconcile with the amount that should be paid.	None	4 minutes	Collecting Officer, Cashier's Office
3. Obtain the Official Receipt.	3. Issue the Official Receipt.	None	2 minutes	Collecting Officer, Cashier's Office
<b>TOTAL:</b>		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.

<b>Office or Division</b>	Bureau of Corrections Business Center (BBC)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2B			
<b>Who may avail</b>	Business Owner/Business Operator			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  Evaluation Section, BBC



2. Wait for the approval of the MOA or JVA.	2. Draft the contract.	None	} 18 days	Evaluation Section, BBC
	2.1 After drafting the contract, secure the documents/inputs/recommendation of the concerned office.	None		Evaluation Section, BBC
	2.2 Submit to the Legal Service Office for finalization of MOA or JVA.	None		Evaluation Section, BBC
	2.3 Legal Service Office will endorse the finalized contract to the DG for approval and signature.	None		Evaluation Section, BBC
	2.4 Issue the signed contract to the client.	None	1 day	Evaluation Section, BBC
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 Division, Legal Service, and Directorate for Planning and Management.	None		
<b>TOTAL:</b>		None	21 days	



## 8. 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.

<b>Office or Division</b>	Bureau of Corrections Business Center (BBC)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2B			
<b>Who may avail</b>	Business Owner/Business Operator			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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,		
5. Photo of Business Establishment		PRC ID, LTO ID, SEC, and DTI, Local Business Permit (Mayor's Permit, Brgy. Business Permit)		
6. Business Name Registration, if any				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Evaluation Section, BBC



2. Wait for the approval of the contract	2. Draft the contract.  2.1 After drafting the contract, secure the approval of the BBC Director.  2.2. Issue the signed contract to the client.	None  None  None	<div style="display: flex; align-items: center; justify-content: center;"> <div style="font-size: 3em; margin-right: 10px;">}</div> <div style="text-align: center;">1 day</div> </div>	BBC Staff  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
<b>TOTAL:</b>		None	2 days and 35 minutes	



## 9. Issuance of Decal Stickers

The Decal Sticker is issued to individual store strict the ingress/egress of all vehicles to the New Bilibid Prison Reservation.

<b>Office or Division</b>	BuCor Security and Escort Command	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G,G2C	
<b>Who may avail</b>	BuCor Employee/National Housing Authority (NHA)/ Katarungan Residents and Government vehicles	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. <u>BuCor Employee</u> 1.1 Application Form 1.2 One (1) Photocopy of OR/CR 1.3 One (1) Photocopy of BuCor ID 1.4 One (1) 2X2pictureof applicant 1.5 One (1) Picture of vehicle (front and back)		BuCor Security and Escort Command Land Transportation Office Bureau of Corrections Client Client
2. <u>NHA Residents</u> a. Application Form b. One (1) photocopy of OR/CR c. One (1) 2x2 picture of applicant 2.4 One (1) picture of vehicle (front and back) 2.5 Barangay Certificate 2.6 Entry Pass		BuCor Security and Escort Command Land Transportation Office Client Client Barangay Hall Office Barangay Hall Office
3. <u>Katarungan Residents</u> 3.1 Application Form 3.2 One (1) photocopy of OR/CR 3.3 One (1) 2x2 picture of applicant 3.4 One (1) picture of vehicle( front and back) 3.5 Resident Certificate		BuCor Security and Escort Command Land Transportation Office Client Client Katarungan Village Home Owners Association, Inc.
4. <u>Government Vehicle</u> 4.1 Application Form		BuCor Security and Escort Command Land Transportation Office



4.2 One (1) Photocopy of OR/CR 4.3 One (1) picture of vehicle (front and back)  <u>5. Public Transport (Jeepney and Tricycle)</u> 5.1 Application Form 5.2 One (1) each Photo copy of OR/CR 5.3 One (1) 2X2 picture of applicant 5.4 One (1) picture of vehicle (front and back) 5.5 One (1) photocopy of LTFRB Franchise		Client  BuCor Security and Escort Command Land Transportation Office Client Client  Land Transportation Franchising and Regulatory Board		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements.	1. Check completeness of requirements.	None	5 minutes	Front Desk Action Center Staff, BSEC
2. Fill out the application and payment forms.	2. Provide the application and payment forms.	None	8 minutes	Front Desk Action Center Staff, BSEC
3. Proceed to the accounting office to get the Order of Payment.	3. Accounting Office to issue the Order of Payment.	None	5 minutes	BuCor Accounting Staff
4. Pay the required fees at the Cashier's Office.	4. Issuance of Official Receipt.	₱150.00 (Motorcycle) ₱500.00 (Tricycle) ₱800.00 (4wheels)	5 minutes	Collection Officer, Cashier's Office
5. Return to the BSEC Office.	5. Check the Official Receipt.	None	1 minute	Front Desk Action Center Staff, BSEC
6. Receive the decal Sticker for corresponding vehicle.	6. Issue Decal Sticker for corresponding vehicle.	None	1 minute	Front Desk Action Center Staff, BSEC



7. Client must bring his/her vehicle upon issuance of Decal Sticker.	7. Install the Decal Sticker to the vehicle.	None	1 minute	Front Desk Action Center Staff, BSEC
<b>TOTAL:</b>		₱150.00 (Motorcycle)  ₱500.00 (Tricycle)  ₱800.00 (4wheels)	26 minutes	





## 10. 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.

<b>Office or Division</b>	Bureau of Corrections Business Center (BBC)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	BuCor Employee and private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter-request		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Front Desk Action Center Staff, BBC
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	Front Desk Unit Station, BBC
3. Pay the required fees at the Cashier's Office.	3. Issuance of Official Receipt.	<b>Glorieta Hall</b> BuCor Employee/ Immediate Family (1,000/ occasion) Private Persons (1,500/ occasion) Religious	5 minutes	Collection Officer, Cashier's Office



		<p>Activities (500/ occasion)</p> <p><b>Sunken Garden</b> Private Business (1,000/day) Private School (500/day) Public School(free of charge)</p> <p><b>Jamboree Lake</b> Private Business (1,000/day) Private School (500/day) Public School (free of charge)</p> <p><b>Shooting</b> <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>		
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4. Return to the BSEC Office.	4. Check the Official Receipt.	None	1 minute	Front Desk Action Center Staff, BSEC
<b>TOTAL:</b>		Amount depends on the above-mentioned fees.	10 minutes	



## 11. Educational Tour

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

<b>Office or Division</b>	Corrections Training Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G,G2C			
<b>Who may avail</b>	Students/Civilian and Government Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request and Valid ID			1. School Professor/Dean 2. Travel/Tour Coordinators	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.  3.1 Pictorial NBP Façade with Briefing.  3.2 Tour to Museum with Proper Briefing.  3.3 Tour to Medium Security Camp. Education Section with Inmate Programs Interaction.	None	3 minutes          3 hours	BUCOR Training Coordinator (Educational Tour)
<b>TOTAL:</b>		₱10.00 per head	4 hours, 10 minutes	



## 12. 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.

<b>Office or Division</b>	Accounting Division	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G - Government to Government	
<b>Who may avail</b>	All personnel under the Bureau of Corrections	
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>Principal</b>		
1. RENTAL (income from use of BuCor's properties/facilities)– Contract, BSEC request form	Legal Office BuCor Security and Escort Command (BSEC)	
2. BUCOR SHARE (share of BuCor for every products sold by the contracting party) - Contract	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		



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  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
<b>TOTAL:</b>		None	20 minutes	



### 13. 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).

<b>Office or Division</b>	Accounting Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	All personnel under the Bureau of Corrections			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Division (ICTD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		None	10 minutes	



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

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

<b>Office or Division</b>	Directorate for Planning and Management (DPM)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C,G2B			
<b>Who may avail</b>	Students/Private Entities-Individual			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student Identification Card. 2. Approved Letter-request		Colleges/Universities concerned Thesis Adviser/Dean of College/University		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Directorate for Planning and Management Staff
	1.1 Check and process the requested data needed.	None	1 hour	Directorate for Planning and Management Staff
	1.2 Sign the requested data.	None	5 minutes	Director, DPM
2. Client to receive the requested data.	2. Provide the available requested data needed data/information.	None	1 minute	Directorate for Planning and Management Staff
<b>TOTAL:</b>		None	1 hour,7 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.

<b>Office or Division</b>	NBP Hospital			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	Persons Deprived of Liberty/BuCor Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
X-ray & Ultrasound Request Form			Medical Officer on Duty	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		PDL- None  BuCor Employee -₱100.00	11 minutes	



## 2. 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

<b>Office or Division</b>	New Bilibid Prison	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2G	
<b>Who may avail</b>	All Persons Deprived of Liberty (Medium and Minimum Security Class)	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	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
	<b>TOTAL:</b>	None	7 Hours, 5 minutes	



# **New Bilibid Prison**

## **External Services**



## 1. Request for Issuance of Certificate of Detention/Confinement (Active PDL) Thru E-Mail

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

<b>Office or Division</b>	NBP Superintendent Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C,G2G			
<b>Who may avail:</b>	Relative of PDL, Legal Counsel and persons authorized by Competent authorities.			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
<b>Principal</b>				
Government issued Identification Card			BIR, Phil. Post Office, DFA, PSA, SSS, GSIS and Pag-Ibig	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Officer, 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 Officer, NBP Superintendent's Office
	1.5 Issues Certificate of Detention.	None	2 minutes	Email Correspondence Officer, NBP Superintendent's Office
<b>TOTAL:</b>		None	39 minutes	





## 2. Issuance of Medical Abstract

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

<b>Office or Division</b>	New Bilibid Prison Hospital			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	Government to Government/PDL/Counsel/Relatives of PDL			
<b>Who may Avail</b>	Government to Government/PDL/Counsel/Relatives of PDL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Superintendent's Office personnel
2. Issued to the PDL once medical Abstract is available	2. Dispatch of the Medical abstract to the Superintendent's Office.	None	5 days	Administrative Personnel, Admin Office
<b>TOTAL:</b>		None	5 days	



### 3. Attorney's Visit

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

<b>Office or Division</b>	Office of the Superintendent of New Bilibid Prison			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C,G2G			
<b>Who may Avail</b>	Counsel of Persons Deprived of Liberty (PDL)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Government Issued Identification Card			PAO ID and IBPID	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 personnel, NBP Supt'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 personnel, NBP Supt'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
<b>TOTAL:</b>		None	10 minutes	
NOTE: Signature is not necessary since Concerned Officer will just inform the client thru email that his request is approved.				



#### 4. 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.

<b>Office or Division</b>	NBP Hospital			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to PDL/BuCor Employee/Applicants			
<b>Who may avail</b>	To PDL/BuCor Employee/Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly filled out Laboratory Request Form			NBP Hospital Medical Officer on Duty Concerned Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present letter-request/laboratory request.	1. Receives request for laboratory Examination.	None	1 minute	Medical Technologist on Duty
2.Securing specimen sample.	2. Specimen collection.	None	2 minutes	Medical Technologist on Duty
	2.1 Process specimen collected.	None	27 minutes	Medical Technologist on Duty
	2.2 Perform examination, review, and interpret results.	None	1 hour	Medical Technologist on Duty/Pathologist
3.Securing or Issuance of Laboratory results at the Laboratory Department.	3. Encode, record, & release of results.	None	30 minutes	Medical Technologist on Duty
<b>TOTAL:</b>		None	2 hours	



## 5. 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.

<b>Office or Division</b>	Moral and Spiritual Section (Chaplaincy Office)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	Persons Deprived of Liberty (PDL) and PDL's Family			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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, Chaplaincy Office
2. Upon approval, prepare for religious activity.	2. Administer Sacraments/ Sacramental.	None	10 minutes	Chaplain (priest/pastor/ Imam)/Minister/ Judge
<b>TOTAL:</b>		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.				



## 6. Marriage in Prison

Marriage in prison is one among the privileges of a 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.

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



	2.1 Family Planning	None	20 minutes	Medical Staff, NBP Hospital
	2.2 Pre-Cana Seminar		20 minutes	Minister/Priest
3.Process documents to Civil Registrar.	3. Endorse to Civil Registrar.	None	5 minutes	Medical Staff, NBP Hospital
4.Claim marriage license and contract.	4. Release Marriage License And Contract.	₱200.00	20 minutes	Civil Registrar
5.Bride and Groom contract marriage.	5. Minister administer Rites.	None	30 minutes	Mayor/Judge/ Imam/Uztads/ Pastor/Priest
<b>TOTAL:</b>		None	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).



# **San Ramon Prison and Penal Farm**

## **External Services**



## 1. Verification of PDL Record/Status

The Documents Office issued to PDL, Relatives of the PDL needing the document that states he is eligible for parole or executive clemency, the Documents Office certifications is issued to affirm the validity of the information.

<b>Office or Division</b>	San Ramon Prison and Penal Farm (SRPPF) Documents Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who May Avail</b>	PDL, Immediate Family of PDL and Legal Counsel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card		PSA, SSS, GSIS, Pag-IBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Public Assistance And Complaints Desk Officer/ARTA Officer forward Verification form to the Documents Section relative to the request duly filled-up by the clients (walk-in) or request made thru Phone call.	1. The ARTA Officer proceed to the Documents Office.	None	2 minutes	Anti-Red Tape Act (ARTA) Officer
	1.1 Documents Officer retrieves the inmates record from files if the inmate is eligible for parole or any type of executive clemency.	None	6 minutes	Documents Office Staff
2.Client receive the verified PDL status.	2. Documents Officer informs The client about the verified information.	None	2 minutes	Documents Office Staff
<b>TOTAL:</b>		None	10 minutes	





## 2. Issuance of Prison Records (Synopsis)

The Overseer Office is issuing the synopsis to PDL requesting the document stating the years, he rendered in the prison.

<b>Office or Division</b>	Documents Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G,G2C			
<b>Who may Avail</b>	PDL, Family of PDL, Legal Counsel of the PDL and ParaLegal Worker/RVO.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card.		PSA, SSS, GSIS, Pag-IBIG, Philhealth, Post Office, IBP Identification Card		
<b>CLIENTSTEPS</b>	<b>AGENCY ACTION</b>	<b>FEESTO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the ARTA Office, present document requirements and fill out request form.	1. ARTA Officer forwards the request to the Records Unit.	None	2 minutes	ARTA Officer
	1.1 Forward the request to the Documents Office.	None	2 minutes	Records Officer
	1.2 Document Officer retrieves the PDL's record from file.	None	4 minutes	Staff, Documents Section
2.Wait for processing of documents and client to receive the same.	2. Document Officer issues the prison record to requesting party.	None	2 minutes	Staff, Documents Section
<b>TOTAL:</b>		None	10 minutes	
For the Legal Counsel and Paralegal worker/RVO: Document Officer forwards the prison record directly to the inmate through the routing slip.				



### 3. Issuance of Certification of Detention and Confinement (for released, deceased and escape)

The Documents Office issued to PDL, Relatives of the PDL, Legal Counsel and other Gov. Agencies needing the document confirming that the PDL is confined/detained in SRPPF the Documents Office certifications is issued to affirm the validity of the information.

<b>Office or Division</b>	Documents Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	PDL, Immediate Family of PDL and Legal Counsel and other Gov. Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>PRINCIPAL:</b> Government Issued Identification Card		PSA, SSS, GSIS, PAG-IBIG, Philhealth, Post Office.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the ARTA Office, present the required documents and fill out the request form.	1. Receives the request form and forwards it to the Documents Section.	None	5 minutes	ARTA Officer
2. Wait for the processing of the request.	2. Documents Section Officer receives the PDL records from file and prepares the certificate.	None	10 minutes	Documents Section Officer
	2.1 ARTA Officer receives the prepared certificate for signature of the Superintendent.	None	5 minutes	ARTA Officer



3. Receive the Certificate of Detention/Confinement.	3. Upon signing, the ARTA Officer issues to the client the certificate of detention/confinement.	None	2 minutes	ARTA Officer
<b>TOTAL:</b>		None	22 minutes	



## 4. Visitation Services

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

<b>Office or Division</b>	SRPPF Listing and Inmates Visitation Services Unit (IVSU)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	PDL, Immediate family of PDL, Friends and Legal counsel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office. and Visitors Identification Card		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEESTO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	16 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
<b>TOTAL:</b>		None	22 minutes	



## 5. Educational Tour

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.

<b>Office or Division</b>	SRPPF Superintendent's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	School faculty members or Educational Institution			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request recommended by the Dean or Head of School.		School/Colleges/Universities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Administrative Office to submit letter request.	1. Administrative Officer evaluates the request and forwards the letter to the Superintendent's Office.	None	1 minutes	Administrative Officer
	1.1 If the Superintendent approves the request, the Administrative Officer forwards it to the Office of the Commander of the Guards.	None	3 minutes	SRPPF Superintendent Administrative Officer



<p>2. Proceed to the Office of the Commander of the Guards.</p>	<p>2. Furnish the shift commander and Officers with the copy of the approved request for the clients designated schedule.</p>	<p>None</p>	<p>15 minutes</p>	<p>Commander of the Guards</p>
<p>3. Receive the copy of the approved request and return for the conduct of the educational tour on the designated schedule.</p>	<p>3. Furnish the client of the approved request for the designated schedule.</p>	<p>None</p>	<p>2 minutes</p>	<p>Commander of the Guards</p>
<p style="text-align: center;"><b>TOTAL:</b></p>		<p>None</p>	<p>22 minutes</p>	



# **Iwahig Prison and Penal Farm**

## **External Services**





## 1. 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.

<b>Office or Division</b>	IPPF Documents Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C,G2G			
<b>Who may Avail</b>	PDL, Immediate Family of PDL, Legal Counsel and other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of Relationship Government Issued Identification Card		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present required documents and proceed to the ARTA Office to fill out request.	1. Instruct client to proceed to the Administrative Office.	None	3 minutes	ARTA 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, Documents Section



3. Receive certificate thru signing in the logbook.	3. Receive signed certificate and release copy to the client.	None	2 minutes	ARTA Officer
<b>TOTAL:</b>		None	15 minutes	



## 2. PDL Permanent Visitor's Pass

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

<b>Office or Division</b>	IPPF Overseer's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	Immediate Family Members, relatives and friends of PDL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid ID and sign in the visitor's logbook at main gate.	1. Issue Visitor's slip and refer applicant to Overseer's Office.	None	5 minutes	Main Gate Officer
2. Proceed to the Overseer's Office, fill out Visitor's Information Sheet and submit documentary requirements and sign waiver.	2. Check verify and validate the submitted documentary requirements.	None	10 minutes	Overseer's Office (Inmates Visitation Services Unit Officer)
	2.1 Interview applicant.	None	10 minutes	Overseer's Office Staff
	2.2 Prepare PDL Permanent Visitor's Pass and Identification Card to be submitted to	None	10 minutes	Overseer's Office Staff



	the OIC of Sub-Prisons for his recommendation for approval of the Superintendent.			
3. Secure payment of Slip to Cashier	3. Issue payment of slip.  3.1 Receive payment and issue Official Receipt.	₱50.00	5 minutes	Cashier's Office Staff
4. Present Official Receipt (OR) to Overseer's Office as proof of payment and receive the Permanent Visitor's Pass.	4. Release ID and Visitor's Pass.  4.1 Receive filled- out Feedback Form.	None  None	5 minutes	Overseer's Office Staff
	<b>TOTAL:</b>	₱50.00	45 minutes	



### 3. 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.

<b>Office or Division</b>	IPPF Chaplain's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	Missionaries, Religious Volunteers, Religious organization, Pastors, Priests, Religious Schools, and regular Religious Volunteer Organization (RVO).			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter-request Government Issued Identification Card		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	3 minutes	



	Recommendation to the Office of the Superintendent.			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	None	3 minutes	Religious Coordinator, Chaplaincy Office



	designated suggestion box.			
	<b>TOTAL:</b>	None	13 hours, 15 minutes	



#### 4. 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.

<b>Office or Division</b>	Chief of Hospital			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	Family members and relatives of PDL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter-request indicating the purpose 2. Government Issued Identification Card		Requesting Party PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE AID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the ARTA Office, present required documents and fill out request form to claim PDL remains.	1. Issue Visitor's slip and refer requester to the Administrative Office.	None	5 minutes	Main Gate Officer
	1.1 Issue request form.	None	5 minutes	ARTA Officer
2. Wait for the processing of the request.	2. Receive request form and verify submitted documents by the client and forward the same to the Superintendent for proper disposition.	None	5 minutes	Administrative Officer, Admin Section





	2.1 Refer the request to the Overseer's Office.	None	5 minutes	Staff, 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
<b>TOTAL:</b>		None	50 minutes	



## 5. 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.

<b>Office or Division</b>	Office of the Superintendent, IPPF			
<b>Classification</b>	SIMPLE			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who may Avail</b>	Walk-in clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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).	₱10.00/person entrance fee	10 minutes	Collection Officer, Balsahan
	2.1 Assist the client in locating designated cottage.	₱100.00 to ₱200.00 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



<b>TOTAL:</b>	₱10.00/person entrance fee  ₱100.00 to ₱200.00 per cottage	25 minutes	
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# **Davao Prison and Penal Farm**

## **Internal Services**



## 1. 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 DPPF personnel for legal purposes.

<b>Office or Division</b>	Human Resource Section (HRS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Government Issued Identification Card			BuCor/DPPF	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign at the logbook in the Office Lobby.	1. Provide the logbook to the client and instruct to fill up the needed details.	None	3 minutes	Front Desk Officer
2. Proceed to the Office concerned.	2. Assist the client and start processing the requested document.	None	3 minutes	Chief, HRS
3. Sign in the logbook indicating the time of receipt of the requested document.	3. Issue the requested document.	None	1 minute	HRS Staff
<b>TOTAL:</b>		None	7 minutes	



## 2. Issuance of Records from 201 File

Records from 201 File is issued to DPPF personnel for legal purposes.

<b>Office or Division</b>	Officer-In-Charge, Records Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Government Issued Identification Card			BuCor/DPPF	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign at the logbook in the Office Lobby.	1. Provide the logbook to the client and instruct to fill up the needed details.	None	3 minutes	Front Desk Officer
2. Proceed to the Records Section.	2. Assist the client and start processing the requested document.	None	10 minutes	OIC, Records Section
3. Sign in the logbook indicating the time of receipt of the requested document.	3. Issue the requested document.	None	1 minute	Records Section Staff
<b>TOTAL:</b>		None	14 minutes	



### 3. Issuance of Pay Slip

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

<b>Office or Division</b>	Officer-In-Charge, Records Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Government Issued Identification Card			BuCor/DPPF	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign at the logbook in the Office Lobby	1. Provide the logbook to the client and instruct to fill out the needed details	None	3 minutes	Front Desk Officer
2. Proceed to the Office concerned.	2. Assist the client and start processing the requested document.	None	5 minutes	Payroll Officer
3. Sign in the logbook indicating the time of receipt of the requested document.	3. Issue the requested document.	None	1 minute	Payroll Officer
<b>TOTAL:</b>		None	9 minutes	



#### 4. Issuance of Certificate of No Pending Case

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

<b>Office or Division</b>	Human Resource Section (HRS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Government Issued Identification Card			BuCor/DPPF	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign at the logbook in the Office Lobby.	1. Provide the logbook to the client and instruct to fill up the needed details.	None	3 minutes	ARTA Action Officer
2. Proceed to the Office concerned.	2. Assist the client and issue order of payment.	None	3 minutes	Chief, Accounting Office
3. Pay the required fees.	3. Accept the payment and issue Official Receipt.	₱75.00	5 minutes	Chief, Cashier's Office
4. Proceed to the concerned Office.	4. Process the requested document.	None	10 minutes	OIC, Legal Office
5. Sign in the logbook indicating the time of receipt of the requested document.	5. Issue the requested document.	None	1 minute	Legal Office Staff
<b>TOTAL:</b>		₱75.00	22 minutes	





# **Davao Prison and Penal Farm**

## **External Services**



## 1. Issuance of Certificate of Confinement

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

<b>Office or Division</b>	Documents Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, other Government agencies.			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Government Issued Identification Card			BuCor/DPPF	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceed to the ARTA Office, present the required document and fill out the request form.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	3 minutes	ARTA Desk Officer
2.Wait for the processing of the request.	2. Start processing the request.	None	10 minutes	Chief, Documents Section
3.Sign in the logbook indicating the time of receipt of the requested document.	3. Issue the requested document.	None	1 minute	Chief, Documents Section
<b>TOTAL:</b>		None	14 minutes	



# **Leyte Regional Prison**

## **Internal Services**



## 1. 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.

<b>Office or Division</b>	Human Resource Section (HRS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
None			N/A	
<b>Representative</b>				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 minutes	Human Resource Section (HRS) Staff
	1.1 Process the request and let the document requested be signed.	None	5 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	3 minutes	HRS Staff
<b>TOTAL:</b>		None	10 minutes	



## 2. Issuance of Records from 201 File

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

<b>Office or Division</b>	Officer-In-Charge, Records Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
None			N/A	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	OIC, Records Section
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	2 minutes	Staff, Records Section
<b>TOTAL:</b>		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			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
None			<b>N/A</b>	
<b>Representative</b>				
Authorization-letter, photocopy of BuCor ID or any valid ID of the BuCor employee			BuCor, BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 minutes	HRS Staff
	1.1 Process the request and let the document requested be signed.	None	6 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	2 minutes	HRS Staff
<b>TOTAL:</b>		None	10 minutes	



#### 4. Issuance of Certificate of No Pending Case

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

<b>Office or Division</b>	Human Resource Section (HRS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Active and former BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
None			N/A	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign at the logbook in the Investigation Section.	1. Provide the logbook to the client and instruct to fill out the needed details.	None	3 minutes	Staff Investigation Section
	1.1 Process the requested document.	None	10 minutes	OIC/Staff 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 Investigation Section
<b>TOTAL:</b>		None	15 minutes	



## 5. Issuance of Office Supplies

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

<b>Office or Division</b>	Property Management Section (PMS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	All BuCor employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Accomplished (RIS)	Requisition and Issue Slip		Downloadable (Appendix 63)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL:</b>		None	35 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.

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	BuCor employees & other clients with official business at LRP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Travel/ Admin Order.	1. Check/Evaluate submitted document.	None	2 minutes	Receiving Officer, Administrative Section
2. Sign at designated logbook.	2. Provide the designated logbook.	None	2 minutes	Receiving Officer, Administrative Section
	2.1 Prepares Certificate of Appearance.	None	6 minutes	Administrative Section Staff
	2.2 Check Certificate of Appearance.	None	2 minutes	Chief, Administrative Section
	2.3 Chief, Administrative Section signs the Certificate.	None	2 minutes	Chief, Administrative Section



3. Sign/receive from designated logbook.	3. Release of certificate.	None	1 minute	Dispatching Officer, Administrative Section
<b>TOTAL:</b>		None	15 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.

<b>Office or Division</b>	Cashier Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2B			
<b>Who may avail</b>	BuCor/LRP employees, clients and other payor			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
Order of payment and other supporting documents			Accounting Section	
<b>Representative</b>				
Order of payment and other supporting documents			Accounting Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	8 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
<b>TOTAL:</b>		None	15 minutes	



### 3. Visitation Services

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

<b>Office or Division</b>	Listing and Inmates Visitation Services Unit (IVSU)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	PDL, Immediate family of PDL, Friends and Legal counsel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, post Office. And Visitors Identification Card Issued by this prison		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	10 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.	None	5 minutes	IVSU Guard Searcher



	<p>4.1 Guard Searcher checks for the presence of contraband and government property in the belongings of the visitor before allowing them to leave.</p> <p>FOR MALE VISITOR: Guard Searcher verifies the presence of stamp with the word "VISITOR" on the right hand before allowing him to leave.</p>			
5. Upon leaving the prison compound, proceed to the guard searcher, claim visitor I.D	5.. Return to client his/her ID.	None	5 minutes	IVSU Guard Searcher
<b>TOTAL:</b>		None	24 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.

<b>Office or Division</b>	Leyte Regional Prison			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	PDL visitors, Government Employees/RVOs/NGOs and Job Seekers			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign at the logbook in the Entrance Gate	1. Provide the logbook and interview the client.	None	1 minute	GSCU-Entrance Gate Officers
	1.1 Issue clearance slip/request	None	1 minute	GSCU-Entrance Gate Officers
	1.2 Instruct/guide the visitor to the concerned office	None	1 minute	GSCU-Entrance Gate Officers
2. Submit the required documents to the concerned offices.	2. Receive request and documentary requirements from concerned visitor.	None	3 minutes	Staff, Administrative Office





	2.1 Countersign clearance/slip.	None	2 minutes	Human Resource Officer IVSU In-Charge Chaplain In-Charge, Security and Operation Office Superintendent Office Staff
3. Present the clearance slip.	3. Review and validate the clearance slip/request.	None	3 minutes	In-Charge, Maximum Security Compound/ Medium Security Compound
	3.1 Subject to inspection of belongings and body frisk prior to entry.	None	2 minutes	Gate Security Control Unit Officer
<b>TOTAL:</b>		None	13 minutes	



## 5. Issuance of Certificate of Confinement and Discharge from Prison

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

<b>Office or Division</b>	Inmate Documents Processing Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who may Avail:</b>	PDL, Immediate Family of PDL and Legal Counsel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter-request Proof of Relationship Government Issued Identification Card		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid ID and sign the visitor's logbook at main gate.	1. Greet client.	None	1 minute	Main Gate Officer
2. Fill out the Request Form.	2. Issue Request Form.	None	4 minutes	ARTA Officer
	2.1 Instruct client to proceed to the Administrative Office.	None	1 minute	ARTA Officer
3. Proceed to the Administrative Office and present Request Form.	3. Receive Request Form for approval of the Superintendent and forward to the Chief, Documents Section for appropriate action.	None	5 minutes	Administrative Officer



4.Wait for the processing of request.	4. Verify the prison record of PDL, prepare the certification and forward to the Administrative Office for signature of the Superintendent.	None	30 minutes	Chief, IDPS
5.Receive certification thru signing in the logbook and fill out the Feedback Form.	5. Receive sign certification and release copy to the client.	None	3 minutes	ARTA Officer
	5.1 Receive filled out Feedback Form.	None	2 minutes	ARTA Officer
6.Sign out at the visitor's logbook and get the valid ID.	6. Release the client's ID.	None	1 minute	Staff, IDPS
<b>TOTAL:</b>		None	47 Minutes	



## 6. Issuance of Medical Abstracts

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

<b>Office or Division:</b>	Leyte Regional Prison Infirmary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail</b>	PDL/Counsel/Relatives of PDL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request			Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



	<p>1.4 Preparation and signing of medical abstract by the Chief of Hospital/ Attending Physician.</p> <p>1.5 Submission to Administrative Office for Book Number and encoding.</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>30 minutes</p>	<p>Chief of Hospital/ Attending Physician, LRP Infirmary</p> <p>Attending Physician, LRP Infirmary</p>
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	30 minutes	Administrative Personnel, Admin. Office
<b>TOTAL:</b>		None	1 day, 3 hours, 3 minutes	



## 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.

<b>Office or Division</b>	Leyte Regional Prison Infirmary			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may Avail</b>	Family members and relatives of PDL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE AID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Fill-out request form to claim PDL's remains	2. Issue request form.	None	10 minutes	Admin ARTA Officer
3. Submit request form and proof of relationship.	3. Receive request form and verify submitted documents by the client and forward same to the Superintendent for proper disposition.	None	10 minutes	Administrative Officer, Admin Section
	3.1 Refer the request to the Overseer's Office	None	5 minutes	Staff, Superintendent's Office



	3.2 Receive the request and process documents needed for releasing of cadaver.	None	10 minutes	Staff, Overseer's Office
	3.3 Submit documents for approval of the Superintendent.	None	10 minutes	LRP Superintendent
4. Receive 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	Main Gate Officer/ARTA Officer
	<b>TOTAL:</b>	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.

<b>Office or Division</b>	Chaplaincy Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Missionaries, Religious Volunteer Organizations (RVO), Charitable Organizations, Priests and Pastors			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Application Letter			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Chaplaincy Office	2. Receive and evaluate request and requirements for approval by the Superintendent including MOA.	None	40 minutes	LRP Chaplain
3. Wait for the processing of request	3. Release copy of MOA and request to client	None	20 minutes	LRP Administrative Officer





4. Proceed to IVSU for issuance of Gate Pass and copy of waiver.	4. Issue Gate Pass and waiver and coordinate with the Overseer's Office.	None	20 minutes	Chief, Inmates Visitation Services Unit (IVSU)
5. Enter to prison compound to perform religious activities.	5. Monitor activities and upon exit, provide a feedback form to client.	None	30 minutes	LRP Monitoring Officer
6. Fill out feedback form and submit.	6. Provide And receive accomplished feedback form and place it on the drop box.	None	2 minutes	Listing Officer, IVSU
<b>TOTAL:</b>		None	1 hour, 54 minutes	



# **Correctional Institution for Women**

## **External Services**



## 1. Issuance of Certificate of Confinement (Active and 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.

<b>Office/Division</b>	Inmates Document Processing Section/Documents Section (IDPS)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who May Avail</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
<b>Representative</b>				
1. Government Issued identification 2. Request Form 3. Authorization Letter from Active and Released PDL		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies Active and Released PDL, Officer-of-the-Day, IDPS/Documents Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request form or authorization letter with attached photocopy of his/her valid ID and wait for feedback.	1. Receive request and forward to IDPS.	None	2 minutes	PACDO
	1.1 Record request.	None	2 minutes	IDPS-OD
	1.2 Retrieval/Pull-out of Carpeta.	None	8 minutes	In-charge, Carpeta Unit, IDPS
	1.3 Verification of information.	None	10 minutes	IDPS-OD
2. Proceed to the waiting area for the	2. Prepare the Certificate for signature.	None	4 minutes	In-charge, Communication Unit, IDPS



issuance of the Certificate.	2.1 Signs the requested Certificate.	None	2 minutes	In-charge, Communication Unit, IDPS; Chief, IDPS; CIW Superintendent
3. Receive and sign at the logbook.	3. Issue Certificate of Confinement to the requesting party.	None	2 minutes	PACDO
<b>TOTAL</b>		None	30 minutes	



## 2. 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.

<b>Office/Division</b>	Inmates Document Processing Section/Documents Section (IDPS), Separation Unit/CIW			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who May Avail</b>	Released PDL, Immediate family member or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
<b>Representative</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out request form or submit authorization letter with attached photocopy of his/her valid ID and wait for feedback.	1. Receive request and forward to IDPS.	None	2 minutes	Public Assistance and Complaints Desk Officer (PACDO)
	1.1 Record request.	None	2 minutes	IDPS OD
	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)
<b>TOTAL</b>		None	30 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.

<b>Office/Division</b>	Inmates Document Processing Section (IDPS)/Documents Section/CIW			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who May Avail</b>	PDL, Immediate family members or relatives of PDL, Legal Counsel of PDL, other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
<b>Representative</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out request form or submit authorization letter with attached photocopy of his/her valid ID	1. Receive request	None	2 minutes	PACDO
	1.2 Provide contact information of CIW for follow-ups and get the contact information/email address of the client for feedback.	None	4 minutes	PACDO



	1.3 Forward request to IDPS	None	4 minutes	PACDO
	1.4 Prepare transmittal letter for signature	None	10 minutes	IDPS OD
	1.5 Signs the Transmittal Letter.	None	4 minutes	CIW Superintendent
	1.6 Forward the Transmittal Letter to the IDPD-NHQ	None	} 3 days	} IDPS OD
	1.7 Follow up the Prison Record/Synopsis of Prison Record to IDPD-NHQ	None		
	1.8 Receive the Prison Record/ Synopsis of Prison Record from IDPD-NHQ and inform the client.	None		
2. Receive the Prison Record/ Synopsis of Prison Record	2. Email the requested documents to the client	None	6 minutes	IDPS OD
Note: Client to make follow-up thru email or telephone call				
<b>TOTAL:</b>		None	3 days and 30 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.

<b>Office/Division</b>	Inmates Document Processing Section/Documents Section (IDPS)/CIW			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who May Avail</b>	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
<b>Representative</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill out request form or submit authorization letter with attached photocopy of his/her valid ID.	1. Receive request and forward to IDPS.	None	3 minutes	PACDO
2. Wait for Feedback.	2. Record request.	None	3 minutes	IDPS OD
	2.1 Pull-out Carpeta of PDL.	None	7 minutes	IDPS OD



	2.2 For Verification of the status of PDL case	None	12 minutes	IDPS OD
3.Receive information re status of PDL	3. Provide status of PDL and give contact information of CIW for follow-ups	None	5 minutes	IDPS OD
<b>TOTAL</b>		None	30 minutes	



## 5. PDL Permanent Visitor's Pass

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

<b>Office/Division</b>	Overseer/CIW			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Immediate family members, relatives and friends of PDL.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Relationship		PSA		
2. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2 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 Interviewer	None	2 minutes	Overseer Personnel
3. Proceed to Window 4 for Interview.	3. Interview client for assessment	None	3 minutes	Overseer Personnel
	3.1 Encode the details provided by the client.	None	3 minutes	Overseer Personnel



4. Proceed to Window 5 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 Sign the Permanent Visitor's Pass	None	2 minutes	Overseer Personnel
6. Proceed to Window 6 to claim the Permanent Visitor's Pass	6. Issue the Permanent Visitor's Pass	None	2 minutes	Overseer Personnel/ Listing
<b>TOTAL</b>		None	30 minutes	



# **Sablayan Prison and Penal Farm**

## **Internal Services**



## 1. Issuance of Employees Pay slip, Issuance of Certificates

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.

<b>Office or Division</b>	Human Resource Unit (HRU)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G - Government to Government			
<b>Who may avail</b>	Active and In-active BuCor Employees			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
BuCor ID			Bureau of Corrections	
<b>Representative</b>				
Authorization-letter, Photocopy of Bucor ID or any valid ID of the Bucor employee			BuCor, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG –	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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	10 minutes	HR Unit Staff OD
<b>TOTAL:</b>		None	18 minutes	



# **Sablayan Prison and Penal Farm**

## **External Services**



## 1. Issuance of Certificate of Detention for Released PDL

The Certificate of Detention is issued to PDL who needs their records of confinement from the Sablayan Prison and Penal Farm for legal purposes.

<b>Office or Division</b>	Overseer's Office/Documents Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	Immediate family or relatives and legal counsel of PDL			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of released PDL			Released PDL	
<b>Representative</b>				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of released PDL			Released PDL	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 request and forward necessary documents for approval of the Superintendent.	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/ Documents Section





	3.1 Sign Certificate.	None	5 minutes	SPPF Superintendent
4. Receive issued certificate.	4. Issue Certificate.	None	2 minutes	Staff, Documents Section
<b>TOTAL:</b>		None	15 minutes	



## 2. 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.

<b>Office or Division</b>	Overseer's Office/Documents Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	PDL, PDL immediate family or relatives and representative			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of PDL			PDL	
<b>Representative</b>				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request			Clients	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 for approval of the Superintendent.	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/ Documents Section



	3.1 Sign Certificate.	None	5 minutes	SPPF Superintendent
4. Receive issued certificate.	4. Issue Certificate.	None	2 minutes	Staff, Documents Section/ Overseer's Office
<b>TOTAL:</b>		None	15 minutes	



### 3. 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.

<b>Office or Division</b>	Overseer's Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	PDL Family members and relatives PDL Representatives and other government agencies			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of PDL			PDL	
<b>Representative</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 for approval of the Superintendent.	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/ Documents Section
	3.1 Sign Certificate.	None	5 minutes	SPPF Superintendent
4. Receive certificate	4. Issue Certificate.	None	2 minutes	Staff, Documents Section/ Overseer's Office
<b>TOTAL:</b>		None	15 minutes	



#### 4. 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.

<b>Office or Division</b>	Inmates Visitation Services Unit (IVSU)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Immediate family or relatives, friends and legal counsel of PDL			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. SPPF Visitors ID			SPPF	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	3 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	5 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
<b>TOTAL:</b>		None	18 minutes	



## 5. 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.

<b>Office or Division</b>	Chaplaincy Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C			
<b>Who may avail</b>	Religious Volunteer Organization, Charitable Organization, Priest and Pastors, Imam and Uztads			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Principal</b>				
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Identification Card and sign the visitor's logbook.	1. Issue Visitors Slip and refer client to the Chaplaincy Office.	None	2 minutes	ARTA Officer
2. Submit letter-request with attached requirements to the Chaplaincy Office.	2. Receive and evaluate request and requirements for approval by the Superintendent including MOA.	None	40 minutes	SPPF Chaplain
3. Wait for the processing of request.	3. Release copy of MOA and request to client.	None	20 minutes	SPPF Administrative Officer





4. Proceed to IVSU for issuance of Gate Pass and copy of waiver.	4. Issue Gate Pass and waiver and coordinate with the Overseer's Office.	None	20 minutes	Chief, Inmates Visitation Services Unit (IVSU)
5. Enter to prison compound to perform religious activities.	5. Monitor activities and upon exit, provide a feedback form to client.	None	30 minutes	SPPF Monitoring Officer
6. Fill-up feedback form and submit.	6. Receive feedback form and place it on the drop box.	None	2 minutes	Listing Officer, IVSU
<b>TOTAL:</b>		None	1 hour, 54 minutes	



## 6. 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.

<b>Office or Division</b>	Moral and Spiritual Section (Chaplaincy Office)			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2G, G2C			
<b>Who may avail</b>	Persons Deprived of Liberty			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for marriage with requirements.	1. Receive and forward the requirements to Overseer's Office for record purposes.	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	Staff, Overseer's Office
3.Proceed to conduct Matrimonial Ceremony.	3. Allow/permit the marriage to proceed as per approved request by the Superintendent.	None	5 minutes	Administrative Officer, Admin. Office



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	Listing Officer, IVSU
<b>TOTAL:</b>		None	56 minutes	



## 7. PDL Permanent Visitor's Pass

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

<b>Office/Division</b>	IVSU/SPPF			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who May Avail</b>	Immediate family members, relatives and friends of PDL.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of Relationship		PSA		
2. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Interviewer.	None	2 minutes	IVSU Personnel
3. Proceed for Interview at IVSU Office.	3. Interview client for assessment.	None	3 minutes	IVSU Personnel
4. Proceed for Photo capturing.	4. Photo capturing.	None	2 minutes	IVSU 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 Overseers Office for Verification and Recommendation.	None	2 minutes	Chief Overseer
	5.2 Forward to the Superintendent office for approval of the Permanent Visitor's Pass.	None	5 minutes	IVSU personnel
6. Proceed to IVSU office to claim the Permanent Visitor's Pass.	6. Issue the Permanent Visitor's Pass.	None	2 minutes	IVSU Personnel/ Listing
<b>TOTAL</b>		None	32 minutes	



## 8. 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.

<b>Office/Division</b>	Inmates Document Processing Section/Documents Section (IDPS), Separation Unit/			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who May Avail</b>	Released PDL, Immediate family member or relatives of Released PDL, Legal Counsel of Released PDL, other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
1. Government Issued identification		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, COMELEC and other government agencies		
2. Request Form		ARTA Office		
<b>Representative</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
	1.1 Record request	None	2 minutes	IDPS OD
	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)
<b>TOTAL</b>		None	30 minutes	



## FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
<b>How to send a feedback</b>	<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 <a href="http://www.bucor.gov.ph">www.bucor.gov.ph</a></p> <p>Contact Info: 8856-6015</p>
<b>How feedback is processed</b>	<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>
<b>How to file a complaint</b>	<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><b>How complaints are processed</b></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><b>Contact Information of CCB, PCC and ARTA</b></p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></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
Inmates 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
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