



BUREAU OF CORRECTIONS

CITIZEN'S CHARTER 2019 (1st 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 BuCor Personnel Identification Card

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

Office or Division	Information and Communication Technology Division (ICTD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Division (ICTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure BuCor Identification Card Application Form (BICAF) at the ICTD Office	1. Issue BICAF to the employee	None	1 minute	ICTD Staff
2. Fill-up the BICAF and submit at the ICTD Office	2. Receive the accomplished form and check for completeness and accuracy of the data given	None	8 minutes	ICTD Staff
	2.1 Take photo and signature of client	None	2 minutes	ICTD Staff
3. Wait for the processing of the BuCor Identification Card	3. Process the employees Identification Card	None	10 minutes	ICTD Staff
4. Claim the BuCor Identification Card	4. Release the employees Identification Card	None	1 minute	ICTD Staff
TOTAL:		None	22 minutes	



2. Issuance of Daily Time Record (DTR)

The Daily Time Record issued to BuCor personnel is for the purpose of processing their salaries, allowances and their incurred leave of absences every month.

Office or Division	Information and Communication Technology Division (ICTD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients request for Daily Time Record	1. Print the requested DTR.	None	1 minute	ICTD Staff
2. Client to sign in the log book as proof of receipt of the DTR.	2. Issue the printed Daily Time Record.	None	3 minutes	ICTD Staff
T O T A L		None	4 minutes	



3. Technical Support Services

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

Office or Division		Information and Communication Technology Division (ICTD)		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		All offices/personnel under the Bureau of Corrections		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Repair and Maintenance Form (RMRF)		Information and Communication Technology Division (ICTD)		
Repair and Maintenance Form (RMRF)		Information and Communication Technology Division (ICTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure RMRF at the ICTD Office	1. Issue RMRF to the employee	None	1 minute	ICTD Staff
2. Fill-up the RMRF and submit at the ICTD Office	2. Receive the accomplished RMRF.	None	5 minutes	ICTD Staff
3. Wait for the Technical Support Specialist (TSS) to proceed to the offices as requested.	3. TSS to proceed to the client's office to address the technical problem of the ICT equipment or installation.	None	28 minutes	ICTD Staff
	3.1 Fill-up the Technical Service Report (TSR) after the repair/ maintenance has been served.	None	2 minutes	ICTD Staff
4. Sign-in at the acknowledgment of the repair/ maintenance rendered by TSS.	4. Give the TSR to the client.	None	1 minute	ICTD Staff
TOTAL		None	37 minutes	



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

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

Office or Division		Human Resource Division (HRD)		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		Active and former BuCor Employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
None		N/A		
Representative				
Authorization-letter, Photocopy of BuCor ID or any valid ID of the BuCor employee		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook at the HRD front desk.	1. Provide the logbook to the client and instruct to fill up the needed details.	None	1 minute	HRD Staff
	1.2 Process the request and let the document requested be signed.	None	3 minutes	HRD Staff/OIC, Human Resource Division
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	1 minute	HRD Staff
TOTAL:		None	5 minutes	



5. Issuance of Pay Slip

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

Office or Division	Human Resource Division (HRD)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
None			N/A	
Representative				
Authorization-letter, photocopy of BuCor ID or any valid ID of the BuCor employee			BuCor, BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook indicating his/her name and time.	1. Provide the logbook to the client and instruct to fill up the needed details.	None	1 minute	HRD Staff
	1.1 Process the request let the document requested be signed.	None	3 minutes	HRD Staff/OIC, HRD
2. Sign in the logbook indicating the time of receipt of the requested document.	2. Issue the requested document.	None	1 minute	HRD Staff
TOTAL:		None	5 minutes	



6. Issuance of Office Supplies

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

Office or Division	Supply Division			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	All BuCor employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Accomplished (RIS)	Requisition and Issue Slip		Downloadable (Appendix 63)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished RIS to the Receiving Staff for documentation.	1. Receive the required document.	None	1 minute	Receiving Staff Supply Division
	1.1 Issue RIS No. if the form is complete and valid and have it recorded in the logbook, then scan.		3 minutes	Receiving Staff Supply Division
	1.2 Forward the document to the Storage and Distribution Section (Office Supplies).	None	1 minute	Receiving Staff Supply Division
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.		3 minutes	Storage and Distribution Section Officer
	2.4 Instruct the receiver to sign the RIS.		2 minutes	Storage and Distribution Section Officer
TOTAL:		None	35 minutes	



National Headquarters

External Services



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

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

Office/Division	Inmates Document Processing Division			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, other Government agencies.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG		
2. Request Form		Officer-of-the Day, Documents Section		
Representative				
1. Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG		
2. Authorization Letter from PDL		Persons Deprived of Liberty		
3. Request Form		Officer-of-the Day, Documents Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number at the window	1. Give the number to the client	None	1 minute	Officer-of-the Day, Documents Section
2. Wait for the number to be called	2. Call the client to proceed at the inquiry area	None	1 minute	Officer-of-the Day, Documents Section
3. Fill-up details in the logbook such as: 3.1 Date and Time 3.2 Name of Visitor 3.3 Address 3.4 PDL's Name/ Prison No. 3.5 Relationship to PDL 3.6 Signature	3. Give the logbook to the client	None	1 minute	Officer-of-the Day, Documents Section



4. Submit the required documents and request to the Officer-of-the Day	4. Receive the required documents and checks the completeness of the documents.	None	1 minute	Officer-of-the Day, Documents Section
	4.1 Forward the request to the OIC, Documents Section for approval	None	1 minute	Officer-of-the Day, Documents Section
5. Client to pay Php50.00 to the Cashier's Office	5. Issue Order of Payment if all required documents are complete	None	1 minute	Officer-of-the Day, Documents Section
	5.1 Issue Official Receipt	Php50.00	2 minutes	Collection Officer Cashier's Office
	5.2 Receive the Official Receipt based on the requested Certificate	None	1 minute	Officer-of-the Day, Documents Section
	5.3 Forward the approved request form to the Communication Sub-Unit for the preparation of the requested Certificate.	None	2 minutes	Officer-of-the Day, Documents Section
	5.4 Locate the carpeta	None	2 minutes	In-Active Carpeta In-Charge, Documents Section



	5.5 Prepare the certificate requested.	None	5minutes	In-Charge, Communication Sub Unit, Documents Section
6.Client to receive the Certificate	6.Issue the certificate/ certified copy of document requested	None	1 minute	Officer-of-the Day, Documents Section
TOTAL:		Php50.00	20 minutes	



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

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

Office/Division	Inmates Document Processing Division			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who May Avail	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, other Government agencies.			
Checklist of Requirements		Where to Secure		
Principal				
1. Government Issued Identification		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG		
2. Request Form		Officer-of-the Day, Documents Section		
Representative				
1. Government issued Identification Card		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG		
2. Authorization Letter from PDL		PDL		
3. Request Form		Officer-of-the Day, Documents Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the number at the window	1. Give the number to the client	None	1 minute	Officer-of-the Day, Documents Section
2. Wait for the number to be called	2. Call the client to proceed at the inquiry area	None	1 minute	Officer-of-the Day, Documents Section
3. Fill-up details in the logbook such as: 3.1 Date and Time 3.2 Name of Visitor and Address 3.3 PDL's Name/ Prison No. 3.4 Relationship to PDL 3.5 Signature	3. Give the logbook to the client	None	1 minute	Officer-of-the Day, Documents Section



<p>4. Submit the required documents and request to the Officer-of-the Day</p>	<p>4. Receive the required documents and checks the completeness of the documents.</p> <p>4.1 Forward the request to the OIC, Documents Section for approval.</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>1 minute</p>	<p>Officer-of-the day Documents Section</p> <p>Officer-of-the day Documents Section</p>
<p>5. Client to pay Php50.00 to the Cashier's Office</p>	<p>5. Issue Order of Payment if all required documents are complete</p> <p>5.1 Issue Official Receipt</p> <p>5.2 Receive the Official Receipt based on the requested Certificate</p> <p>5.3 Forward the approved request form to the Communication Sub-Unit for the preparation of the requested certificate.</p> <p>5.4 Locate the carpeta</p>		<p>1 minute</p> <p>1 minute</p> <p>1 minute</p> <p>2 minutes</p> <p>2 minutes</p>	<p>Officer-of-the Day Documents Section</p> <p>Collection Officer Cashier's Office</p> <p>Officer-of-the Day Documents Section</p> <p>OIC, Documents Section</p> <p>In-Active Carpeta In-Charge, Documents Section</p>



	5.5 Prepare the requested Certificate		5 minutes	In-Charge, Communication Sub-Unit
6.Client to receive the Certificate	6.Issue the Certificate/Certified Copy of documents requested.	None	1 minute	Officer-of-the Day Documents Section
TOTAL:		Php50.00	20 minutes	



3. Issuance of Prison Record

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

Office or Division	Documents Section			
Classification	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	a) Person Deprived of Liberty (PDL) b) Immediate Family of PDL c) Legal Counsel of PDL d) Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID 2. Fill up request form		BIR/PostOffice/DFA/SSS/GSIS/ Pag-Ibig		
Representative				
1. Valid ID 2. Authorization Letter form PDL 3. Fill up request form		BIR/PostOffice/DFA/SSS/GSIS/Pag-Ibig PDL Officer-of-the Day, Documents Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number at the window.	1. Give number to the client	None	1 minute	Officer of the Day, Documents Section
2. Wait for the number to be called	2. Call the client to proceed at the inquiry area.	None	1 minute	Officer of the Day, Documents Section
3. Fill up details in the logbook such as 3.1 Date and time 3.2 Name of Visitor 3.3 Address 3.4 PDL's name/ Prison No. 3.5 Relationship to PDL 3.6 Signature	3. Give the log book to the Client	None	1 minute	Officer of the Day Documents Section



4. Submit the required documents and request to the OD	4. Receives the required documents and checks the completeness of the documents,	None	1 minute	Officer of the Day Documents Section
	4.1 Forward the Request to the OIC, Documents Section for Approval.	None	1 minute	OIC, Documents Section
	4.2 Receive the approved request from the OIC, Documents Section	None	1 minute	Officer of the Day Documents Section
	4.3 Request carpeta to the In-Charge of Active Carpeta File.	None	3 minutes	In-Charge, Active Carpeta File
	4.4 Receive carpeta for validation	None	3 minutes	Validation Officer, Doc. Section
	4.5 Forward the validated carpeta to the Electronic Data Unit for printing of prison record.	None	2 minutes	Staff, Electronic Data Unit
	4.6 Validate and sign the prison record.	None	4 minutes	Validation Officer Prison Record
	4.7 OIC, Documents Section signs the validated prison record.	None	1 minute	OIC, Documents Section
5. Client to receive the requested Prison Record/Synopsis	5. Issue the requested Prison Record/Synopsis	None	1 minute	Officer-of-the Day Document Section
TOTAL:		None	20 minutes	



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

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

Office or Division	Documents Section			
Classification	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	a) Person Deprived of Liberty (PDL) b) Immediate Family of PDL c) Legal Counsel of PDL d) Other Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Valid ID		BIR/PostOffice/DFA/SSS/GSIS/Pag-Ibig		
Representative				
1. Valid ID		BIR/PostOffice/DFA/SSS/GSIS/Pag-Ibig		
2. Authorization Letter form PDL		Persons Deprived of Liberty (PDL)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number at the window.	1. Give number to the client	None	1 minute	Officer of the Day, Documents Section
2. Wait for the number to be called	2. Call the client to proceed at the inquiry area.	None	2 minutes	Officer of the Day, Documents Section
3. Fill up details in the logbook such as: 3.1 Date and time 3.2 Name of Visitor 3.3 Address 3.4 PDL's name/ Prison No.	3. Give the log book to the Client	None	5 minutes	Officer of the Day, Documents Section



3.5 Relationship to PDL 3.6 Signature				
4. Submit to the Officer-of-the Day (OD) the required documents.	4. Receives the required documents and checks the completeness of the documents,	None	10 minutes	Officer of the Day, Documents Section
5. Verify/inquire from the Officer of the Day (OD)	5. OD writes the status of PDL in the verification slip Note: If the clarifications/concerns cannot be undertaken by the OD, it shall be referred to the Validation Officer/OIC, Documents Section for checking/validation.	None	2 minutes	Officer-of-the Day, Documents Section
TOTAL:		None	20 minutes	



5. Issuance of Certificate of Appearance

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

Office or Division:	Communications Management Section, Admin Div., DA			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	BuCor employees & other clients with official business at BuCor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Travel Order/Admin Order duly signed by proper authority		Heads of Operating Prisons and Penal Farms if BuCor employee, Proper Authority if employee of other Government Agency and Non-Government Agency.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Travel/ Admin Order	1. Check/Evaluate submitted document	None	2 minutes	Receiving Officer, Administrative Division
2. Sign at designated logbook	2. Provide the designated logbook	None	2 minutes	Receiving Officer, Administrative Division
	2.1 Prepares Certificate of Appearance	None	2 minutes	Administrative Division Staff
	2.2 Check Certificate of Appearance	None	6 minutes	Chief, Communication Section
	2.3 Chief, Administrative Division signs the Certificate	None	2 minutes	Chief, Administrative Division



3. Sign/receive from designated logbook	3. Release of certificate	None	1 minute	Dispatching Officer, Administrative Division
TOTAL:		None	15 minutes	



6. Issuance of Official Receipt

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

Office or Division		Cashier Section		
Classification		Simple		
Type of Transaction		G2G, G2B		
Who may avail		BuCor employees, clients and other payor		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
Order of payment and other supporting documents			BuCor Accounting Division	
Representative				
Order of payment and other supporting documents			BuCor Accounting Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
TOTAL:		None	15 minutes	



7. Application for Contract of lease

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 desires to renew their contract.

Office or Division		Legal Division		
Classification		Complex		
Type of Transaction		G2B		
Who may avail		Business Owner/Business Operator		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Legal Office		
2. Lease Application		Legal Office		
3. Request for Land Survey (Building)		Legal Office/Building Section		
4. Affidavit of Undertaking		Legal Office		
5. Recommendation from Immediate Supervisor		Respective Office		
6. Photocopy of Government Issued ID		BIR, POST OFFICE, DFA, PSA, SSS, GSIS, PAG-IBIG		
7. Photo of Business Establishment				
8. Business Name Registration, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished and notarized application form.	1. Assist the clients and issue forms.	None	5 minutes	Legal Staff
2. Submit all attached documents needed.	2. Examination and assessment of submitted requirements	None	1 day	Contract Evaluator, Legal Office
	2.1 Upon the Chief Legal recommendation,	None		Chief, Legal Division



	advise clients to forward the application to the Office of the Director General for His approval; if disapproved, the application is returned to the clients.			
3. Upon DG's approval, forward the application to the Legal Division for drafting and signing of the contract.	3. Draft the contract 3.1 Present the contract to the clients for Notarization	None None	3 days	Contract Evaluator, Legal Office
4. Have the contract notarized and submit copy to the Legal Office, Records Section, Accounting Section and Planning and Management Division.	4. Receive, record and file the contract's copy.	None	1 day	Legal Staff
TOTAL:		None	5 days, 5 mins.	



8. Issuance of Decal Stickers

The Decal Sticker is issued to individuals to restrict the ingress/egress of all vehicles to the New Bilibid Prison Reservation.

Office or Division:	BuCor Security and Escort Command	
Classification:	Simple	
Type of Transaction:	G2G, G2C	
Who may avail:	BuCor Employee/National Housing Authority (NHA)/Katarungan Residents and Government vehicles	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. <u>BuCor Employee</u> <ol style="list-style-type: none"> 1.1 Application Form 1.2 One (1) Photocopy of OR/CR 1.3 One (1) Photocopy of BuCor ID 1.4 One (1) 2 X 2 picture of applicant 1.5 One (1) picture of vehicle (front and back) 2. <u>NHA Residents</u> <ol style="list-style-type: none"> 2.1 Application Form 2.2 One (1) photocopy of OR/CR 2.3 One (1) 2 x 2 picture of applicant 2.4 One (1) picture of vehicle (front and back) 2.5 Barangay Certificate 2.6 Entry Pass 3. <u>Katarungan Residents</u> <ol style="list-style-type: none"> 3.1 Application Form 3.2 One (1) photocopy of OR/CR 3.3 One (1) 2 x 2 picture of applicant 3.4 One (1) picture of vehicle (front and back) 3.5 Resident Certificate 4. <u>Government Vehicle</u> <ol style="list-style-type: none"> 4.1 Application Form 4.2 One (1) Photocopy of OR/CR 	<ul style="list-style-type: none"> BuCor Security and Escort Command Land Transportation Office Bureau of Corrections Client Client BuCor Security and Escort Command Land Transportation Office Client Client Barangay Hall Office Barangay Hall Office BuCor Security and Escort Command Land Transportation Office Client Client Katarungan Village Home Owners Association, Inc. BuCor Security and Escort Command Land Transportation Office



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 Photocopy of OR/CR 5.3 One (1) 2 X 2 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-up 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 Office Staff
4. Pay the required fees at the Cashier's Office	4. Issuance of Official Receipt	₱150.00 (Motorcycle) ₱500.00 (Tricycle) ₱800.00 (4 wheels)	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	7. Install the Decal Sticker to the vehicle	None	1 minute	Front Desk Action Center Staff, BSEC



upon issuance of Decal Sticker				
	TOTAL:	₱150.00 (Motorcycle) ₱500.00 (Tricycle) ₱800.00 (4 wheels)	26 minutes	



9. Rental of Bureau of Corrections (BuCor) Facilities

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

Office or Division:	BuCor Security and Escort Command (BSEC)			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	BuCor Employee and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request and inquire the availability of the facility being requested on the requested date.	1. Check the availability of the facility on the requested date.	None	1 minute	Front Desk Action Center Staff, BSEC
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	1 minute	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 Office Staff
4. Pay the required fees at the Cashier's Office	4. Issuance of Official Receipt	Glorieta Hall BuCor Employee/ Immediate Family (1,000/ occasion) Private	5 minutes	Collection Officer, Cashier's Office



		<p>Persons (1,500/ occasion) Religious Activities (500/ occasion)</p> <p>Sunken Garden Private Business (1,000/day) Private School (500/day) Public School (free of charge)</p> <p>Jamboree Lake Private Business (1,000/day) Private School (500/day) Public School (free of charge)</p> <p>Shooting Class A (Movie/ Commercial film) 20,000 for first 8hrs and 1,500 for every additional hour</p>		
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		Class B (Doc. Film, Telemovies/ Talkshow)		
5. Return to the BSEC Office	5. Check the Official Receipt	None	1 minute	Front Desk Action Center Staff, BSEC
TOTAL:		Amount depends on the above-mentioned fees.	13 minutes	



10. Educational Tour

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

Office or Division		Training Division		
Classification		Simple		
Type of Transaction		G2G, G2C		
Who may avail		Students / Civilian and Government Employees		
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Letter Request			1. School Professor / Dean 2. Travel/Tour Coordinators	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Approved Letter Request	1. Secure Approved Request	None	2 minutes	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-up / Sign Waiver Form	3. Provide Waiver Form	None	3 minutes	BUCOR Training Coordinator (Educational Tour)
4. Follow instruction	4. Pictorial NBP Façade with Briefing	None	1 hour	BUCOR Training Coordinator (Educational Tour)
	4.1 Tour to Museum with Proper Briefing	None	1 hour	
	4.2 Tour to Medium Security Camp. Education Section with Inmate Programs Interaction	None	3 hours	
TOTAL:		₱10.00 per head	4 hours, 10 minutes	



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

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

Office or Division	Accounting Division	
Classification	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail	All personnel under the Bureau of Corrections	
CHECKLIST REQUIREMENTS	WHERE TO SECURE	
Principal		
1. RENTAL (income from use of BuCor's properties/facilities) – Contract, BSEC request form	Legal Office 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		NBP Superintendent's Office		
9. CERTIFICATION FEE (fees for the issuance of clearances & certification of detainment) – Inmate request letter		NBP Superintendent's Office		
10. STICKER (fees for issuance of decal by BuCor) – BSEC request form		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, record of transaction	None	8 minutes	Accounting Staff
2. Submit required documents to Accounting Division for assessment and computation of payment	2. Receive documents and compute the account	None	8 minutes	Accounting Staff
	2.1 Issue the order of payment to the customer	None	4 minutes	Accounting Staff
TOTAL :		None	20minutes	



12. 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 product sold by the contracting party).

Office or Division	Accounting Division			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	All personnel under the Bureau of Corrections			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
BuCor Identification Card Application Form (BICAF)		Information and Communication Technology Division (ICTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present documents for assessment and computation of payment and subsequent issuance of order of payment	1.1 Assesses and computes payments of clients	None	10 minutes	Accounting Staff
	1.2 Issue the order of payment to the customer		1 minute	
TOTAL:		None	11 minutes	



13. 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.

Office or Division	Directorate for Planning and Management (DPM)			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Students/Private Entities-Individual			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1.Student Identification Card. 2.Approved Letter-request		Colleges/Universities concerned Thesis Adviser/Dean of College/University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter-request with the approval by the higher authority or indorsement to DPM Staff (for research and thesis requirements).	1. Receive the approved letter-request.	None	1 minute	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 and approved 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
TOTAL:		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.

Office or Division:	NBP Hospital			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail	Persons Deprived of Liberty/BuCor Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
X-ray & Ultrasound Request Form			Medical Officer on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have a consultation with the OPD Doctor on Duty/Doctor's assessment & order for inpatient	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		3 minutes	Rad. Tech on Duty
3. Secure scheduled date of the examination.	3. Set the date to return for the procedure	None	3 minutes	Rad. Tech on Duty
TOTAL :		PDL- None BuCor Employee -₱100.00	11 minutes	



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

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook at the Receiving Area/Front Desk	1. Give the logbook to the client	None	5 minutes	Front Desk Officer
2. Submit Letter request and supporting documents	1. 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
	1.1 Secure Case Profile from concerned Overseer's Office	None	30 minutes	Overseer's Office Personnel
	1.2 Prepare endorsement for approval/disapproval of the Director General	None	10 minutes	Admin. Officer
	1.3 Evaluate/ Screen letter request and supporting documents	None	30 minutes	Office of the Director, Directorate for Security and Operations
	1.4 Approval/ Disapproval by the Director General	None	4 hours	HEA and Director General



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



New Bilibid Prison

External Services



1. Request for Issuance of Certificate of Detention (Active PDL)

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

Office or Division	NBP Superintendent Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail:	Relative of PDL, Legal Counsel and persons authorized by competent authorities.			
Checklist of Requirements			Where to Secure	
Principal			BIR, Phil. Post Office, DFA, PSA, SSS, GSIS and Pag-Ibig	
Government issued Identification Card				
Representative/Competent Authority			BIR, Phil. Post Office, DFA, PSA, SSS, GSIS and Pag-Ibig Requesting Office/Agency/Authority	
Government issued Identification Card, Mission Order and Letter of Intent from Competent authority				
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. Provide the logbook for entry of client's personal information	None	5 Minutes	Front Desk Officer
2. Submit Letter request and supporting documents	2. Receives letter request and checks ID and supporting documents if any.	None	5 Minutes	Receiving Officer NBP Supt. Office



	2.1 Transmits and forwards Request to Overseer's Office	None	15 minutes	Admin. Officer and Dispatching Officer, NBP Supt.
	2.2 Prepares Certificate of Detention	None	10 minutes	Staff of the Overseer's Office
3. Pays at the Cashier's Section	3. Accepts payment 3.1 Issues Official Receipt	Php 50.00	10 minutes	Collecting Officer Cashier's Section
4. Presents Official Receipt at the Supt. Office	4. Checks/ validates O.R. and have it photocopied. 4.1 Issues Certificate of Detention	None None	8 minutes 2 minutes	Admin. Officer NBP Supt Office Dispatching Officer, NBP Supt.
TOTAL:		Php 50.00	55 minutes	



2. Issuance of Medical Abstracts

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

Office or Division:	New Bilibid Prison Hospital			
Classification:	Complex			
Type of Transaction:	Government to Government/PDL/Counsel/Relatives of PDL			
Who may avail	Government to Government/PDL/Counsel/Relatives of PDL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request for medical abstract to the Superintendent's Office.	1. Concerned quadrant will receive the letter request from PDL	None	c/o Concerned Quadrant	Superintendent's Office Personnel
2. Quadrant Superintendent's Office then forwards request to the NBP Hospital	2. NBP Hospital receives PDL request for medical abstract.	None	1 minute	Administrative Personnel NBP Hospital
	2.1 Verification of PDL's admission or consultation records.	None	1 hour	Administrative Personnel NBP Hospital
	2.2 Review of medical records by the Chief of Clinics and to designation to Attending Physician.	None	1 hour	Chief of Clinics and Attending Physician NBP Hospital
	2.3 Preparation and signing of medical abstract	None	7 days	Attending Physician, NBP Hospital



	by the Attending Physician. 2.4 Signing of medical abstract noted by the Chief of Clinics. 2.5 Submission to Administrative Office for Book Number and encoding	None None	1 minute 30 minutes	Chief of Clinics, NBP Hospital Attending Physician, NBP Hospital
3. Medical abstract is issued to the PDL once medical abstract is available.	3. Dispatch of the medical abstract to the Superintendent's Office	None	30 minutes	Administrative Personnel, Admin. Office
TOTAL		None	7 days, 3 hours, 2 minutes	
:				



3. Attorney's Visit

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

Office or Division:	Office of the Superintendent of New Bilibid Prison - West			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may Avail:	Counsel of Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
Government Issued Identification Card			DFA, PSA, Post Office, SSS, GSIS, BIR, PAG-IBIG	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the name/s of PDL and present BAR ID	1. Identify which quadrant the PDL belongs	None	1 minute	Receiving Admin Staff
	1.1 Provide Attorney's Pass Form to the Lawyer	None	2 minutes	Receiving Admin Staff
	1.2 Photocopy the ID for file copy	None	2 minutes	Receiving Admin Staff
2.Fill up the Attorney's Pass Form	2. Receive the Form and ask approval to the Office of the Overseer	None	10 minutes	Admin Staff
	2.1 When approved, ask another approval to the Superintendent	None	2 minutes	Admin Staff
	2.2 Photocopy the Attorney's Pass	None	1 minute	Admin Staff



	and attached the photocopy of the BAR ID for file copy. 2.3 Provide the original copy to the lawyer	None	1 minute	Admin Staff
3. Receive the Original Copy of the Attorney's Pass	3. Provide the logbook and record the name of the Lawyer	None	2 minutes	Admin Staff
TOTAL:		None	21 minutes	



4. Clinical Laboratory Services

The conduct of Laboratory Examinations to PDL is being provided by the Medical Officer on Duty while for BuCor employees is intended for promotion and training purposes. Those who are applying in BuCor are also authorized for such examination.

Office or Division:	NBP Hospital			
Classification:	Simple			
Type of Transaction:	Government to PDL/BuCor Employee/Applicants			
Who may avail	to PDL/BuCor Employee/Applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request Properly Filled-up Laboratory Request Form			NBP Hospital Medical Officer on Duty Concerned Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter request/Laboratory Request.	1. Receives request for laboratory examination	None	1 minute	Medical Technologist on Duty
2. Securing blood sample or submitting of required specimen.	2. Specimen collection.	None	2 minutes	Medical Technologist on Duty
	2.1 Process specimen collected.	None	30 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
TOTAL:		none	2 hours & 3 minutes	



5. Sacrament and Sacramentals

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

Office or Division	Moral and Spiritual Section (Chaplaincy Office)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Persons Deprived of Liberty (PDL)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Request Form (for Chaplaincy Services)		Chaplaincy Office		
2. Birth Certificate (for Baptism)		Philippine Statistics Authority (PSA)		
3. Baptismal Certificate (for confirmation)		Church/Organization		
4. Personal Data Record (Religious Affiliation)		BuCor Overseer's Office/IDPD		
5. Pass/Permit (visitors/family/sponsor)		BuCor Superintendent/Overseer's Office		
6. Accomplished Form		Chaplaincy Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Form and other documents	1. Receive and check documents	None	5 minutes	Staff/Officer, Chaplaincy Office
2. Agree on date, place, minister and visitors/family attendees	2. Set schedule, assign minister, and place for the activity.	None	10 minutes	Chaplain (priest/pastor/imam)
3. Prepare for the Religious activity	3. Administer sacrament/sacramentals	None	5 minutes	Staff/Officer, Chaplaincy Office
TOTAL:		None	20 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.

Office or Division	Moral and Spiritual Section (Chaplaincy Office)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Persons Deprived of Liberty (Bride or Groom)			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Birth Certificate 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) and Food		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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents with request to marry	1. Validate documents and endorse to Overseer's Office	None	3 minutes	Staff/Officer, 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.	None	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
TOTAL:		None	1 Hour, 38 minutes	
NOTE: 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.

Office or Division:	Documents Office			
Classification .	Simple			
Type of Transaction	G2C			
Who May Avail:	PDL, Immediate Family of PDL and Legal Counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to main gate, inform the purpose to the Gate Officer on Duty and write the personal information in the logbook	1. The Gate Officer Proceed to Documents Office. 1.1 Documents Officer retrieves the inmates record from files if the inmate is eligible for parole or any type of executive clemency.	None None	2 Minutes 5 Minutes	Gate Officer on Duty Gate Officer on Duty
2. Received the verified information on the eligibility for parole or any type of executive clemency of the inmate.	2. Document Officer informs the client about the verified information.	None	2 Minutes	Document Section Officer on Duty
TOTAL:		None	9 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.

Office or Division:	Overseer Office			
Classification .	Simple			
Type of Transaction	G2G, G2C			
Who may Avail:	PDL, Family of PDL, Legal Counsel of the PDL and Para Legal Worker/RVO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card.		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Barangay I.D.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Inmate and his immediate family: 1. Proceed to the Gate Officer and Inform the personnel on duty of the request.	1.Document officer informs the client to fill up entries into the logbook.	None	9. minutes	Document Section Officer on duty
For Legal Counsel of the inmate and paralegal worker/RVO 1. Proceed to gate officer and submit request letter coming from the inmate.	1. Administrative officer receives and reviews the letter request.	None	10. minutes	Administrative Officer, Overseer's Office
	1.1 Document Officer retrieves the PDL's record from file.	None	2 minutes	Staff, Document Section



2. Client to receive the requested document.	2. Document Officer issues the prison record to PDL and his immediate family.	None	2 minutes	Staff, Document Section
TOTAL:		None	12 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

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.

Office or Division:	Documents Office			
Classification	Simple			
Type of Transaction	G2C			
Who may Avail:	PDL, Immediate Family of PDL and Legal Counsel and other Gov. Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL: Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Gate Officer and inform the personnel on duty of the letter request.	1. Document officer receives the letter request and forwards it to the Administrative officer	None	2 Minutes	Document Section Officer on duty
2. Proceed to the administrative office and wait for the approval of the request.	2. Administrative officer receives the letter request for proper routing to the Superintendent's office for approval.	None	3 minutes	Administrative Officer, Admin Section
3. Received the approved request.	3. Administrative Officer informs the clients to pay the necessary fee at the cashier section.	None	2 minutes	Administrative Officer, Admin Section



4. Pay the fee at the Cashier's Office	4.Cashier receives the payment and issues Official Receipt	₱50.00	15 minutes	Cashier
5. Proceed to the Document Section and present the O.R and the approved request	5.Document Officer prepares the retrieval of certification to be signed by the chief of document section and the superintendent.	None	10 minutes	Document Section Officer
6.Receive the Certificate of Detention/ Confinement.	6.Document Officer issues the certificate of detention/ confinement to the requesting party.	None	2 minutes	Document Section Officer
TOTAL:		₱50.00	34 minutes	



4. Visitation Services

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

Office or Division:	Listing and Inmates Visitation Services Unit (IVSU)			
Classification .	Simple			
Type of Transaction	G2C			
Who may Avail:	PDL, Immediate family of PDL, Friends and Legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, post Office. And Visitors Identification Card Issued by the		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the listing area at main gate-2 and present the visitors identification card.	1.Listing officer evaluates 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.Guard searcher evaluates the identity of the visitor and receives the visitors identification card	None	2 minutes	Guard Searcher, IVSU Baggage Searching Area
3.Proceed to searching area room to undergo frisking, body search and other prison operating procedures. Surrender visitors identification card. 3.1 Surrender calling slip client may now	3.Visitor is subjected to the body search, including his/her belongings. FOR MALE Visitors:	None	10 minutes	Guard Searcher, IVSU Searching Area Room



<p>proceed inside the prison compound.</p>	<p>Stamp the word "Visitor" on his right hand.</p> <p>3.1 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>	<p>None</p>	<p>5 minutes</p>	<p>IVSU Guard Searcher</p>
<p>4. Upon leaving the prison compound, proceed to the guard searcher, claim visitor I.D</p>	<p>4. Guard searcher return the visitor's ID.</p>	<p>None</p>	<p>5 minutes</p>	<p>IVSU Guard Searcher</p>
<p>TOTAL:</p>		<p>None</p>	<p>24 minutes</p>	



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.

Office or Division:	Superintendent's Office			
Classification .	Simple			
Type of Transaction	G2C			
Who may Avail:	School faculty members or Educational Institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request recommended by the Dean or Head of School.		School/Colleges/Universities		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the administrative section and submit formal letter request addressed to the superintendent.	1. Gate Officer implements the prison procedure at the gate and refers the client to the administrative section for proper routing to the Superintendent-s Office.	None	11. minutes	Gate Officer on Duty
	1.1 Administrative Officer evaluates the request and forwards the letter to the Superintendent's Office.	None	5 minutes	Administrative Officer on Duty
	1.2 If the Superintendents approves the request, the	None	5 minutes	Superintendent Administrative Officer on Duty



	administrative Officer forwards it to the Office of the Commander of the Guards.			
2.Proceed to the Office of the Commander of the Guards	2.The Commander of the Guards furnishes the shift commander and Officers with the copy of the approved request for the clients designated schedule.	None	15 minutes	Commander of the Guards
3.Received the copy of the approved request and return for the conduct Of Educational Tour on the designated schedule.	3.The Commander of the Guards furnishes the client of the approved request for the designated schedule.	None	2 minutes	Commander of the Guards
TOTAL:		None	30 minutes	



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.

Office or Division:	Documents Office			
Classification .	Simple			
Type of Transaction	G2C, G2G			
Who may Avail:	PDL, Immediate Family of PDL and Legal Counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request Proof of Relationship Government Issued Identification Card		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign the visitor's logbook ay main gate	1. Greet client 1.1 Instruct client to proceed to the Administrative Office	None	10 Minutes	Main Gate Officer
2. Proceed to the Administrative Office and fill-up request form	2. Issue Request Form	None	5 Minutes	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 Documents Section
5.Receive certification thru signing in the logbook	5. Receive sign certification and release copy to the client	None	3 minutes	ARTA Officer
5.1Fill-up Feedback Form	5.1Receive filled-up 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	Documents Section Staff
TOTAL:		None	56 Minutes	



2. PDL Permanent Visitor's Pass

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

Office or Division:	Overseer's Office			
Classification .	SIMPLE			
Type of Transaction	G2C			
Who may Avail:	Immediate Family Members, relatives and friends of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Relationship 2. Government Issued Identification Card 3. 2X2 ID picture		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card. Photo Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign in the visitor's logbook at main gate. 1.1 Proceed to the Overseer's Office	1. Greet applicant/requester 1.1 Issue Visitor's slip and refer applicant to Overseer's Office	None	10 Minutes	Main Gate Officer
2. Fill-up Visitor's Information Sheet and submit documentary requirements	2. Check, verify and validate 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 the OIC of Sub-Prisons for his recommendation for approval of the Superintendent		30 minutes	Overseer's Office Staff
3. Accomplish and sign waiver	3. Issue and receive waiver	None	5 minutes	Overseer's Office Staff
4. Secure payment of Slip to Cashier	4. Issue payment of slip	None	5 minutes	Cashier's Office Staff
4.1 Pay fees at the Cashier's Office	4.1 Receive payment and issue Official Receipt	None	5 minutes	Cashier's Office Staff
5. Present Official Receipt (OR) to Overseer's Office as proof of payment	5. Release ID and Visitor's Pass	None	3 minutes	Overseer's Office Staff
	5.1 Receive filled-up Feedback Form	None	1 minute	Overseer's Office Staff
6. Return Visitor's Slip and claim valid ID presented.	6. Release the client's ID	None	1 minute	Main Gate Officer
TOTAL:		None	1 hour, 20 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.

Office or Division:	Chaplain's Office			
Classification .	Simple			
Type of Transaction	G2C			
Who may Avail:	Missionaries, Religious Volunteers, Religious organization, Pastors, Priests, Religious Schools, and regular Religious Volunteer Organization (RVO).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request Government Issued Identification Card		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign in the visitor's logbook at main gate.	1. Greet requester 1.1 Issue Visitor's slip	None	12. minutes	Main Gate Officer
1.1 Proceed to the Chief Chaplain/ Religious Coordinator	1.2 Refer requester to the Chief Chaplain/ Religious Coordinator	None	5 minutes	Main Gate Officer
2. Submit letter-request to the Chief	2. Greet client	None		Chief Chaplain/In-Charge, Moral



Chaplain/Religious Coordinator	2.1 Receive and evaluate letter-request	None	2 minutes	and Spiritual Program Office
	2.2 Forward request with recommendation to the Office of the Superintendent	None	3 minutes	Staff, Moral and Spiritual Program Office
3.Wait for the processing of request	3. Receive request for approval of the Superintendent	None	10 minutes	Administrative Officer, Superintendent's Office
4.For regular RVO, submit requirements for approval of the Memorandum of Agreement (MOA)	4. Receive and evaluate requirements for approval of MOA	None	16 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-up and submit Feedback Form	9.Receive Feedback Form and drop it at the designated suggestion box	None	3 minutes	Religious Coordinator, Chaplaincy Office
TOTAL:		None	1 hour, 31 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.

Office or Division:	Chief of Hospital			
Classification .	Simple			
Type of Transaction	G2C			
Who may Avail:	Family members and relatives of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter-request indicating the purpose 2.Government Issued Identification Card 3.Proof of Relationship		Requesting Party PSA PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office, Integrated Bar of the Philippines Identification Card. PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and sign in the visitor's logbook and proceed to the Administrative Office	1. Greet requester appropriately	None	10 minutes	Main Gate Officer
	1.1 Issue Visitor's slip and refer requester to the Administrative Office	None		
2. Fill-out request form to claim PDL's remains	2. Greet client	None	10 minutes	Admin ARTA Officer
	2.1 Issue request form	None		Admin ARTA Officer
3.Submit request and proof of relationship	3. Receive request form and verify submitted documents by the client and forward same to the	None	10 minutes	Administrative Officer, Admin Section



	<p>Superintendent for proper disposition..</p> <p>3.1 Refer the request to the Overseer's Office</p> <p>3.2 Receive the request and process documents needed for releasing of cadaver.</p> <p>3.3 Submit documents for approval of the Superintendent.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p>Staff, Superintendent's Office</p> <p>Staff, Overseer's Office</p> <p>IPPF Superintendent</p>
4. Receive the cadaver	4. Release the Cadaver	None	3 minutes	Chief of IPPF Hospital/Chief Security, IPPF Hospital
5.Fill-out Feedback Form	5. Receive Feedback Form	None	2 minutes	Main Gate Officer
TOTAL:		None	1 hour	



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.

Office or Division:	Office of the Superintendent			
Classification .	SIMPLE			
Type of Transaction	G2C, G2G			
Who may Avail:	Walk-in clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card		PSA, SSS, GSIS, PagiBIG, Philhealth, Post Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE AID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the logbook intended for Balsahan Guests and proceed to Balsahan Gate	1. Greet requester and provide the logbook for registration	None	5 minutes	Main Gate Officer
2. Pay the corresponding fees	2. Receive payment and issue Official Receipt (OR)	₱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-up and submit Feedback Form	3. Receive Feedback Form and drop it at the	None	5 minutes	Balsahan Gate Officer



	designated suggestion box			
	TOTAL:	10.00/person entrance fee ₱100.00 to ₱200.00 per cottage	25 minutes	



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.

Office or Division	Human Resource Section (HRS)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
Government Issued Identification Card			BuCor/DPPF	
Representative				
Government Issued Identification Card of the person represented (1 original and 1 photocopy)			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook in the 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
TOTAL :		None	7 minutes	



2. Issuance of Records from 201 file

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

Office or Division	Officer-In-Charge, Records Section			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	Active and former BuCor Employees			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
Government Issued Identification Card			BuCor/DPPF	
Representative				
Government Issued Identification Card of the person represented (1 original and 1 photocopy)			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook in the 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
TOTAL:		None	14 minutes	



3. Issuance of Payslip

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

Office or Division		Officer-In-Charge, Records Section		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		Active and former BuCor Employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card		BuCor/DPPF		
Representative				
Government Issued Identification Card of the person represented (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook in the 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	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
TOTAL:		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.

Office or Division		Human Resource Section (HRS)		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		Active and former BuCor Employees		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
Government Issued Identification Card		BuCor/DPPF		
Representative				
Government Issued Identification Card of the person represented (1 original and 1 photocopy)		BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook in the 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 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
TOTAL:		₱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.

Office or Division	Documents Section			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	PDL, Immediate family or relatives of PDL, Legal Counsel of PDL, other Government agencies.			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
Government Issued Identification Card			BuCor/DPPF	
Representative				
Government Issued Identification Card of the person represented (1 original and 1 photocopy)			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign at the logbook in the 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	None	3 minutes	Front Desk Officer
3. Submit the required documents needed to the Office concerned for initial assessment and verification.	3. Issue Order of payment if all required documents are completed.	None	3 minutes	Chief, Documents Section
	3.1 Start processing the request	None	3 minutes	Chief, Documents Section
4. Pay the required fees	4. Accept the payment and issue Official Receipt	₱75.00	5 minutes	Chief, Cashier's Office



5. Sign in the logbook indicating the time of receipt of the requested document.	5. Issue the requested document	None	1 minute	Chief, Documents Section
TOTAL:		₱75.00	18 minutes	



Leyte Regional Prison

External Services



1. Visitor's Pass

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

Office or Division	Leyte Regional Prison			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	PDL visitors, Government Employees/RVOs/NGOs and Job Seekers			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Individual/Group Waiver			LRP Office	
3. Memorandum of Agreement			LRP Office	
4. Marriage Certificate (Original)			PSA	
5. Barangay Certification			Barangay Hall	
6. Birth Certificate (original)			PSA	
7. Birth Certificate			PSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
TOTAL:		None	13 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.

Office or Division	Overseer's Office/Documents Section			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Immediate family or relatives and legal counsel of PDL			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of released PDL			Released PDL	
Representative				
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	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Provide the logbook to the client to fill-up.	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 and approve Certificate	None	5 minutes	SPPF Superintendent
4. Receive issued certificate	4. Issue Certificate	None	2 minutes	Staff, Documents Section
TOTAL:		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.

Office or Division	Overseer's Office/Documents Section			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	PDL, PDL immediate family or relatives and representative			
			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of PDL			PDL	
Representative				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request			Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Provide the logbook to the client to fill-up.	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 and approve Certificate	None	5 minutes	SPPF Superintendent
4. Receive issued certificate	4. Issue Certificate	None	2 minutes	Staff, Documents Section/ Overseer's Office
TOTAL:		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.

Office or Division	Overseer's Office			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	PDL Family members and relatives PDL Representatives and other government agencies			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Letter request of PDL			PDL	
Representative				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Authorization letter from PDL			Client	
3. Request Form			Documents Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client's logbook	1. Provide the logbook to the client to fill-up.	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 and approve Certificate	None	5 minutes	SPPF Superintendent
4. Receive issued certificate	4. Issue Certificate	None	2 minutes	Staff, Documents Section/ Overseer's Office
TOTAL:		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.

Office or Division	Inmates Visitation Services Unit (IVSU)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Immediate family or relatives, friends and legal counsel of PDL			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. SPPF Visitors ID			SPPF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Listing Area of IVSU	1. Verify visitors and have them registered in the logbook.	None	2 minutes	IVSU Staff
2. Sign in to logbook and present Visitors ID Card	2. Retain visitors 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
TOTAL:		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.

Office or Division	Chaplaincy Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Religious Volunteer Organization, Charitable Organization, Priest and Pastors, Imam and Uztads			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Government Issued Identification Card			BIR, Post Office, DFA, PSA, SSS GSIS, Pag-IBIG, COMELEC, Agency/Company	
2. Application Letter			Client	
3. Letter of Intent			Client	
4. SEC Registration and Article of Incorporation			Security Exchange Commission	
5. Endorsement of the Head of the Church			Client	
6. Memorandum of Agreement			Client/IPPF	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card and sign the visitor's logbook	1. Issue Visitors Slip 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	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
TOTAL:		None	2 hour, 34 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.

Office or Division	Moral and Spiritual Section (Chaplaincy Office)			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who may avail	Persons Deprived of Liberty			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Government Issued ID 2. Letter-request 3. Birth Certificate 4. Certificate of No Marriage (CENOMAR) 5. 3 pieces 2X2 Photo with name 6. Marriage License and Contract 7. Application of Marriage Form		GSIS, SSS, Pag-Ibig, Philhealth, PSA, Post Office Client Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA) Client Civil Registrar's Office Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for marriage with requirements.	1. Receive and forward the requirements to Overseer's Office for 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. Minister 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
TOTAL:		None	56 minutes	



FEEDBACK AND COMPLAINTS

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



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



List of Offices

Office	Address	Contact Information
Information and Communication Technology Division	NBP Reservation, Poblacion, Muntinlupa City	8772-2496
Human Resource Division	NBP Reservation, Poblacion, Muntinlupa City	8850-0062 8659-0832
Supply Division	NBP Reservation, Poblacion, Muntinlupa City	8772-2718 8478-0907
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 8519-2994
Legal Division	NBP Reservation, Poblacion, Muntinlupa City	8850-0034
BuCor Security and Escort Command	NBP Reservation, Poblacion, Muntinlupa City	8821-0345
Training Division	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	8809-8588



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	09985662275
San Ramon Prison and Penal Farm	Talisayan, Zamboanga City	09176328549 09162550838
Sablayan Prison and Penal Farm	Occidental Mindoro	09093708163 09452759625
Iwahig Prison and Penal Farm	Puerto Princesa City, Palawan	09953570696
Leyte Regional Prison	Abuyog, Leyte	09179632038
Davao Prison and Penal Farm	Panabo, Davao Del Norte	09175418032