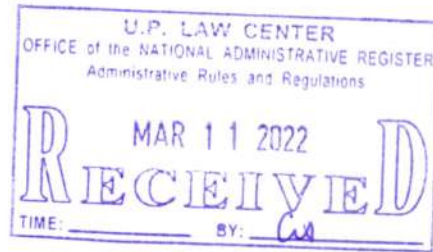





	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 1 of 137



BUREAU OF JAIL MANAGEMENT AND PENOLOGY

CITIZEN'S CHARTER

Prepared by:  JUAN PAULO A. PORCIUNCULA Jail Senior Inspector OIC, Administrative Section, ODCO Personnel-in-Charge, Review of Existing Systems, Processes and Procedures Noted by:  PAULINO H. MORENO JR. Jail Chief Superintendent OIC, Office of the Chief of Directorial Staff of the Jail Bureau Chairperson, Committee for the Compliance to RA No. 11032	Reviewed by:  DENNIS J. ROCAMORA, CESE Jail Chief Superintendent Deputy Chief for Operations of the Jail Bureau/ Quality Management Representative	Approved by:  ALLAN S. IRAL, CESE Jail Director Chief, BJMP
---	--	---

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		U.P. LAW CENTER OFFICE of the NATIONAL ADMINISTRATIVE CENTER Administrative Rules and Regulations 2 of 137
		RECEIVED MAR 11 2022 TIME: BY: <i>CA</i>

I. Mandate

The Bureau of Jail Management and Penology (BJMP) is mandated to direct, supervise and control the administration and operation of all district, city and municipal jails nationwide with pronged tasks of safekeeping and development of Persons Deprived of Liberty (PDL).

II. Vision

By 2040, a world-class agency highly capable of providing humane safekeeping and developmental opportunities for Persons Deprived of Liberty (PDL).


III. Mission

To enhance public safety by providing quality jail management services in all District, City and Municipal Jails through an efficient and humane safekeeping and development of Persons Deprived of Liberty (PDL).

IV. Service Pledge

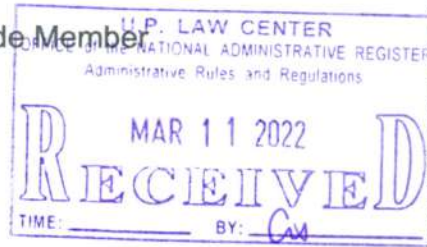
The Bureau of Jail Management and Penology in the pursuit of high quality standards of service to its clientele, does hereby pledge to:


- Guard the Gate** by securing every jail facility with utmost discipline to ensure public safety;
- Guard the Badge** by preserving the dignity of the jail profession by promoting professionalism of every jail personnel;
- Guard the Purse** by ensuring every centavo from the National Treasury is utilized only for the improvement of the living conditions of PDL, adhering to the principles of transparency and accountability in all transactions pursuant to RA No. 9184 or the Government Procurement Reform Act;
- Guard the Life** by providing for the welfare and development of PDL during detention, as well as after-care programs for their reintegration to the society;
- Provide the public with proper forum to access our information as well as to air legitimate concerns for immediate and appropriate action;
- Develop best procedural practices at par with international standards; and
- Enforce strict compliance with the service standards and guiding principles under RA No. 9485 as amended by RA No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" to ensure delivery of effective and efficient frontline services.

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 3 of 137

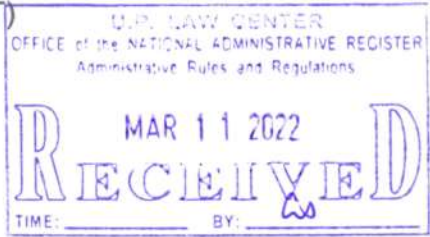
List of Services


Directorate for Personnel and Records Management (DPRM)	6
External Service	6
Application for Jail Officer 1 (JO1)	7
Internal Services	13
Issuance of General Orders (GO) for: Change Status, Change Name and Appointments	14
Issuance of Special Orders (SO) for Reassignment / Transfer of Personnel	17
Issuance of Letter Orders (LO)	19
Issuance of Resignation Orders	20
Issuance of Certificate of Employment / Bona Fide Member	22
Issuance of Certificate of Service Record	23
Issuance of Certificate of Leave Credits	25
Issuance of Certificate of Appearance	27
Issuance of BJMP ID Card	28
Application for Study Leave	30
Application for Authority to Travel Abroad	32
Application for Monetization of Leave Credits	34
Retrieval of Documents from 201 File	37
Request for Copy of GO / SO / LO / Notice of Salary Adjustment (NOSA) / Notice of Base Pay Adjustment (NOBPA)	38
Directorate for Program Development (DPD)	40
External Services	40
Data Provision/Assistance to Students/Researchers in their Studies on Matters related to Jail Management and Penology	41
Issuance of Research Endorsement (from Regional Office through e-mail)	42
Issuance of Research Endorsement (Directly with DPD, NHQ)	44
Directorate for Welfare and Development (DWD)	46
External Services	46
National Help Desk Services	47
Provision of Statistics and other Data requests related to PDL Welfare and Development	48
Accreditation of Service Providers who will be serving two (2) or more Regional Jurisdictions	50
Directorate for Operations (DO)	53
External Services	53
Provision of a Copy of Jail Statistics (e.g. Jail Population, Congestion Rate and others) and Letter Reply (re: Detention of Foreign Nationals and other Detainees)	54



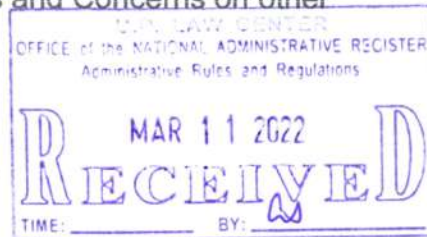
	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 4 of 137


Directorate for Human Resource Development (DHRD)	56
External Service	56
Application for On-the-Job Training (OJT)	57
Conduct of Seminars/Trainings	58
Internal Services	60
Report Changes	61
Directorate for Health Service (DHS)	62
Internal Services	62
Application for Hospital and Medical Expense Reimbursement	63
Medical Consultation	65
Dental Consultation	66
Counseling, Psychotherapy and other Psychological Interventions	67
Directorate for Investigation and Prosecution (DIP)	68
External Service	68
Receiving of Complaint	69
Internal Service	71
Receiving of Complaint through Email/	72
Endorsement from other Offices and Agencies	
Directorate for Comptrollership (DC)	74
Internal Services	74
Release of Funds for Personal Services (PS)	75
Release of Funds for Maintenance and Other Operating Expenses (MOOE)	76
Release of Fund for Capital Outlay (CO)	77
Issuance of Certificate of Availability of Funds (CAF)	79
Retirement and Separation Benefits Administration Service Office (RSBASO)	80
External Service	80
Application for Scholarship Program	81
Internal Services	84
Processing of Retirement/Separation Benefits	85
Finance Service Office (FSO)	89
Internal Services	89
Payment of Fine, Penalties and Reimbursable Amount to the Government	90
Issuance of Certificate of Last Payment	91
Issuance of Certificate of No Money Accountability	92
Issuance of Certificate of Employment and Compensation	93




	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 5 of 137

Accounting Office (AO)	94
External Services	94
Issuance of Certificate of Taxes Withheld	95
Issuance of Order of Payment	96
Response to Inquiries on Processed Claims and Concerns on other Accounting Matters (Phoned-In)	97
Internal Service	99
Response to Inquiries on Processed Claims and Concerns on other Accounting Matters (Walk-In)	100
Legal Service Office (LSO)	102
Internal Services	102
Issuance of Certificate of No Pending Case	103
Issuance of Certified True Copy of Cases	104
Community Relations Service Office (CRSO)	105
External Service	105
Issuance of Clearance to Conduct Photo and Video Coverage/Documentation	106
Request for Information/Data/Records	109
Issuance of Clearance to Conduct Interview with PDL and Personnel	112
Visitation of Foreign Consular Offices in Jails	115
Supply Accountable Office (SAO)	118
Internal Services	118
Certificate of No Property Accountability	119
Renewal of Property Acknowledgment Receipt (PAR)	120
Regional Investigation and Prosecution Division (RIPD)	122
External/Internal Service	122
Filing of Complaint / Case against Erring BJMP Personnel	123
Jail Unit	125
External Services	125
Jail Help Desk Services	126
E-Dalaw Service	127
Jail Visitation Service / Visitor's Registration	128
Issuance of Certificate of Detention	130
Feedback and Complaints	132
Directory of Offices	134
Final Provisions	137



	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 6 of 137


**Directorate for Personnel and Records Management
(DPRM)
External Service**

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 7 of 137

1. Application for Jail Officer 1 (JO1)

The Bureau of Jail Management and Penology (BJMP) hire additional Jail Officers nationwide for its yearly regular quota. It is an opportunity for young professionals who wish to pursue a career in government service particularly in the jail management profession. Likewise, being a jail officer is a unique opportunity where you can help people behind bars to become better persons while enjoying a decent and secured job.

Office/Division:	Recruitment and Selection Section, AAOHRAD	
Classification:	Highly Technical	
Type of Transaction:	G2C- Government to Citizens	
Who may avail:	<p>Any person who possesses the following general qualifications:</p> <ol style="list-style-type: none"> 1. Must be a Filipino citizen; 2. Must be of good moral character; 3. Must possess 2nd level eligibility acquired through any of the following: <ol style="list-style-type: none"> a. Must have passed the Career Service examination professional level; b. Must have passed the Penology Officers Examination (POE); c. Must possess the appropriate eligibility required for his/her baccalaureate degree, which is granted to passers of the bar examination conducted by the Supreme Court and/or of licensure board examinations administered by the Professional Regulation Commission (RA 1080); d. Must have qualified for the grant of any of the eligibilities provided under special laws and CSC issuances (2nd level); 4. Must not be less than twenty-one (21) years old nor more than thirty (30) years old (at the time of appointment); 5. Must possess baccalaureate degree; 6. Must not have been dishonorably discharged or dismissed for cause from previous employment; 7. Must not have been convicted by final judgment of any offense or crime involving moral turpitude; 8. Must be at least 1.57 meters in height for male and 1.52 meters for female; and 9. Must weigh not more or less than 5 kilograms from the standard weight corresponding to his/her height, age and sex (must not have a BMI greater than 25). 	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Accomplished Personal Data Sheet (PDS Revised 2017) (1 original copy)		Download the form to the CSC Website (http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/867-personal-data-sheet-revised-2017.html)

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 8 of 137

b. Original Transcript of Records (TOR) (Authenticated/ certified true copy by the school registrar) (1 authenticated/ certified true copy)	College/University where the client graduated
c. Original copy of diploma/ special order (1original copy)	College/University where the client graduated
d. Original Birth Certificate	Philippine Statistics Authority
e. Original marriage certificate issued by PSA (If applicant is married) (1 original copy)	Philippine Statistics Authority
f. Original NBI clearance (1 original copy)	National Bureau of Investigation
g. Original certificate of eligibility or board rating with PRC ID card (1 original copy)	Civil Service Commission/Professional Regulation Commission
h. Original barangay, fiscal, Municipal Trial Court, Regional Trial Court and police clearances (1 original copy)	Barangay Hall where the client resides, Fiscal's Office, Municipal Trial Court, Regional Trial Court and Local Police Station
i. One piece passport size latest ID picture and one piece 1"x1" ID picture with name tag (1 piece with White background)	Any Photo Studio / Shop
j. For applicants with previous government service, present service record/certificate of employment (1 original / authenticated / certified copy)	Previous Government Agency where the Applicant rendered service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original copies of required documents/ credential for evaluation	1.1. Conduct preliminary interview and assessment of applicant 1.2. Review and evaluation of the documents presented	None	10 Minutes	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Office Rank, Regional Office
2. Fill out Client Feedback Form	2. Ask client to fill out a Client Feedback Form	None	1 Minute	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank,



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- MC -134

TOPIC
CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC

EFFECTIVE DATE

26 MAR 2022

PAGE

9 of 137

				Regional Office
3. Proceed to Directorate for Health Service (DHS) (or the Health Service Division for Regional Offices) for Initial Medical Evaluation	3.1. Endorse qualified applicant to DHS for Initial Medical Evaluation (Conduct of height and weight measurement, and Physical examinations)	None	15 Minutes	Chief, Medical Section, DHS or Chief, Health Service Division Regional Office
	3.2. Schedule conduct of EnLex and inform applicants (Non-Criminologist only pursuant to RA No. 11131) thru text message regarding the schedule of EnLex 3.3. Post name of applicants qualified to undergo EnLex in BJMP website	None	5 Days	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank, Regional Office
4. Undergo Entry Level Exam (Non-Criminologist only pursuant to RA No. 11131)	4. Administer EnLex	None	4 hours	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank, Regional Office
5. Undergo Neuro-Psychiatric (NP) Exam	5.1. Schedule conduct of NP Exam and inform applicants thru text message regarding schedule of NP Exam 5.2. Administer NP Exam (Written) 5.3. Conduct NP Initial and Final Interview	None	10 Days 1 Day 1 Day	Chief, Mental Health and Behavioral Science Division, DHS or Chief, Health Service Division, Regional Office and Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank,



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- MC -134

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC

EFFECTIVE DATE

26 MAR 2022

PAGE

10 of 137

	<p>5.4. Release the NP result (written and interview)</p> <p>5.5. Prepare worksheets and list of qualified applicants prior to conduct of panel interview</p>		<p>30 days</p> <p>2 Hours</p>	Regional Office
6. Undergo Panel Interview	<p>6.1. Schedule panel interview</p> <p>6.2. Inform applicants thru text message regarding schedule of panel interview</p>	None	5 Days upon release of NP result	<p>Chief, Mental Health and Behavioral Science Division, DHS</p> <p>or</p> <p>Chief, Health Service Division, Regional Office</p>
7. Prepare copies of PDS and rating sheets for the National Human Resource Merit, Promotion and Selection Board (NHRMPSB) / Regional Human Resource Merit, Promotion and Selection Board (RHRMPSB) and undergo panel interview	7. Conduct panel interview	None	1 Day	<p>NHRMPSB, BJMP-NHQ</p> <p>or</p> <p>RHRMPSB, Regional Office</p>
8. Undergo Medical Evaluation	8. Schedule conduct of Medical Evaluation and inform applicants thru text message	None	5 Days	<p>Chief, Mental Health and Behavioral Science Division, DHS</p> <p>or</p>



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- MC -134

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC


EFFECTIVE DATE

26 MAR 2022


PAGE

11 of 137

	regarding schedule of Medical Evaluation.			Chief, Health Service Division, Regional Office
9. Undergo Strength and Agility Test (SAT)	9.1. Conduct Strength and Agility Test (SAT)	None	2 Days	Staff of the DHS or Regional Health Service Division in coordination with Chief, Recruitment Section
	9.2. Prepare worksheet and NHRMPSB/ RHRMPSB resolution for the appointment of Jail Officer 1 (JO1)		1 Day	
	9.3. Route resolution to NHRMPSB/ RHRMPSB members and to the Chief, BJMP/ Regional Director for approval		3 Days	
	9.4. Schedule conduct of oath-taking for JO1 applicants who passed the recruitment process and inform JO1 applicants who passed the recruitment process on the schedule of the oath-taking ceremony	None	5 Days	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank, Regional Office
	9.5. Post final list of applicants due for appointment to the rank of JO1 on the BJMP website			
10. Report for Oath - Taking ceremony	10.1. Administer the oath of office	None	1 Hour	Chief, Bureau of Jail Management and Penology Or Regional Director of the Jail Bureau


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 12 of 137

	10.2. Prepare appointments to be signed by the DPRM/Chief, PRMD and Chief, BJMP/Regional Director	None	3 Days	Human Resource Management Officer, DPRM /Chief, Personnel and Records Management Division Regional Office
	10.3. Prepare the documents of the newly appointed JO1 for endorsement to the DHRD for schedule of Mandatory Training	None	1 Day	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank Regional Office
	TOTAL:	None	73 Days, 7 Hours and 26 Minutes (May vary according to the number of allocated slots for Jail Officer 1)	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 13 of 137

**Directorate for Personnel and Records Management
(DPRM)**

Internal Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 14 of 137

1. Issuance of General Orders (GO) for: Change Status, Change Name & Appointments

The DPRM is responsible for the issuance of General Orders for retirement, promotion and dismissal as requested by BJMP personnel. General Orders for *Change Status, Change of Name* and *Appointments* can be issued by both the BJMP-NHQ and Regional Offices. The following are General Orders issued by the DPRM, to wit:

General Orders for Change of Name and Status for changes in personal records (name/date/place of birth) and change of name and/or civil status by reason of marriage;

General Orders for Promotion issued to BJMP personnel indicating the effectivity date of the promotion, salary grade, and rank;

General Orders for Retirement pertains to the name and region of the requesting personnel, effectivity date of the retirement either Compulsory or Optional. Pertinent documents shall be required for the issuance of Retirement Orders by the DPRM;

General Orders for Dropped from the Rolls issued to BJMP personnel separated from the service for excessive absenteeism without prior notice; and

General Orders for Dismissal from the Service issued to BJMP personnel permanently terminated from the service.

Office/Division:	Placement Section, AAOHRAD	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	All BJMP Personnel	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Issuance of General Orders for Promotion Filled out Request Slip	Request Slip is available at the DPRM transaction windows	
Issuance of GO for DFR and Dismissal from the Service (JOR) Decision from Ombudsman, CSC, Decision from DILG and Legal Service Office (1 original copy/authenticated copy)	Ombudsman, Civil Service Commission, Department of the Interior and Local Government and BJMP National Headquarters - Legal Service Office	



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC -134
 ISSUE NO.
 2
 REVISION NO.
 1
 EFFECTIVE DATE
26 MAR 2022
 PAGE
15 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

**Issuance of GO for Retirement
 (Compulsory Retirement)**

Birth certificate (1 original copy)

Philippine Statistics Authority

Optional Retirement:

a. Endorsement from the Regional Director (1 original copy)

Personnel and Records Management Division, Regional Office

b. Letter request from the personnel (1 original copy)

Requesting Client

c. Certificate of no pending case (1 original copy)

Legal Service Section, Regional Office

d. Affidavit that applicant will not withdraw his/her application for optional retirement nor file nullification of his/her retirement order once issued (1 original copy)

Requesting Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to support request for retirement, promotion and dismissal from the service to Chief, PRMD	1.1. Evaluate if submitted documents are complete and are in order	None	3 Minutes	Chief, Personnel Records Management Division, Regional Office
	1.2. Endorse request and forward documents to DPRM via mail	None	10 Minutes	Regional Director, Regional Office
	1.3. Evaluate if forwarded documents are complete and in order	None	3 Minutes	Admin Clerk, DPRM
	1.4. Prepare GO for retirement, promotion, dismissal from the service	None	2 Minutes	Admin Clerk, DPRM



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- MC -134

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC

EFFECTIVE DATE


26 MAR 2022

PAGE

16 of 137

	1.5. Route the GO for retirement, promotion and dismissal from the service to the Command Group for approval	None	2 Days	Chief, Communications Management Section, DPRM
	1.6. Sign GO	None	1 Minute	Director, DPRM
2. Receive the GO and write his/her full name and affix signature in the releasing logbook	2. Release the GO for retirement, dismissal from the service and notify the client to write his/her full name in the releasing logbook and affix signature	None	1 Minute	Admin Clerk, DPRM
3. Fill out Client Feedback Form	3.1. Ask client to fill out the Client Feedback Form	None	1 Minute	Admin Clerk, DPRM
	3.2. Email the order to the Regional Office of the requesting personnel	None	3 Minutes	Message Center Jail Non-Officer Rank, Office of the Chief of Directorial Staff
	3.3. File the GO in General Orders folder and modify directory and personnel database	None	2 Minutes	Records Officer Clerk, DPRM
TOTAL		None	2 Days and 26 Minutes	

"Changing Lives, Building a Safer Nation"

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 17 of 137

2. Issuance of Special Orders (SO) for Reassignment / Transfer of Personnel/ Suspension/Schooling

The following are Special Orders issued by the DPRM:

Special Order for Reassignment and Transfer of Personnel as supported by a Special Order issued by the Regional Office (personnel within the region particularly their movement on Jail Assignment) and the National Headquarters (for JORs and JNORs from one region to another);

Special Order for Schooling as endorsed by the Directorate for Human Resource Development indicating the list of personnel to undergo the mandatory/special training; and

Special Order for Suspension to be issued upon receipt of certificate of finality of an administrative case decision from the Legal Service Office.

Office/Division:	Placement Section, AAOHRAD	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	All BJMP Personnel	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<i>Issuance of SO on Transfer of Personnel</i> Endorsement from the Regional Office indicating requirements such as: <ol style="list-style-type: none"> 1. <i>Letter request of personnel</i> (1 original copy) 2. <i>Certificate of availability</i> (1 original copy) 3. <i>Certificate of accommodation</i> (1 original copy) 	Requesting Client Losing Regional Office Gaining Regional Office	
<i>Issuance of SO for Suspension of Personnel (JOR)</i> Certificate of finality of an administrative case decision from Legal Service Office (1 original copy)	Administrative and Records Section, Legal Service Office	
<i>Issuance of SO for Schooling</i> Endorsement from DHRD (List of personnel for schooling) (1 original copy/authenticated/certified copy)	Administrative Division, Directorate for Human Resource Development	



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC -134

ISSUE NO.
2

REVISION NO.
1

EFFECTIVE DATE
26 MAR 2022

PAGE
18 of 137

TOPIC
CITIZEN'S CHARTER


SUB-TOPIC

Issuance of SO for Movement of Personnel (JOR)

Endorsement from the Regional Director
 (1 original/authenticated copy)

Personnel and Records Management
 Division, Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to support request for transfer/ schooling and movement of personnel	1.1. Evaluate if submitted documents are complete and in order	None	5 Minutes	Chief, Personnel Records Management Division, Regional Office
	1.2. Endorse request and forward document to DPRM via mail with attached documents	None	10 Minutes	Regional Director, Regional Office
	1.3. Evaluate if forwarded documents are complete and in order	None	5 Minutes	Chief, Communications Management Section, DPRM
	1.4. Route application for the Command Group and Chief, BJMP for approval	None	1 Day	Chief, Communications Management Section, DPRM
	1.5. Prepare SO upon approval of request	None	1 Minute	Admin Clerk, DPRM
	1.6. Sign SO	None	1 Minute	Director, DPRM
2. Receive the SO for transfer, suspension, schooling or movement of personnel	2. Release the SO for transfer, suspension, schooling and movement of personnel and notify the client to write his full name in the	None	1 Minute	Admin Clerk, DPRM


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 19 of 137

	releasing logbook and affix signature			
3. Fill out Client Feedback Form	3.1. Ask client to fill out a Client Feedback Form	None	1 Minute	Admin Clerk, DPRM
	3.2. Send the order to the regional office of the requesting personnel via e-mail	None	10 Minutes	Message Center Jail Non-Officer Rank, OCDS
	3.3. File the SO in Special Orders folder and modify directory and personnel database	None	2 Minutes	Records Officer, DPRM
TOTAL		None	2 Days and 16 Minutes	

3. Issuance of Letter Orders (LO)

The DPRM is responsible for the issuance of letter orders as requested by Directorates, Offices at National Headquarters and Regional Offices. It is a written order served as an official document giving authority to personnel to attend and participate in meetings, activities, workshops, conference and other official functions.

Office/Division:	Placement Section, AAOHRAD			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP Personnel			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Issuance of Letter Order Form (1 original copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement	1.1. Evaluate if submitted request is in order	None	3 Minutes	Admin Clerk, Regional Office
	1.2. Endorse request and forward to DPRM via e-mail	None	3 Minutes	Admin Clerk Regional Office
	1.3. Prepare LO for approval	None	3 Minutes	Admin Clerk, DPRM

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 20 of 137

	1.4. Sign routing slip of LO for routing to the Chief of Directorial Staff of the Jail Bureau (CDS)	None	3 Minutes	Director, DPRM
	1.5. Signing of LO	None	1 Minute	Director, DPRM
	1.6. Release the LO to the concerned office/personnel	None	3 Minutes	Message Center Jail Non-Officer Rank, OCDS
2. Receive the LO	2. Notify the client/personnel and ask client to sign the receiving copy of LO	None	1 Minute	Message Center Jail Non-Officer Rank, OCDS/ PRMD, Regional Office
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Admin Clerk, DPRM/ PRMD, Regional Office
TOTAL		None	18 Minutes	

4. Issuance of Resignation Orders

The DPRM issues Resignation Orders to BJMP personnel who applied for his/her termination in the jail service. Issuance of Resignation Orders is given for the confirmation of the resignation indicating the name, previous region of assignment of the BJMP Personnel and its date of effectivity.

Office/Division:	Placement Section, AAOHRAD
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All BJMP Personnel <i>Note: Steps 1 and 2 are for personnel assigned in field units only; For personnel assigned in the NHQ, proceed directly to step no. 3 after submitting the required documents</i>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a. Endorsement from the Regional Director (1 original/authenticated copy)	Regional Office – Personnel and Records Management Division
b. Letter request (1 original copy)	Requesting Client
c. Certificate of leave credits (1 original copy)	Regional Office – Personnel and Records Management Division




MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC -134
 ISSUE NO.
 2
 REVISION NO.
 1
 EFFECTIVE DATE
26 MAR 2022
 PAGE
21 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

d. Certificate of no money and no property accountability (1 original copy)		Regional Office – Supply Accountable Office Finance Service Office – Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to support request for resignation to Chief, PRMD	1.1. Evaluate if submitted documents are complete and are in order	None	5 minutes	Chief, Personnel and Records Management Division Regional Office
	1.2. Endorse request and forward document to DPRM via mail	None	2 minutes	Regional Director Regional Office
	1.3. Evaluate if forwarded documents are complete and are in order	None	5 minutes	Admin Clerk, DPRM
	1.4. Route application for resignation to the Command Group and Chief, BJMP for approval	None	1 Day	Chief, Communications Management Section, DPRM
	1.5. Prepare GO	None	1 minute	Admin Clerk, DPRM
	1.6. Sign GO	None	1 minute	Director, DPRM
2. Receive the GO for resignation	2. Release the GO to the client / concerned office via	None	1 minute	Admin Clerk, DPRM/ Message Center Jail Non-Officer Rank, OCDS
3. Fill out Client Feedback Form	3.1. Ask client to fill out a Client Feedback Form	None	1 minute	Communications Management JNOR, DPRM
	3.2. File the order in General Orders	None	2 minutes	Records Officer/Clerk, DPRM


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC - 134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 22 of 137

	folder and modify directory and personnel database			
TOTAL		None	2 Days and 42 Minutes	

5. Issuance of Certificate of Employment / Bona Fide Member

The DPRM issues Certificate of Employment /Bona Fide Member for legitimate BJMP personnel certifying his/her employment in the Jail Bureau. Issuance of Certificate of Employment / Bona Fide Member is being issued upon request of personnel for whatever purpose it may serve.

Office/Division:	Records Management Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP personnel (Active, retired and former BJMP personnel)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. BJMP ID card		Communications Management Section, DPRM		
b. Request Slip		Communications Management Section, DPRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1. Verify identity of the personnel by comparing the name reflected in the BJMP ID card with the records in the personnel database	None	1 Minute	Records Officer / Clerk, DPRM
	1.2. Prepare the certificate of employment/ bona fide member engraved with BJMP seal	None	5 Minutes	Records Officer / Clerk, DPRM
	1.3. Forward the certificate to the Chief, Records Management	None	1 Minute	Records Officer / Clerk, DPRM

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 23 of 137

	Division for signature			
	1.4. Sign the certificate of bona fide member	None	1 Minute	Chief, Records Management Division, DPRM
2. Receive the certificate of employment/ bona fide member	2. Release the certificate of employment / bona fide member	None	1 Minute	Records Officer / Clerk, DPRM
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Records Officer / Clerk, DPRM
TOTAL		None	10 Minutes	

6. Issuance of Service Record

Certificate of Service Record is a documentary history of personnel's record of service while serving in the government. It is being issued upon the personnel's request for whatever purpose it may serve.

Office/Division:	Records Management Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	1. All active BJMP-NHQ uniformed personnel 2. Retired/Separated BJMP uniformed personnel 3. Dependents of deceased personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. BJMP ID Card	Communications Management Section, DPRM			
b. Request Slip	Communications Management Section, DPRM			
Additional requirements for active BJMP personnel assigned in the field units:				
Updated service record signed by the Chief, Personnel and Records Management Division from present region of assignment (1 original / authenticated copy)		Regional Office - Personnel and Records Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present BJMP ID Card and updated	1.1. Verify identity of the personnel	None	2 Minutes	Records Officer / Clerk, DPRM



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- *MC-134*

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC


EFFECTIVE DATE

26 MAR 2022

PAGE

24 of 137

service record signed by the Chief, PRMD from region of assignment	by comparing the name reflected in the ID with the records in the personnel database			
	1.2. Evaluate correctness of entries in the presented service record and compare it with the service record on file	None	2 Minutes	Records Officer / Clerk, DPRM
	1.3. Update service record on file and forward it to the Chief, Records Management Division for evaluation and signature	None	12 Minutes	Records Officer / Clerk, DPRM
	1.4. Evaluate and sign the updated service record	None	1 Minute	Chief, Records Management Division, DPRM
2. Receive the updated service record	2. Release the updated service record	None	2 Minutes	Records Officer / Clerk, DPRM
3. Fill out Client Feedback Form	3.1. Ask client to fill out a Client Feedback Form	None	1 Minute	Records Officer / Clerk, DPRM
	3.2. File the copy of the service record	None	1 Minute	Records Officer / Clerk, DPRM
TOTAL		None	21 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 25 of 137

7. Issuance of Certificate of Leave Credits

The DPRM issues Certificate of Leave Credits for those active and former BJMP personnel. It is a certification of vacation and/or sick leave credits earned by an official or employee. Active/Former BJMP Personnel requests Certificate of Leave Credits for the purpose of Retirement / Transfer and Separation in the service.

Office/Division:	Records Management Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	1. All active BJMP Personnel 2. Retired/Separated BJMP Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>For those newly-assigned in the NHQ and would-be-retired BJMP personnel:</i>	Communications Management Section, DPRM
a. BJMP ID card	
b. Certificate of leave credits signed by the Chief, PRMD from previous region of assignment (1 original / authenticated copy)	Personnel and Records Management Division, Regional Office
c. Duly accomplished RMD Form- 2 (1 original copy)	Communications Management Section, DPRM
<i>For those assigned in the NHQ who are due for transfer to other regions:</i>	Communications Management Section, DPRM
a. BJMP ID card	
b. Duly accomplished RMD Form- 2 (1 original copy)	Communications Management Section, DPRM
<i>For those retired/separated BJMP personnel:</i>	Communications Management Section, DPRM
a. BJMP ID card	
b. Duly accomplished RMD Form- 2 (1 original copy)	Communications Management Section, DPRM
c. Certificate of leave credits from regional office and previous employer/s (if there are any) (1 original/authenticated/certified copy)	Personnel and Records Management Division, Regional Office



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC-134

ISSUE NO.
2

REVISION NO.
1


EFFECTIVE DATE
26 MAR 2022

PAGE
26 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements	1.1. Verify identity of the personnel by comparing the name reflected in the BJMP ID card with the records in the personnel database	None	8 Minutes	Records Officer / Clerk, DPRM
	1.2. Evaluate submitted certificate of leave credits and compare it with the leave records			
	1.3. Update leave records on file and prepare certificate of leave credits	None	8 Minutes	Records Officer / Clerk, DPRM
	1.4. Sign the certificate of leave credits	None	3 Minutes	Chief, Records Management Division, DPRM
2. Receive the updated certificate of leave credits	2. Release the updated certificate of leave credits	None	4 Minutes	Records Officer/ Clerk, DPRM
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Records Officer / Clerk, DPRM
TOTAL		None	24 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 27 of 137

8. Issuance of Certificate of Appearance

The Records Management Division, DPRM issues Certificate of Appearance to BJMP Personnel or to any representative of an agency who appeared at National Headquarters for transactions, meetings, seminars, trainings and other activities. It is being issued upon request for whatever purpose it may serve.


Office/Division:	Communication Management Section, RMD			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter order (1original copy)		Regional Office – Personnel and Records Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document	1.1. Evaluate if submitted document	None	1 Minute	Communications Management JNOR, DPRM
	1.2. Prepare the certificate of appearance	None	1 Minute	Communications Management JNOR, DPRM
	1.3 Forward the certificate of appearance to the Chief, Records Management Division for signature	None	1 Minute	Chief, Records Management Division, DPRM
2. Receive the certificate of appearance	2. Release the certificate of appearance	None	1 Minute	Communications Management JNOR, DPRM
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Communications Management JNOR, DPRM
TOTAL		None	5 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 28 of 137


9. Issuance of BJMP ID Card

The Records Management Division, DPRM issues BJMP Identification Cards to Newly Appointed Jail Officers 1, Active and Retired BJMP Personnel and Dependents. It is an identification card which contains the personnel or dependent's complete name, address, age, and organizational membership/affiliation.

Office/Division:	Information and Communications Technology and Statistics Section, RMD	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	<ol style="list-style-type: none"> 1. All active BJMP personnel 2. Retired BJMP personnel 3. Dependents, legitimate spouse, acknowledged children, and natural parents of BJMP personnel (active and deceased) 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
For BJMP personnel:		
<ol style="list-style-type: none"> a. BJMP ID card (expired or still valid, if promoted) In case of loss, an affidavit of loss will suffice (1 original copy) 	Communications Management Section, DPRM Requesting Client	
<ol style="list-style-type: none"> b. Accomplished DPRM Form-1 (1 original copy) 	Communications Management Section, DPRM	
<ol style="list-style-type: none"> c. Latest pay slip (1 authenticated copy) 	Administrative Section, Finance Service Office	
For newly appointed personnel:		
<ol style="list-style-type: none"> a. 1 piece 2"x2" ID picture (Bush coat w/o head gear for JOR and GOA w/o head gear for JNOR with background BJMP logo) 	Requesting Client	
<ol style="list-style-type: none"> b. Accomplished DPRM Form-1 (1 original copy) 	Communications Management Section, DPRM	
For dependents, etc.:		
Marriage certificate (If spouse); or birth certificate issued by PSA or local civil registry (Dependent) (1 original copy)	Philippine Statistics Authority or Local Civil Registry	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 29 of 137


CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit duly accomplished ID application form and attached pay slip, 2"x2" ID picture and expired BJMP ID card	1.1. Check if form has been completely filled out and compare entries with existing information in personnel database	None	3 Minutes	Information and Communications Technology and Statistics Section JNOR, DPRM
	1.2. Encode the items in the application form of the client and print the BJMP ID card	None	5 Minutes	Information and Communications Technology and Statistics Section JNOR, DPRM
2. Receive the BJMP ID Card	2.1. Release the BJMP ID Card	None	1 Minute	Information and Communications Technology and Statistics Section JNOR, DPRM
	2.2. Update personnel database	None	1 Minute	Information and Communications Technology and Statistics Section JNOR, DPRM
3. Fill out Client Feedback Form	3. Request client to fill out a Client Feedback Form	None	1 Minute	Information and Communications Technology and Statistics Section JNOR, DPRM
TOTAL		None	11 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- 14C-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 30 of 137


10. Application for Study Leave

The DPRM is responsible in the processing of Application for Study Leave for BJMP personnel who have rendered at least two (2) years of service. It refers to a time-off from work not exceeding six (6) months with pay for qualified officials and employees to help them prepare for their bar review and examinations, board examinations or help them complete their master's and doctoral degrees. All supporting documents shall be attached to the application folder of the personnel for signature of the head of office before endorsing to the Department of the Interior and Local Government (DILG) for approval and issuance of authority.

Office/Division:	Placement Section, AAOHRAD
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All BJMP personnel who have rendered at least two (2) years of service <i>Note: for personnel assigned in the NHQ, proceed directly to step no. 3 after submitting the required documents</i>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter request (1 original copy)	Requesting Client
b. Certificate of statement of actual duties and responsibilities (1 certified copy)	Office of Assignment
c. Accomplished CSC Form 6 (Application of leave) (1 original copy)	Communications Management Section, DPRM
d. Affidavit of no pending administrative and criminal case (1 original copy)	Requesting Client
e. Certificate of no pending case (1 original copy)	Administrative and Records Section, Legal Service Office
f. Certificate of no pending nomination of scholarship either foreign or local and certification of no outstanding service obligation from previous/ local scholarship attended (1 original copy)	Administrative Division, Directorate for Human Resource and Development; and Communications Management Section, DPRM / Personnel and Records Management Division, Regional Office
g. Medical certificate (1 original copy)	Medical Division, Directorate for Health Service /Accredited Hospital
h. Notarized study privilege contract/ service obligation contract (1 original copy)	Communications Management Section, DPRM / Personnel and Records Management Division, Regional Office
i. Certificate of no property accountability (1 original copy)	Administrative and Records Section, Supply Accountable Office, BJMP-NHQ / Supply Accountable Unit, Regional Office

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 31 of 137

j. Certificate of no money accountability (1 original copy)		Administrative Section, Finance Service Office / Finance Service Unit, Regional Office		
k. Proof of enrolment / official receipt (1 original / photo copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1. Evaluate if submitted documents are complete and are in order	None	5 Minutes	Chief, Personnel and Records Management Division, Regional Office
	1.2. Endorse request and forward documents to DPRM via e-mail	None	10 Minutes	Regional Director, Regional Office
	1.3. Evaluate application for study leave from regional office and forward documents to the Director for PRM for endorsement and routing	None	5 Minutes	Communications Management Section JNOR, DPRM
	1.4. Prepare Memorandum addressed to the Secretary for Interior and Local Government (SILG) to be signed by the Chief, BJMP	None	5 Minutes	Communications Management Section JNOR, DPRM
	1.5. Forward completed staff work to the CDS, DCO, DCA and Chief, BJMP for	None	1 Day	Director, DPRM

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 32 of 137


	clearance and signature			
	1.6. Forward transmittal and request for study leave to the DILG	None	20 Minutes	Liaison Officer, Message Center, OCDS
	1.7. Approval of the request for Study Leave and Issuance of Department Order	None	---	Department of the Interior and Local Government
	1.8. Prepare Special Order for the approved study leave and route to the CDS for information and signature.	None	1 Minute	Communications Management Section JNOR, DPRM
	1.9. Sign SO for study leave	None	1 Minute	Director, DPRM
2. Receive the Special Order for study leave	2. Release of Special Order for study leave via e-mail	None	1 Minute	Message Center JNOR, OCDS
TOTAL		None	1 Day and 48 Minutes	

11. Application for Authority to Travel Abroad


The DPRM is responsible in processing Applications for Authority to Travel Abroad of all active BJMP personnel. Foreign travels of personnel, official and personal, require all supporting documents attached on the application folder prior transmittal to the Department of the Interior and Local Government (DILG) for approval and issuance of travel authority through the HRMD (for official travel) or Personnel Division (For Personal Travel) at least **15 days** prior to the scheduled date of departure as per *DILG Circular 2018-03* dated January 26, 2018.

Office/Division:	Placement Section, AAOHRAD
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All BJMP personnel <i>Note: for personnel assigned in the NHQ, proceed directly to step no. 3 after submitting the required documents</i>

"Changing Lives, Building a Safer Nation"

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 33 of 137

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Endorsement from the Regional Office (1 original/authenticated copy)		Personnel and Records Management Division, Regional Office		
b. Endorsement from the warden (1 original/authenticated copy)		Jail Unit of assignment		
c. Letter request of subject personnel indicating the purpose, date and place of travel (1 original copy)		Requesting Client		
d. Duly accomplished leave form (CSC Form 6) (1 original copy)		Communications Management Section, DPRM/Personnel and Records Management Division, Regional Office		
e. Certificate of no pending case (LSO) (1 original copy)		Administrative and Records Section, Legal Service Office		
f. Certificate of no money accountability (FSO) (1 original copy)		Administrative Section, Finance Service Office		
g. Certificate of no property accountability (SAO) (1 original copy)		Administrative and Records Section, Supply Accountable Office		
h. Supporting documents (Photocopy of passport, plane ticket and visa, if necessary) (1 photocopy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Evaluate if submitted documents are complete and are in order	None	5 Minutes	Chief, Personnel and Records Management Division Regional Office
	1.2. Endorse request and forward documents to DPRM via mail	None	1 Day	Regional Director Regional Office
	1.3. Evaluate application for travel abroad from Regional Office	None	5 Minutes	Communications Management Section JNOR, DPRM
	1.4. Prepare memorandum addressed to SILG which shall be endorsed by the Chief, BJMP with the attached documents	None	5 Minutes	Communications Management Section JNOR, DPRM


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 34 of 137

	1.5. Forward request to the CDS, DCO, comptrollership A and Chief, BJMP for clearance and signature	None	1 Day	Director, DPRM
	1.6. Sign endorsement for the SILG	None	1 Minutes	Chief, BJMP
	1.7. Forward/mail request for authority to travel abroad to DILG	None	15 Minutes	Liaison Officer, Message Center, OCDS
	1.8. Approval of request to travel abroad.	None	---	Department of the Interior and Local Government
2. Receive Authority to Travel Abroad	2.1. Release of Authority to Travel Abroad	None	1 Minute	Communications Management Section JNOR, DPRM and Message Center JNOR, OCDS
	2.2. Send a copy of the Authority to Travel Abroad via e-mail to the Regional Office of the requesting personnel	None	1 Minute	Message Center JNOR, OCDS
	TOTAL	None	2 Days and 34 Minutes	

12. Application for Monetization of Leave Credits

The DPRM is responsible for the processing of Applications for Monetization of Leave Credits of all personnel. All BJMP personnel whether in permanent, temporary, casual or coterminous status of appointment, who have accumulated at least fifteen (15) days of vacation leave credits shall be allowed to apply for monetization. Monetization of leave credits shall be made using the prescribed leave form, CSC Form No. 6, Revised 1984 with attached supporting documents.

Office/Division:	Special Welfare Program Section, MWD
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who may avail:	All Active BJMP personnel <i>Note: For personnel assigned in the NHQ, proceed directly to step no. 3 after submitting the required documents</i>

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 35 of 137

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request addressed to the Chief, BJMP with justification for monetization of leave credits (3 authenticated copies)		Requesting Client		
b. Endorsement from regional director (if letter request is addressed to RD) (1 original and 1 authenticated copy)		Regional Office – Personnel and Records Management Division		
c. Updated service record (3 authenticated copies)		Regional Office – Personnel and Records Management Division		
d. Leave credit breakdown (include leave credit breakdown from previous regional assignment/s) (2 authenticated copies)		Directorate for Personnel and Records Management – Communication Management Section		
e. First appointment (from the government service) (1 authenticated copy)		Directorate for Personnel and Records Management – Communication Management Section/Regional Office – Personnel and Records Management Division		
f. Latest appointment (1 authenticated copy)		Directorate for Personnel and Records Management – Communication Management Section/Regional Office – Personnel and Records Management Division		
g. Latest pay slip with TIN (1 original/authenticated copy)		Finance Service Office – Administrative Section		
h. Duly Accomplished Leave Form (CS Form 6) (2 original copies)		Directorate for Personnel and Records Management – Communication Management Section /Regional Office – Personnel and Records Management Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for monetization of leave credits and documentary requirements to regional office for endorsement to the NHQ	1.1. Conduct initial screening of request folder and supporting documents	None	2 Minutes	Chief, Personnel and Records Management Division, Regional Office
	1.2. Endorse request and forward documents to DPRM via mail	None	1 Day	Regional Director, Regional Office



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- MC -134

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC


EFFECTIVE DATE

26 MAR 2022

PAGE

36 of 137

1.3. Evaluate forwarded application from regional office	None	3 Minutes	Monetization-in-charge JNOR, DPRM
1.4. Compute leave credits	None	10 Minutes	Records Officer/Clerk, DPRM
1.5. Evaluate totality of leave credits accrued and sign certificate of leave credits	None	2 Minutes	Chief, Records Management Division, DPRM
1.6. Compute of monetary equivalent of leave credits	None	3 Minutes	Monetization-in-Charge JNOR, DPRM
1.7. Segregate documents into 201 file copy and DBM copy	None	10 Minutes	Monetization-in-Charge JNOR, DPRM
1.8. Prepare request for funding addressed to DBM for signature of the Director for Comptrollership (DC) and Chief, BJMP	None	3 Hours	Director, DPRM
1.9. Route request for funding for signature of the DC and Chief, BJMP	None	1 Day	Chief, Communications Management Section, DPRM
1.10. Sign request for funding	None	1 Minute	Chief, BJMP
1.11. Forward/mail request for monetization of leave credits to DBM	None	5 Minutes	Liaison Officer, Message Center, OCDS


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 37 of 137

	1.12. Approve request for funding	None	---	Department of Budget and Management
2. Receive a notice for the release of the requested monetization of leave credits	2. Prepare voucher and obligation request and notify the applicant	None	3 Minutes	Monetization-in-Charge JNOR, DPRM
TOTAL		None	2 Days, 3 Hours and 39 Minutes	

13. Request for a copy of Documents in 201 File

The Records Management Division, DPRM may recover copies of documents to all active, retired/separated and dependents of deceased personnel from their respective 201 files. Personnel/client shall accomplish a request slip for easy retrieval of their documents and in compliance to Data Privacy Act of 2012. The personnel-in-charge will issue authenticated copies of documents from the client's 201 file upon his/her request for whatever purpose it may serve.

Office/Division:	Records Section, RMD			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	1. All Active BJMP personnel 2. Retired/Separated BJMP personnel 3. Dependents of deceased personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. BJMP ID card			Communications Management Section, DPRM	
b. Authorization letter (in case of absence of requesting personnel and a representative was sent to claim the document) (1 original copy)			Requesting Client	
c. Accomplished document request slip (1 original copy)			Communications Management Section, DPRM	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present BJMP ID card and accomplished document request slip (include authorization letter if requesting	1.1. Verify identity of the personnel by comparing the name reflected in the ID card with the records in the	None	1 Minute	Records Officer/Clerk, DPRM

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 38 of 137

personnel has a representative)	personnel database			
	1.2. Evaluate reason/s for the retrieval of documents as stated in the document request slip	None	1 Minute	Records Officer/Clerk, DPRM
	1.3. Retrieval of documents and checking of documents	None	5 Minutes	Records Officer/Clerk, DPRM
	1.4. Upon approval, photocopy the document requested	None	5 Minutes	Records Officer/Clerk, DPRM
	1.5. Authenticate the requested document	None	3 Minutes	Chief, Records Management Division, DPRM
2. Receive the requested copy of documents from 201 File	2. Release of the requested copy of documents from 201 File	None	1 Minute	Records Officer/Clerk, DPRM
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Records Officer/Clerk, DPRM
TOTAL		None	17 Minutes	

14. Request for Copy of General Orders (GO)/Special Orders (SO)/Letter Orders (LO)/Notice of Salary Adjustment (NOSA)/Notice of Base Pay Adjustment (NOBPA)

The Records Management Division, DPRM issues copy of General Orders / Special Orders / Letter Orders / Notice of Salary Adjustment (NOSA) / Notice of Base Pay Adjustment (NOBPA) to all active, retired/separated and dependents of deceased personnel. Personnel/client shall accomplish a request slip for easy retrieval of their documents in which the personnel-in-charge will issue authenticated copies of documents of the client. DPRM also issues NOSA and NOBPA duly signed by the Chief, Records Management Section / Director, Directorate for Personnel and Records Management.




MEMORANDUM CIRCULAR

DOCUMENT NO.	BJMP-CDS- MC -134
ISSUE NO.	2
REVISION NO.	1
EFFECTIVE DATE	26 MAR 2022
PAGE	39 of 137


CITIZEN'S CHARTER

Office/Division:	Records Section, RMD			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	<ol style="list-style-type: none"> All active BJMP personnel Retired/Separated BJMP personnel Dependents of deceased personnel 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BJMP ID card		Communications Management Section, DPRM		
Authorization letter (in case of absence of requesting personnel and a representative was sent to claim the document) (1 original copy)		Requesting Client		
Accomplished document request slip (1 original copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present BJMP ID card and accomplished document request slip (include authorization letter if requesting personnel has a representative)	1.1. Verify identity of the personnel by comparing the name reflected in the BJMP ID card with the records in the personnel database and evaluate reason in the document request slip	None	2 Minutes	Records Officer/Clerk, DPRM
	1.2. Retrieval of the requested document	None	1 Minute	Records Officer/Clerk, DPRM
	1.3. Authenticate the requested document	None	1 Minute	Chief, Records Management Division, DPRM
2. Receive the copy of the requested document	2. Release the copy of the requested document	None	1 Minute	Records Officer/Clerk, DPRM
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Records Officer/Clerk, DPRM
TOTAL		None	6 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 40 of 137

Directorate for Program Development (DPD)


External Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 41 of 137

1. Data Provision/Assistance to Students/Researchers in their Studies on Matters related to Jail Management and Penology

Data is provided to students/researchers in relation to his/her research studies upon approval of his/her request by the Director for Program Development while research requests covering the Special Intensive Care Area (SICA) and High Risk Facilities shall be addressed to the Chief, BJMP for his approval.

Office/Division:	Strategic Research and Development Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Students/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of intent signed by the adviser or head of office (1 original copy)		Researcher		
b. School / Company ID card (1 piece)		School or Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Directorate for Program Development (DPD)	1. The researchers will be assisted to the DPD.	None	1 Minute	Headquarters Support Service Office Staff
2. Sign-in in the researcher's logbook	2. The researchers will sign-in information in the logbook and will be interviewed regarding their proposed study.	None	5 Minutes	Researcher and Monitoring Officer, DPD
3. Show letter of intent/request for data/assistance	3. Evaluate the letter given by the client a. Give a brief orientation about the Bureau and of the Office b. Provide with data	None	5 Minutes	Researcher and Monitoring Officer, DPD

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 42 of 137

	related/required for research and assist in providing the related / required data for the client's research			
4. Fill out Client Feedback Form.	4. Ask client to fill out a Client Feedback Form	None	1 Minute	Researcher and Monitoring Officer, DPD
TOTAL		None	17 Minutes	

2. Issuance of Research Endorsement (from Regional Office through e-mail)

Research endorsement may be issued by the Director for Program Development to students/researchers who wants to conduct a research study in any BJMP facility. Request is submitted before the Regional Office through the Program Development Division which forwards the same to the DPD for endorsement and/or clearance. However, research requests covering the Special Intensive Care Area (SICA) and High Risk Facilities shall be addressed to the Chief, BJMP for his approval.

Office/Division:	Strategic Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Student / Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of intent signed by the adviser or head of office (1 original copy)		Researcher		
b. School/Company ID card		School or Company		
c. Researcher Acknowledgement Form from Regional Office (1 original/authenticated/certified copy)		Regional Office – Program Development Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client comes to the Program Development Division (PDD) and present letter intent	1.1. Receive and evaluate the letter intent	None	5 Minutes	Chief, Program Development Division, Regional Office



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC-134

ISSUE NO.
2

REVISION NO.
1


EFFECTIVE DATE
26 MAR 2022

PAGE
43 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

	1.2. If request is proper and subject matter of the research may be allowed to be a subject of study, PDD Research Coordinator endorses the letter request and prepare/ fill-out a researcher acknowledgment form through electronic mail	None	5 Minutes	Chief, Program Development Division, Regional Office
	1.3. Receive, verify and evaluate the letter given and the Researcher Acknowledgment Form	None	10 Minutes	Researcher and Monitoring Officer, DPD
	1.4. Provide the research endorsement with recommendations and send it to the Regional Office concerned through email	None	10 Minutes	Researcher and Monitoring Officer, DPD
2. Receive the research endorsement and sign the outgoing logbook.	2. Receive research endorsement and provide copy to the	None	5 Minutes	Chief, Program Development Division, Regional Office


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 44 of 137

	requesting client			
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Chief, Program Development Division, Regional Office
TOTAL		None	36 minutes	


3. Issuance of Research Endorsement (Directly with DPD, NHQ)

Research endorsement may also be issued by the Director for Program Development to students/researchers who applied directly before the DPD. However, research requests covering the Special Intensive Care Area (SICA) and High Risk Facilities shall be addressed to the Chief, BJMP for his approval.

Office/Division:	Strategic Research and Development Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Students/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of intent signed by the adviser or head of office (1 original copy)		Researcher		
b. School ID/Company ID Card		Company or School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the DPD	1. None	None	None	None
2. Show letter of intent/request for data/assistance.	2.1. Evaluate the letter given by the client 2.2. Give brief orientation about the Bureau and of the office 2.3. Assist in providing the related/required data for the client's research	None	30 Minutes	Researcher and Monitoring Officer, DPD


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 45 of 137

3. Receive research endorsement (if applicable)	3. Provide the research endorsement and send it to the Regional Office concerned	None	5 Minutes	Researcher and Monitoring Officer, DPD
4. Fill out Client Feedback Form.	4. Ask client to fill out a Client Feedback Form	None	1 Minute	Researcher and Monitoring Officer, DPD
TOTAL		None	36 minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 46 of 137

Directorate for Welfare and Development (DWD)

External Services


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 47 of 137

1. National Help Desk Services

The Help Desk functions as a referral unit where a PDL and his/her immediate family members may lodge their request for assistance from other government agencies. These requests are evaluated by the Help Desk Officer and eventually referred to the concerned government agencies for appropriate action.

Office/Division:	National Help Desk			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens			
Who may avail:	1. Persons Deprived of Liberty (PDL) 2. Immediate Family Members of the PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written request for assistance	Requesting Party			
b. Copy of ID card of the requesting individual (1 photocopy)	Requesting party			
c. Contact details	Requesting party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written request	1. Receive, record, and evaluate the request	None	2 Minutes	Help Desk Officer
2. Submit photocopy of any government issued ID card and contact details	2. Receive and record the personal circumstances and contact details of the requesting party	None	2 Minutes	Help Desk Officer
3. Fill out Client Feedback Form	3.1. Secure accomplished Client Feedback Form	None	1 Minute	Help Desk Officer
	3.2. Refer the request for assistance to the concerned government agency	None	3 Days	Help Desk Officer
	3.3. Request for written reply on	None	15 Days	Help Desk Officer

"Changing Lives, Building a Safer Nation"

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 48 of 137

	action taken or disposition of the concerned government agency on the requested assistance			
4. Receive information on the action taken or disposition of the government agency on the requested assistance	4. Inform the requesting party of the action taken or disposition of the government agency on the requested assistance	None	1 Day	Help Desk Officer
Total		None	19 days and 5 minutes	

2. Provision of Statistics and other Data requests related to PDL Welfare and Development

DWD releases data related to PDL welfare and development upon proper request of any party.

Office/Division:	Administrative/ Welfare and Development Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government G2B- Government to Business Entity G2C- Government to Citizens
Who may avail:	<ol style="list-style-type: none"> 1. BJMP-NHQ Directorates and Offices 2. BJMP Regional Offices 3. Government agencies 4. Non-Government Organizations 5. Researchers (students, professionals, agencies) 6. General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a. Letter request (purpose/s of data request must be indicated) (1 original copy)	Requesting party
b. Copy of ID card of the requesting individual/s (for researchers) (1 photocopy)	Requesting party
c. Endorsement or clearance of the Research Division, DPD (for researchers) (1 certified copy)	Research Division, Directorate for Program Development



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC - 134

ISSUE NO.
2

REVISION NO.
1


EFFECTIVE DATE
26 MAR 2022

PAGE
49 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients - Present letter of request Others - Send letter request through mail, fax, or electronic mail For requesting BJMP Units - Request through action slip of routing slip	1.1. Evaluate request 1.2. Secure clearance from the Administrative Division or concerned program regarding the release of data requested 1.3. If data is readily available and cleared for release, prepare photocopy of data for release to the walk-in clients	None	5 Minutes	Records Officer, DWD
	1.4. If data is readily available and cleared for release, send through email to the party that requested through e-mail	None	10 Minutes	Records Officer, DWD
2. Receive copy of requested data	2. Release copy of the requested data	None	1 Minute	Records Officer, DWD
3. Acknowledge receipt of copy of the requested data	3.1. Secure signature of requesting party for the receipt of copy of data released (for walk-in client) 3.2. Record in logbook details of the requesting party to whom data was released	None	2 Minutes	Records Officer, DWD
4. Fill out Client Feedback Form provided by the DWD Staff	4. Secure accomplished Client Feedback Form	None	1 Minute	Records Officer, DWD
TOTAL		None	19 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 50 of 137

3. Accreditation of Service Providers who will be serving two (2) or more Regional Jurisdictions

DWD shall ensure the strict implementation of the accreditation process for service providers who will be serving two (2) or more regional jurisdictions.

Office/Division:	Welfare and Development Division
Classification:	Complex
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Service Providers, individual or organizations, who are interested to apply for accreditation and will be serving two (2) or more regional jurisdictions.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. Private Organization	
a) Duly accomplished form	Applicant
b) Letter of Intent signed by the President/ Executive Director/ Head of the Organization or Association	Applicant
c) Comprehensive profile of the organization or association that shall contain the following: a. Name of Organization and Address b. Type of Business c. Ownership d. SEC Registration e. Location f. Company History g. Vision and Mission statements h. Services i. Objectives	Applicant
d) NGO's Certificate from CHR or Office of the President	CHR or Office of the President
e) Photocopy of valid ID of authorized members who will provide services to the PDL	Applicant
f) NBI clearance of authorized members who will provide services to the PDL	NBI
g) Police Clearance of authorized members who will provide services to the PDL	Local PNP Station
h) Business Permit/DTI registration	City/Municipality where principal business is conducted / DTI




MEMORANDUM CIRCULAR

DOCUMENT NO.	BJMP-CDS- MC-134
ISSUE NO.	2
REVISION NO.	1
EFFECTIVE DATE	26 MAR 2022
PAGE	51 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

i) Comprehensive description of the programs and services to be provided, the target clients and expectations from the Jail	Applicant			
B. Individual Applicant				
a) Duly accomplished application form	Applicant			
b) Letter of intent stating the purpose, programs and services to be provided to PDL	Applicant			
c) One (1) government issued ID and one (1) company ID if there is any	Applicant			
d) NBI clearance/ Police clearance/RTC clearance (any of the three)	NBI/ City/Municipality or RTC of residence			
<i>Note: Foreign health professionals should present certification of compliance with PRC regulation to practice his/her profession in the Philippines</i>				
C. Religious Service Providers				
a) Duly accomplished application form	Applicant			
b) Endorsement from Religious Sector				
Roman Catholic	Bishop / Catholic Bishop Conference of the Philippines (CBCP)			
Protestant and other Christian Denominations	Local Bishop / National Council of Churches in the Philippines (NCCP)			
Muslim	National Commission on Muslim Filipinos (NCMF)			
Iglesia ni Cristo	Minister of Locale Congregation / Minister of the INC District Office			
Other religious groups	From local / national equivalent			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form and attach required documents	1.1. Receive, record, and acknowledge receipt of application form and attachments thereof	None	5 minutes	NAB Secretariat
	1.2. Submit the application form and its attachments to the National Accreditation Board for evaluation	None	1 Minute	NAB Secretariat
	1.3. NAB deliberates on the application and subjects the applicant to vetting.	None	8 Hours	National Accreditation Board Directorate for Intelligence

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 52 of 137

	1.4. If not approved, inform the applicant. If applicant passed, seek approval of the Chief, BJMP.	None	5 Minutes	NAB Secretariat
	1.5. Preparation of the Memorandum of Agreement	None	4 Hours	Legal Service Office
2. Attend MOA signing	2. Set the Schedule of MOA signing.	None	5 Minutes	NAB Secretariat
3. Acknowledge receipt of the Certificate of Accreditation and coded ID cards	3. Issuance of Certificate of Accreditation and Coded Identification (ID) cards	None	10 Minutes	NAB Secretariat
TOTAL		None	12 hours and 26 minutes	



MEMORANDUM CIRCULAR

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

DOCUMENT NO.

BJMP-CDS- MC - 134

ISSUE NO.

2

REVISION NO.

1

EFFECTIVE DATE


26 MAR 2022

PAGE

53 of 137

Directorate for Operations (DO)

External Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC - 134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 54 of 137

1. Provision of a Copy of Jail Statistics (e.g. Jail Population, Congestion Rate and others) and Letter Reply (re Detention of Foreign Nationals and other Detainees)

The Directorate for Operations issues jail statistics data upon request and subject to compliance with the requirements of Republic Act No. 10173, otherwise known as the "Data Privacy Act of 2012" and other applicable laws on allowing disclosure to the general public, allied agencies and researchers on a valid and legitimate purpose.

Office/Division:	Monitoring and Statistics Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government			
Who may avail:	<ol style="list-style-type: none"> 1. BJMP NHQ and regional offices 2. Government agencies 3. Non-government organizations 4. General Public 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The client must submit a formal request to the Chief, BJMP Attn: Directorate for Operations (1 original copy)		Requesting Client <i>Note: The signed written request shall be prepared by the requesting client stating therein the intent and/ or purpose of use.</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request to DO	1.1. Receive and record the request and forwards to concerned Statistics JNOR for appropriate action	None	5 Minutes	Communications JNOR, DO
	1.2. Evaluate the request and decide if it can be granted 1.3. If granted and the data is available - Prepare the requested data - Forward the data to the Division Chief (for checking of accuracy)	None	10 Minutes 5 Minutes	Statistics JNOR, DO



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC -134

ISSUE NO.
2

REVISION NO.
1


EFFECTIVE DATE
26 MAR 2022

PAGE
55 of 137

TOPIC
CITIZEN'S CHARTER


SUB-TOPIC

	of the data) and to the Office of the Director for Operations for signature Note: END OF TRANSACTION for request of jail statistics, which does not need to be routed.			
	1.4. Route the requested data to the Command Group for comment / recommendation prior to approval and signature of the Chief, BJMP	None	1 Day	Statistics JNOR, DO
	1.5. If granted, and the data or information requested can be obtained in the regional office or in the jail unit, the request shall be transmitted/ forwarded or endorsed to the concerned regional office	None	10 Minutes (endorsement to concerned regional office)	Statistics JNOR, DO
2. Receive the copy of data or information regarding jail statistics, if approved, or notice of disapproval thru email	2. Upon receipt of the data or information from the concerned regional office, the same procedure shall be followed on routing the communication for dispatch to the Command Group for comment/ recommendation prior to approval/ disapproval of the Chief, BJMP	None	1 Day	Statistics JNOR, DO
TOTAL		None	2 Days and 30 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC - 134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 56 of 137

Directorate for Human Resource Development (DHRD)


External Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 57 of 137

1. Application for On-the-Job Training (OJT)

A training program for tertiary students designed to immerse them in a work environment relevant to their courses in the attempt to learn productivity in, knowledge on, and respect for the workplace. A course requirement providing an opportunity to not only apply theories, principles and ideas learned in the academe but also enhance the technical knowledge, skills and attitudes of students towards work necessary to satisfactory job performance.

Office/Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	All students currently enrolled in duly recognized learning institution(s)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Draft MOA stating the roles, responsibilities and obligations of parties involved (1 authenticated / certified / photocopy copy)		School where applicant is enrolled		
b. Letter of endorsement from the school, signed by appropriate authorities (1 original/authenticated copy)		School where applicant is enrolled		
c. Letter of permission to undergo OJT, duly filled out by requesting parties (1 original copy)		Requesting Client		
d. Individual résumés of students (1 original copy)		Requesting Client		
e. Course syllabus (1 photocopy)		School where applicant is enrolled		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in: Submit required documents to DHRD.	1.1. Receive documents and check if they are complete and correctly accomplished Acknowledge email and reply the requirements for OJT application	None	10 Minutes	Records NUP, DHRD

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 58 of 137

E-mail: Submit request letter for OJT				
	1.2. Endorse documents and MOA to the Command Group for approval and signature of the Chief, BJMP and Director, DHRD	None	30 Minutes	Records NUP, DHRD
2. Upon approval of request, receive a notice and report to DHRD	2. Endorse students to relevant office/s	None	15 Minutes	Records NUP, DHRD
3. Upon completion of OJT requirements, report to DHRD	3. Evaluate compliance with OJT requirements	None	5 Minutes	Records NUP, DHRD
4. Fill out Client Feedback Form to be provided by the DHRD Staff	4. Ask client to fill out a Client Feedback Form	None	1 Minute	Records NUP, DHRD
5. Receive Certificate of Completion	5. Issue certificate of completion to students who had successfully complied with the OJT requirements	None	20 Minutes	Records NUP, DHRD
TOTAL		None	1 Hour and 21 Minutes	

2. Conduct of Seminars/Trainings

Pursuant to the Standard Operating Procedure on Learning and Development, BJMP-DHRD-SOP-28, February 12, 2019; the Bureau aims to provide the best skill, competency, and capability for its personnel by employing the proficiency of a Subject Matter Expert (SME) for a particular subject or course.

Office/Division:	Training Management Division
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC-134
 ISSUE NO.
 2
 REVISION NO.
 1
 EFFECTIVE DATE
26 MAR 2022
 PAGE
59 of 137


TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

Who may avail:	<ol style="list-style-type: none"> 1. BJMP-NHQ and Regional Offices 2. Government Agencies 3. Non-Government Organizations 4. General Public
-----------------------	--


CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request addressed to the Chief, BJMP Attn: Directorate for Human Resource Development (1 original copy)		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request to BJMP-NHQ or, directly to DHRD for BJMP Regional Offices	1.1. Receive and record the request and forward to DHRD for comment/recommendation	None	5 Minutes	Communications JNOR, DPRM
	1.2. Route the letter request to the Command Group for information and comment	None	8 Minutes	Communications JNOR, DHRD
	1.3. Simultaneously, request the DPRM for issuance of LO and Directorate for Logistics (DL) for issuance of gas allocation	None	10 Minutes	Communications JNOR, DHRD Admin Clerk, DPRM Admin Staff, DL
2. Receive the reply letter containing the personal details about the guest lecturer on the scheduled date and place of seminar or training	2. Advise / Instruct the guest lecturer to proceed on the date and place of the seminar or training	None	None	Communications JNOR, DHRD
TOTAL		None	23 Minutes	

"Changing Lives, Building a Safer Nation"

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 60 of 137

Directorate for Human Resource Development (DHRD)


Internal Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 61 of 137

1. Report Changes


Pertains to the amendments and other necessary corrections to the issued orders as to dates, name of participants, and other details as may be deemed essential to the effectivity and implementation of specific orders pertaining to schooling. (Section 58, DHRD Manual)

Office/Division:	Training Management Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP personnel with SO to undergo mandatory training			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter request (1 original copy)		Communications Management Section, DPRM		
b. Valid attachments (documents with error to be presented for correction) (1 original copy)		Communications Management Section, DPRM /Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present letter request for change of SO to the DHRD	1.1. Verify identity of the personnel as stated in the special orders.	None	5 Minutes	Chief, Career Course Development Section, DHRD
	1.2. Endorse request to the DPRM for the issuance of corrected copy of the orders.	None	1 Minute	Chief, Career Course Development Section, DHRD
2. Receive the Corrected Copy of the Order	2. The DPRM shall disseminate the corrected copy of special order to the concerned region where the personnel is assigned.	None	2 Minutes	Admin JNOR, DPRM
TOTAL		None	8 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 62 of 137

Directorate for Health Service (DHS)

Internal Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 63 of 137

1. Application for Hospital and Medical Expense Reimbursement

The Directorate for Health Service is responsible for the processing and validating the submitted documents of BJMP personnel for the Hospital and Medical Expenses Reimbursement which shall apply to all claims of personnel in the event of work-related injury, sickness, disability, or death. Further, reimbursable hospitalization and medical expenses shall be limited to hospitalization charges, operating room fees, professional services, medicines, and medical supplies that are not available in the BJMP Health Service facilities and are not among the benefits provided by the PhilHealth and Employees' Compensation Commission (ECC).

Office/Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All active BJMP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Spot / Incident report (1 authenticated copy)		Regional Office – Operations Division/Jail Unit		
b. Medical certificate (signed by attending physician) (1 photocopy)		Attending Physician		
c. Original official receipts and invoices		Hospital in Charge		
d. Statements of accounts (from the hospital) (1 photocopy)		Hospital in Charge		
e. Record of operation (authenticated by authorized personnel of the hospital) (1 authenticated copy)		Hospital in Charge		
f. Investigation report (1 original copy)		Police Station that Handled the Case		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the DHS	1.1 Verify the requirements submitted as to completeness and notify the client for any lacking requirements	None	5 Minutes	Staff Nurse, DHS
	1.2. Evaluate and compute the allowable reimbursable amount based on the documents submitted	None	5 Minutes	Staff Nurse, DHS




MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC - 134
 ISSUE NO.
2
 REVISION NO.
1
 EFFECTIVE DATE
26 MAR 2022
 PAGE
64 of 137

CITIZEN'S CHARTER

SUB-TOPIC


	1.3. Inform the client of the reimbursable amount and explain the process of reimbursement	None	3 Minutes	Staff Nurse, DHS
	1.4. Forward all the documents submitted to the Director, DHS for evaluation before submitting to the adjudication board	None	1 Minute	Staff Nurse, DHS
	1.5. Application for reimbursement to undergo adjudication by the board	None	2 Hours	Adjudication Board
	1.6. Prepare minutes of the meeting with the corresponding resolution	None	1 Hour	Staff Nurse, DHS
	1.7. Furnish copies of the minutes of the meeting and resolution for the Director, DHS and Chief, LSO for comment	None	5 Minutes	Staff Nurse, DHS
	1.8. Consolidate the comments (if any). Route the resolution for signature of all the members of the board to the Chief, BJMP for approval	None	1 Day	Staff Nurse, DHS
2. Receive the Memorandum of the approval/disapproval of his/her application.	2.1. Inform the client through a memorandum the approval / disapproval of his/her application	None	5 Minutes	Staff Nurse, DHS
	2.2. If approved, furnish the DC with a copy of the signed resolution	None	3 Minutes	Staff Nurse, DHS
3. Receive the reimbursable amount being applied	3. Submit all original documents (folder for claims) with a copy of the signed resolution to the FSO	None	3 Minutes	Staff Nurse, DHS
TOTAL		None	1 Day, 3 Hours and 31 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 65 of 137

2. Medical Consultation

The Directorate for Health Service conducts medical consultation to BJMP personnel and their qualified dependents, and trainees/recruits. The purpose of medical consultation includes taking preventive measures to halt the development of various diseases particularly for clients who have risk factors, obtain a diagnosis for symptoms being experienced by the patient, or in the case of an annual medical examination, to reassess the personnel risk of various medical conditions and appropriate management and treatment.

Office/Division:	Medical Division			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens			
Who may avail:	1. All BJMP personnel 2. Qualified Dependents of BJMP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory/Diagnostic result as per doctor's recommendation (1 original copy)		Any government hospitals or accredited diagnostic centers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to DHS and fill out the consultation form	1. The duty nurse will assess the client and take the vital signs, then refer to the medical officer	None	5 Minutes	Staff Nurse, DHS
2. Proceed to the medical officer for consultation	2.1. The medical officer will evaluate the client and give laboratory/ diagnostic work-up and/or prescribe medication as appropriate 2.2. The medical officer will instruct the client if there's	None	15 Minutes	Medical Officer, DHS


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 66 of 137

	a need for follow-up			
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Medical Officer, DHS
TOTAL		None	21 Minutes	

3. Dental Consultation

The Directorate for Health Service conducts dental consultation to BJMP personnel and their qualified dependents.


Office/Division:	Dental Section, Medical Division			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens			
Who may avail:	1. All BJMP personnel 2. Dependents of BJMP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dental X-ray as per dental officer's recommendation (1 original copy)		Any Dental Laboratory Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to DHS and fill out the consultation form	1. Interview and get the vital signs of the client	None	5 Minutes	Staff Nurse, DHS
2. Proceed to the dental officer for consultation and treatment proper	2. The dental officer will conduct dental check-up and charting; (request dental x-ray if not yet provided and/or prescribe medication as needed)	None	25 Minutes	Dental Officer, DHS
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Staff Nurse, DHS
TOTAL		None	31 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 67 of 137

4. Counseling, Psychotherapy, and other Psychological Interventions


The Directorate for Health Service conducts Counseling, Psychotherapy, and other Psychological Interventions to BJMP personnel, their dependent and also the retirees. This can be done through purposeful conversation wherein practical solutions are established to address identified problem. Referral to a psychiatrist may be made if symptoms persists and therapeutic medications are necessary.

Office/Division:	Mental Health and Behavioral Science Division			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens			
Who may avail:	1. All BJMP personnel 2. Dependents of BJMP personnel 3. Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement (1 original/authenticated copy)		Moral and Welfare Division, DPRM / Training Management Division, DHRD for trainees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to DHS to sign the attendance sheet	1. Secure a personal letter of request	None	1 Minute	Psychometrician, DHS
2. Proceed to the counselling room	2.1. Conduct / Facilitate the intervention	None	1 Hour	Psychology Practitioner, DHS
	2.2. Schedule the client for the next session	None	5 Minutes	Psychology Practitioner, DHS
3. Fill out Client Feedback Form	3. Request client to fill out a Client Feedback Form	None	1 Minute	Psychology Practitioner, DHS
TOTAL		None	1 Hour and 7 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 68 of 137

Directorate for Investigation and Prosecution (DIP)


External Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 69 of 137


1. Receiving of Complaint

Armed with authority to conduct investigation on any incident of transgression of established rule involving any personnel of the BJMP, the DIP shall cater to walk-in complainants who want to seek relief of their grievance/complaint. Consequently, an initial investigation will be accorded through a fact-finding and gathering of substantial evidences for a case build up relative to an act committed by a BJMP personnel which constitutes an offense.

Office/Division:	Investigation Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	Any complainant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Accomplished Complaint Form (1 original form)		Front desk		
b. Certified true copy of the documentary evidence, if any, and sworn statements covering the testimony of his/her witnesses (1 certified copy)		Investigator-on-Case		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint	1. Receive the complaint and supporting documents	None	3 Minutes	Receiving Clerk, DIP
2. Inform the investigator of his/her complaint	2. Interview the complainant and gather information for investigation	None	10 Minutes	Designated Investigator, DIP
3. Enumerate and make statement about the complaint	3. Receive / Document the relevant sworn statements needed for investigation which are must be properly notarized and under oath	None	15 Minutes	Designated Investigator, DIP
4. Receive the copy of the document/s submitted	4. Issue the receiving copy to the client	None	1 Minute	Designated Investigator, DIP


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 70 of 137

5. Fill out Client Feedback Form	5. Ask client to fill out a Client Feedback Form	None	1 Minute	Designated Investigator, DIP
6. Receive a notice regarding the progress of complaint from the investigator	6. Contact the complainant on the progress of the complaint which may be referred to the Regional Disciplining Authority having jurisdiction on the person complained of, or grievance committee as the case maybe	None	5 days	Designated Investigator, DIP
TOTAL		None	5 Days and 30 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 71 of 137

Directorate for Investigation and Prosecution (DIP)


Internal Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 72 of 137


1. Receiving of Complaint through Email / Endorsement from other Offices and Agencies

The Chief of Directorial Staff of the Jail Bureau (CDS) is the Hotline 8888 Permanent Focal Person (PFP) and the Directorate for Intelligence (DI) is the Alternative Focal Person (AFP). In relation to these two offices, the DIP is the Technical Officer (TO) of Hotline 8888 tasked to receive endorsements from complaint hotlines/other government agencies and accord appropriate action. Endorsing agencies as well as the complainant shall be informed of the progress and result of the investigation.

Office/Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Any offices in BJMP and other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Complaint affidavit through regular courier or through mail, E-mail or other social media platform. (1 original copy)		First hand receiver of the Complaint/Designated focal person/office		
b. Contact person to notify		Complainant/per available detail provided in the complaint letter; Endorsing and Originating Office/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint through a. 8888 Hotline b. Civil Service Commission-Contact Center ng Bayan (CSC-CCB) Complaint c. BJMP Facebook Fan Page Complaint d. Presidential Complaint Center (PCC) e. Walk-in Complaint	1.1. Receive and record the complaint and/or other documents	None	3 Minutes	Receiving Clerk, DIP


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 73 of 137

	1.2. Forward to the Chief, Investigation Division for proper disposition	None	5 Minutes	Receiving Clerk, DIP
2. Receive a notice regarding the progress of complaint from the investigator	2. Contact the complainant on the progress of the complaint which may be referred to the Regional Disciplining Authority having jurisdiction on the person complained of, or grievance committee as the case may be	None	3 Days	Designated Investigator, DIP
TOTAL		None	3 Days and 8 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 74 of 137


Directorate for Comptrollership (DC)

Internal Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 75 of 137

1. Release of Funds for Personal Services (PS). Personal Services are one of the classifications of expenditures under an item of appropriation. It shall be used for the payment of authorized personnel benefits.


Office/Division:	Budget and Fiscal Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BJMP Personnel (Active and Retirees), BJMP Directorates and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Disbursement Voucher (DV)			DC Message Center	
b. Obligation Request (ObR)			DC Message Center	
c. RAOPS and other Supporting Documents			DC Message Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client forwards DV and other supporting documents to DC	1.1. DC receives and reviews DV and supporting documents client	None	5 minutes	DC Message Center
	1.2. Prepare Obligation Request		1 minute	Budget Officer
	1.3. Require DPRM to sign Box A of ObR as Program Director		1 minute	Budget Officer / DPRM
	1.4. Director for PRM receives ObR for signature			
	1.5. Certifies fund availability and sign BoX B of ObR		2 minutes	Director of Comptrollership
	1.6. Records on the RAOPS		1 minute	Budget Officer
	1.7. Forward to Accounting Service Office for Cash Allocation		1 minute	Accounting Officer
	1.8. Accounting Service Office receives ObR			
2. Fill out Client Feedback Form	2. Ask client to fill out the Client Feedback Form	None	3 minutes	Budget Officer

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 76 of 137

3. Withdraw the requested funds from the Government Servicing Bank (MDS Checks and Authority to Debit Account (ADA))	-	None	-	-
TOTAL		None	14 minutes	

2. Release of Funds for Maintenance and Other Operating Expenses (MOOE). MOOE is the allocated fund for the Bureau of Jail Management and Penology that can be spent on activities and necessities (ex. Water and Electricity) that support the overall jail management and administration.

Office/Division:	Budget and Fiscal Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BJMP Directorates and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Disbursement Voucher			DC Message Center	
b. Other Supporting Documents			DC Message Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client forwards DV and supporting documents to DC Regional Office/s submit request for funding	1.1. DC receives and reviews DV and supporting documents from FSO	None	5 minutes	DC Message Center
	1.2. Reviews documents and computation expenses incurred or submitted estimates		5 minutes	Budget JNOR

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 77 of 137

	1.3. Prepare Obligation Request (for Program Directors) / Allotment Advice (for Regional Office)		5 minutes	Budget Officer
	1.4. Approves the release of funds		2 minutes	Director for Comptrollership
	1.5. Forwards to Accounting Service Office for Cash Allocation		1 minute	Budget JNOR
	1.6. Accounting Service Office receives ObR			Accounting Officer
2. Fill out Client Feedback Form	2. Ask client to fill out a Client Feedback Form	None	3 minutes	Budget JNOR
3. Withdraw the requested funds from the Government Servicing Bank (MDS Checks and Authority to Debit Account (ADA))	-	None	-	-
TOTAL		None	21 minutes	

3. Release of Fund for Capital Outlay (CO). CO refers to appropriations for the purchase of goods and services, the benefits of which extend beyond the fiscal year which add to the assets of the BJMP. Basically, CO is the money spent to purchase or improve an asset such as a building, a vehicle or to finance a project such as a new construction in the BJMP.

Office/Division:	Budget and Fiscal Division
Classification:	Simple
Type of Transaction:	G2G- Government to Government
Who may avail:	BJMP Directorates and Offices
CHECKLIST OF REQUIREMENTS	
a. SARO and NCA	DC Message Center
b. Allotment Advice	DC Message Center
WHERE TO SECURE	



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- *MC-134*

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC


EFFECTIVE DATE

26 MAR 2022

PAGE


78 of 137

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon issuance of SARO and NCA by the DBM, client submits request for funding Concerned Regional Offices submit request for funding	1.1. Receives SARO and NCA from DBM. 1.2. Reviews and examines request for funding.	None	1 minute	DC Message Center
	1.3. Prepares Allotment Advice and submit the same to concerned Regional Offices	None	5 minutes	Budget Officer
2. Fill out Client Feedback Form	2. Ask client to fill out a Client Feedback Form	None	3 minutes	Accounting Officer
3. Withdraw the requested funds from the Government Servicing Bank (MDS Checks and Authority to Debit Account (ADA))	-	None	-	-
TOTAL		None	9 minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 79 of 137


4. Issuance of Certificate of Availability of Funds (CAF). CAF is being issued upon request of a party to certify in the pursuit of any related transactions requiring the availability of such funds.

Office/Division:	Budget and Fiscal Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	BJMP Directorates and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Allotment Advice			DC Message Center	
b. Memo Request for CAF			DC Message Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client forwards request for CAF	1.1. DC receives and evaluates the request for Certificate of Availability of Fund (CAF)	None	2 minute	DC Message Center
	1.2. Issue Certificate of Availability of Funds (CAF) if there be allocated funds for the purpose		10 minutes	Budget Officer
2. Receive the CAF	2. Forward to concerned Office	None	1 minute	DC JNOR
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	3 minutes	DC JNOR
TOTAL		None	16 minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 80 of 137

**Retirement and Separation Benefits Administration
Service Office
(RSBASO)**

External Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 81 of 137

Application for Scholarship Program

The Retirement and Separation Benefits Administration Service Office (RSBSO) is responsible for the BJMP Scholarship Program which serves as an extension of benefits to the surviving heirs of BJMP deceased personnel who were Killed-in-Action (KIA), and Retirees under Permanent Total Disability by giving additional financial benefits to their children through Educational Program.

Office/Division:	Retirement and Separation Benefits Administration Service Office (RSBSO)
Classification:	Complex
Type of Transaction:	G2C- Government to Citizens
Who may avail:	<ol style="list-style-type: none"> Children of BJMP personnel who were either Killed-in-Action (KIA) or were retired due to Permanent Total Disability (PTD) (as deliberated upon by the adjudication board) Beneficiary must be 18 years of age or below at the time of application for scholarship Must be Kindergarten (Preparatory) up to 5th year college at the time of application for scholarship Must not have failed more than three subjects (in one semester)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
EXTERNAL REQUIREMENTS	
<i>(Only External Requirements shall be required to be submitted by the Client pursuant to Joint Memorandum Circular No. 2 of the Inter-Agency Task Force for Streamlining the Processing of Uniformed Services Benefit Claims)</i>	
a. Accomplished Scholarship Application Form-1 (1 original copy)	Requesting Client (Form available at RSBASO)
b. Birth certificate of children from PSA	Philippine Statistics Authority
c. Death certificate of the deceased personnel or compulsory disability discharge order for retired personnel (1 original/authenticated copy)	Philippine Statistics Authority/ Communications Management Section, DPRM
d. 2"x2" picture (2 pieces)	Requesting Client
e. Certificate of enrolment (from the school the beneficiary is currently enrolled) (1 original/photocopy)	School where the beneficiary is currently enrolled
f. Official receipt for private school enrolees (if payment has been made) (1 original/photocopy)	
g. School ID Card (1 piece)	
h. Report of grades or TOR (1 original/photocopy)	
i. Assessment of school fees (1 original/ photocopy)	



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- **MC-134**

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC


EFFECTIVE DATE

26 MAR 2022


PAGE

82 of 137

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements (two sets in folder with tabs/label)	1.1. Check if documents submitted are complete and are in order	None	5 Minutes	Scholarship JNOR, RSBASO
	1.2. Prepare notice of meeting for the Adjudication Board and copy furnish members of the Board	None	5 Minutes	Secretariat of the Adjudication Board, National Headquarters
	1.3. Assessment and Evaluation of the application for Scholarship	None	4 Hours	Adjudication Board, National Headquarters
	1.4. Prepare resolution granting/denying the scholarship application and route for signature of the members of the Adjudication Board and approval of the Chief, BJMP	None	1 Hour	Secretariat of the Adjudication Board, National Headquarters Adjudication Board, National Headquarters Chief, BJMP
	1.5. Prepare a letter of approval/denial of the scholarship application and route to CDS, DCO, DCA and Chief, BJMP for clearance and signature.	None	1 Day	Scholarship JNOR, RSBASO
	1.6. Sign the letter	None	1 Minute	Chief, RSBASO


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 83 of 137

2. Receive a notice regarding the approved/disapproved request	2. Send notice through e-mail informing the parent of the client on the approval/denial of the scholarship application	None	1 Minute	Message Center JNOR, OCDS
TOTAL		None	1 Day, 5 Hours and 12 Minutes	
Process for Reimbursement of School Expenses				
1. Submit documents for reimbursement of school expenses	1.1. Check the completeness of the documents submitted 1.2. Prepare and forward vouchers and supporting documents to Accounting Service Office for funding	None	3 Days	Scholarship JNOR, RSBASO
2. Open Landbank ATM account (scholar)	2. Advise to Debit Account (ADA)	None	2 Days	Finance Service Office Personnel
TOTAL		None	5 days	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 84 of 137

**Retirement and Separation Benefits Administration
Service Office
(RSBASO)**

Internal Service


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 85 of 137

Processing of Retirement/Separation Benefits

The Retirement and Separation Benefits Administration Service Office (RSBSO) is responsible for the Processing of Retirement/Separation Benefits. Any personnel (Compulsorily Retired) who meet at least 56 years of age and service requirements entitled to an immediate retirement benefit. Personnel who rendered at least 20 years in service may apply for Optional Retirement.

The BJMP RSBAS Facebook page was created to serve as a one-stop-shop for retirement and separation benefits queries, follow-ups and updates.

Office/Division:	Retirement and Separation Benefits Administration Service Office (RSBASO)	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Retiring BJMP personnel <i>Note: For personnel assigned in the NHQ, proceed directly to step no. 3 after submitting the required documents</i>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
EXTERNAL REQUIREMENTS <i>(Only External Requirements shall be required to be submitted by the Client pursuant to Joint Memorandum Circular No. 2 of the Inter-Agency Task Force for Streamlining the Processing of Uniformed Services Benefit Claims)</i>		
a. Accomplished Claim Application Form (CAF) (1 original copy)	Requesting Client (Form available at RSBASO)	
b. Personnel/Claimant's photocopy of bank account number (ATM or Passbook) (1 photocopy)	Requesting Client	
c. Personal documents (Birth certificate and marriage contract, leave credits and appointment from previous government service)	Philippine Statistics Authority Previous Government Agency	
d. Ombudsman clearance (For retirement claims only) (1 original/ authenticated copy)	Ombudsman	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 86 of 137

INTERNAL REQUIREMENTS				
<i>(Internal Requirements need not be submitted by the Client pursuant to Joint Memorandum Circular No. 2 of the Inter-Agency Task Force for Streamlining the Processing of Uniformed Services Benefit Claims)</i>				
e. Clearance from last served regional office (1 original/authenticated copy)	Regional Office RSBAS Division			
f. Retirement order / separation order (1 original/authenticated copy) <i>NOTE: In case of deceased personnel, in lieu of the retirement / separation order, dependents must present the deceased personnel's death certificate together with proof of relationship as beneficiary such as birth certificate and marriage contract issued by PSA.</i>	Communications Management Section, DPRM			
g. Updated service records (to include service records from former government employers, indicate suspension, if any) and original appointment in the BJMP service (1 original/authenticated copy)	Personnel and Records Management Division, Regional Office Communications Management Section, DPRM Previous Government Agency			
h. Certificate of no property accountability / SAO clearance (1 original/ authenticated copy)	Supply Accountable Office, NHQ			
i. Duly accomplished leave form (CS Form 6) (1 original copy)	Communications Management Section, DPRM / Personnel and Records Management Division, Regional Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File retirement or separation claim and submit documents and clearances to Chief, Retirement and Separation Benefits Administration Service Division (RSBASD), Regional Office	1.1. Evaluate if submitted documents are complete and in order	None	5 Minutes	Chief, RSBASD, Regional Office
	1.2. Endorse documents and application for claims to RSBASO via mail (courier)	None	2 Days	Regional Director, Regional Office



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- MC -134

TOPIC
CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC

EFFECTIVE DATE


26 MAR 2022

PAGE

87 of 137

1.3. Check if documents submitted are complete and are in order	None	5 Minutes	JNOR/Clerk RSBASO
1.4. Prepare computation sheets	None	3 Minutes	JNOR/Clerk RSBASO
1.5. Route computation sheets to Chief, RSBASO for checking and signature	None	5 Minutes	JNOR/Clerk RSBASO Chief, RSBASO
1.6. Approval and signature of Chief, RSBASO	None	1 Minute	Chief, RSBASO
1.7. Prepare request for funding to DBM (by batch)	None	2 Hours	JNOR/Clerk RSBASO
1.8. Route the request for funding for clearance and signature of C, RSBASO, DC, CDS, DCO, DCA and Chief, BJMP	None	1 Day	Chief, RSBASO Directorate for Comptroller Members of the Command Group Chief, BJMP
1.9. Submit the request for funding to DBM	None	3 Hours	Liaison Officer, Message Center, OCDS
1.10. Approval of request for funding	None	---	Department of Budget and Management
1.11. Prepare voucher and route for signature of Chief, RSBASO (by batch)	None	6 Hours	JNOR/Clerk RSBASO (RSBSO)
1.12. Forward Obligation	None	2 Minutes	JNOR/Clerk RSBASO

"Changing Lives, Building a Safer Nation"

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 88 of 137

	Request to DC (for verification, checking of documents and computation).			Directorate for Comptrollership
2. Receive the Retirement/Separation Benefits through ATM	2. Receive Special Allotment Release Order (from DBM)	None		Directorate for Comptrollership
TOTAL		None	3 days, 11 hours and 21 minutes	
In case of survivorship				
1. None	1. Determine claimant's entitlement to additional benefits pursuant to PD 1184 (for permanent total disability and death claims applicants)	None	1 Day (for the Deliberation)	Adjudication Board National Headquarters
TOTAL		None	1 day	



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- MC-134

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC

EFFECTIVE DATE


26 MAR 2022

PAGE

89 of 137

Finance Service Office (FSO)


Internal Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 90 of 137

1. Payment of Fine, Penalties and Reimbursable Amount to the Government

The Finance Service Office issues official receipt as proof of payment of fines, penalties and reimbursable amount to the government.


Office/Division:	Administrative Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Order of payment by the Accounting Service Office (1 original copy)		Administrative Section, Accounting Service Office		
b. Memorandum/Letter orders (1 original/authenticated copy)		Communications Management Section, DPRM		
c. Resolution, Decision, or any other document demanding payment (1 photocopy)		Administrative and Records Section, Legal Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment issued by the Accounting Service Office and valid ID card to collecting officer	1.1. Evaluate documents if in order and receive payment from client	None	4 Minutes	Collecting Officer, FSO
	1.2. Prepare official receipt	None	5 Minutes	Collecting Officer, FSO
2. Receive the official receipt	2. Release of official receipt	None	1 Minute	Collecting Officer, FSO
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form		1 Minute	Collecting Officer, FSO
TOTAL		None	11 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 91 of 137

2. Issuance of Certificate of Last Payment

The Finance Service Office issues Certificate of Last Payment to certify that a BJMP personnel will be paid of his/her last pay and allowances and other benefits and further certify that the personnel will be dropped from payroll/voucher under the paying jurisdiction of the Bureau and no payment will be further made to him/her.


Office/Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Retiring Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
General Order (1 authenticated copy)		Communications Management Section, DPRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit GO to FSO	1.1. Prepare three (3) copies of certificate of last payment	None	5 Minutes	Administrative Officer, FSO
	1.2. Forward the certificate to the Chief, FSO for signature	None	1 Minute	Administrative Officer, FSO
2. Receive one (1) copy of the Certificate of Last Payment from FSO	2. Sign the certificate	None	1 Minute	Chief, FSO
3. Fill out Client Feedback Form	3.1. Ask client to fill out a Client Feedback Form	None	1 Minute	Administrative Officer, FSO
	3.2. Forward one (1) copy of the certificate to DPRM, retain one (1) copy for filing	None	3 Minutes	Administrative Officer, FSO
TOTAL		None	11 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 92 of 137

3. Issuance of Certificate of No Money Accountability

The Finance Service Office issues Certificate of No Money Accountability to certify that based on available records, a BJMP personnel has no money accountability. This certification is usually for the purpose of compulsory retirement or for travel abroad.


Office/Division:	Administrative / Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP active personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Letter		Requesting Client		
b. General Order or Special Order (1 authenticated copy)		Communications Management Section, DPRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request addressed to the Chief, FSO for issuance of certificate of no money accountability	1.1. Record the request	None	2 Minutes	Administrative Officer, FSO
	1.2. Prepare the certificate	None	5 Minutes	Administrative Officer, FSO
	1.3. Forward the certificate to the Chief, FSO for signature	None	1 Minute	Administrative Officer, FSO
	1.4. Sign the certificate	None	1 Minute	Chief, FSO
2. Receive the Certificate of No Money Accountability and sign the logbook upon release	2. Release the certificate	None	1 Minute	Administrative Officer, FSO
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Administrative Officer, FSO
TOTAL		None	11 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 93 of 137

4. Issuance of Certificate of Employment and Compensation


The Finance Service Office issues Certificate of Employment and Compensation to certify that a certain personnel is a bona fide member of the BJMP designated in a rank/position and specifies his/her monthly compensation and other additional remuneration.

Office/Division:	Administrative / Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP Active Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Letter		Requesting Client		
b. General Order or Special Order (1 authenticated copy)		Communications Management Section, DPRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request addressed to the Chief, FSO for issuance of Certificate of Employment and Compensation	1.1. Record the request	None	2 Minutes	Administrative Officer, FSO
	1.2. Prepare the certificate			Administrative Officer, FSO
	1.3. Forward the certificate to the Chief, FSO for signature	None	7 Minutes	Chief, FSO
2. Receive the Certificate of Employment and Compensation and sign the logbook upon release	2. After being signed by Chief, FSO, release the certificate	None	1 Minute	Administrative Officer, FSO
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Administrative Officer, FSO
TOTAL		None	11 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE
		PAGE 94 of 137

Accounting Office (AO)


External Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>me -134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 95 of 137

1. Issuance of Certificate of Creditable Tax Withheld at Source

The Accounting Office issues Certificate of Creditable Tax Withheld at Source (BIR Form No. 2307) for purchases of goods or services to be used as proof by taxpayers in claiming for tax credit in their monthly and quarterly tax declaration.

Office/Division:	Disbursement Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity G2G- Government to Government			
Who may avail:	Suppliers and entities subjected to withholding taxes by the Jail Bureau			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Valid ID card (1 piece)		Company or Any Government issuing valid ID		
b. Receipt copy of payment (1 original copy)		Finance Service Office – Checking		
c. Authorization letter from company (1 original/photocopy)		Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID card and state details of transaction/s for which certificate is requested to the AO	1.1. Verify identity of the client and get details of request	None	5 Minutes	Processing Clerk, AO
	1.2. Retrieve and verify documents pertaining to transaction for which a certificate is being requested. If there was no previous issuance of certificate, prepare certificate/s if there was previous	None	10 Minutes	Processing Clerk, AO

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- ME-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 96 of 137


	issuance, retrieve and secure copy of file document			
2. Receive requested certificate or certified true copy of certificate previously issued	2. Issue certificate or certified true copy if there was previous issuance of certificate	None	5 Minutes	Processing Clerk, AO
3. Fill out Client Feedback Form provided by the AO Staff	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Processing Clerk, AO
TOTAL		None	21 Minutes	

2. Issuance of Order of Payment

The Accounting Office issues Order of Payment to personnel or suppliers who intend to pay for a certain transaction. This document indicates the name of the person in whose favor it is issued, the type of transaction and the amount to be paid. This is required before payment to guarantee that the amount to be collected and remitted to the Jail Bureau's authorized government depository bank or to the Bureau of Treasury is correct.

Office/Division:	Disbursement Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government G2B- Government to Business Entity			
Who may avail:	1. All BJMP personnel 2. Suppliers and contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Bill, memorandum/letter orders, liquidation report, resolution/decision order or any other document necessitating payment (1 original/authenticated copy)			Payee or person who will avail the order of payment	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance at the AO transacting window	1. Get details of transaction requested and refer to action officer/bookkeeper	None	3 Minutes	Processing Clerk, AO
2. Submit documents as basis	2.1. Receive and review documents presented	None	10 Minutes	

"Changing Lives, Building a Safer Nation"


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- Me -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 97 of 137

of payment and state details of transaction	2.2. Evaluate, verify and validate the correctness of data 2.3 Prepare order of payment			Processing Clerk, AO
3. Receive order of payment and proceed to cashier in the FSO for payment	3. Issue order of payment and advise client to pay corresponding amount due to the cashier	None	2 Minutes	Processing Clerk, AO
4. Fill out Client Feedback Form provided by the AO Staff	4. Ask client to fill out a Client Feedback Form	None	1 Minute	Processing Clerk, AO
TOTAL		None	16 minutes	


3. Response to Inquiries on Processed Claims and Concerns on other Accounting Matters (Phoned-In)

The Accounting Office is one of the offices that process vouchers and through phone, suppliers and other business entities may inquire about the status of their claims or transactions.

Office/Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Suppliers and other Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance and state details of request at the AO transacting window	1. Get personal data of client and details of request	None	5 Minutes	Accounting Staff, AO


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 98 of 137

2. Receive a feedback regarding the inquiries on processed claims and other transactions.	2. Reply to simple queries or refer to concerned action officer or office/division if request entails further verification / coordination	None	5 Minutes	Accounting Staff, AO
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Accounting Staff, AO
TOTAL		None	11 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>Me-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 99 of 137

Accounting Office (AO)


Internal Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>me-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 100 of 137


1. Response to Inquiries on Processed Claims and Concerns on other Accounting Matters (Walk-In)

The Accounting Service Office accommodates walk-in BJMP Personnel with regard to their queries about the status of their respective claims.

Office/Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Any BJMP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Valid ID card (1 piece)		Any Government Agency issuing valid ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the AO transacting window	1.1. Verify identity of the client 1.2. Receive and evaluate presented requirements	None	3 Minutes	Accounting Staff, AO
2. Present request and state details	2.1. Acknowledge receipt of request and reply by citing relevant policies and or coordinate with concerned offices for proper authorization in the discharge of data/information	None	15 Minutes	Action Officer, AO
	2.2. If duly authorized, retrieve and verify the requested records gather requested data/information and issue certified copies of documents if requested	None	20 Minutes	Action Officer, AO
3. Receive requested	3.1. Release requested documents/data/information	None		Action Officer, AO


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- Me -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 101 of 137

documents/data/information or	after proper review and authorization 3.2. If requested data/information entails further study, evaluation or coordination and necessitates preparation of detailed reports, inform client of expected time frame of completion and advise client of target date of delivery/ availability of requested data/information		5 Minutes	
4. Fill out Client Feedback Form provided by the AO Staff	4. Ask client to fill out a Client Feedback Form	None	1 Minute	Action Officer, AO
TOTAL		None	44 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>me-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 102 of 137

Legal Service Office (LSO)


Internal Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- Me-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 103 of 137

1. Issuance of Certificate of No Pending Case

The Legal Service Office issues Certificate of No Pending Case to all active personnel for purposes of applications for loan, travel abroad, schooling, promotion, retirement and other legal purposes deemed applicable. Applicants shall present the necessary requirements to the Admin Clerk, LSO for verification.

Office/Division:	Administrative and Records Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Active BJMP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BJMP ID card		Communications Management Section, DPRM		
For personnel who will avail loan:	a. Lending Institution (e.g. Bureau of Jail Management and Penology-Multi-Purpose Cooperative (BJMP-MPC), Bureau of Jail Management and Penology Savings and Loan Association Incorporated (BJMPSLAI), Bureau of Jail Management and Penology Mutual Benefit Association Incorporated (BJMPMBAI), Armed Forces of the Philippines Savings and Loan Association Incorporated (AFPSLAI), etc.)			
a. Loan form (1 original copy)				
b. Pay slip (1 authenticated/certified copy)	b. Administrative Section, Finance Service Office			
c. Authorization letter for those who cannot personally present themselves (1 original copy)	c. Requesting Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the BJMP ID card and other requirements	1. Verify in the records if there are any pending case of the active personnel	None	1 Minute	Chief, Administrative and Records Section, LSO
2. Receive the Certificate of No Pending Case	2. Issuance of the certificate of no pending case	None	1 Minute	Chief, Administrative and Records Section, LSO


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>me-13A</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 104 of 137

3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Chief, Administrative and Records Section, LSO
TOTAL		None	3 Minutes	

2. Issuance of Certified True Copy of Cases


The Certified True Copy of a Case is issued to personnel who is/are the respondent/s to such case. Applicants shall present the necessary requirements to the Hearing Section Clerk, LSO for verification. It is being issued for whatever purpose it may serve.

Office/Division:	Hearing Section and Administrative and Records Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. BJMP ID card (Authorization Letter for those who cannot personally present themselves (1 original/photocopy)).		a. Communications Management Section, DPRM		
b. Copy of the Decision of the case if available (1 authenticated copy)		b. Administrative and Records Section, LSO / Communication Management Section, DPRM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the BJMP ID card and copy of the decision of the case, if available	1. Verify in the records if it is in the file	None	1 Minute	Clerk, Hearing Section, LSO
2. Receive the Certified True Copy of Cases	2. Issuance of the certified true copy of case	None	1 Minute	Clerk, Hearing Section, LSO
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Clerk, Hearing Section, LSO
TOTAL		None	3 minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- ME -134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 105 of 137

Community Relations Service Office (CRSO)

External Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- Me-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 106 of 137

1. Issuance of Clearance to Conduct Photo and Video Coverage / Documentation

The CRSO issues Letter of Clearance to any requesting parties wishing to conduct photo and video documentation in jails limiting their coverage on the specific areas allowed by the Warden. The clearance will also indicate the exact date of filming to provide better security and avoid overlapping of jail activities during the conduct of such. The Unit CRS Officer shall assist the parties entering the facility and shall ensure their safety and security during the course of the coverage. The Jail Unit is expected to submit After Activity Report to CRSO on their staff action.

Office/Division:	Public Information Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government			
Who may avail:	1. Tri-Media 2. Academe 3. Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Signed letter request (indicating the specifications of the Items/ gadgets/ equipment to be used and the number of media personnel to enter the jail facility) (1 original copy)		Company, School, Media Network		
b. Valid identification card (Press, media, company, student or government ID card) (1 piece)		Professional Regulation Commission, Company, School/University, Media Network, Government Agency Issuing Valid ID		
c. Sample script of scenes (1 original/photocopy)		Production Team/Media Network		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting parties may submit their signed letter request personally to CRSO or via mail, fax or electronic means, stating therein the purpose of the request and attaching the necessary requirements	1.1. The CRSO staff will receive the request by stamping therein the date, time, and name and signature of the recipient or receiver	None	5 Minutes	Chief, Public Information Section, CRSO /Administrative Officer, CRSO



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MC-134
 ISSUE NO.
 2
 REVISION NO.
 1
 EFFECTIVE DATE
26 MAR 2022
 PAGE
107 of 137

CITIZEN'S CHARTER

SUB-TOPIC

such as valid identification cards				
	1.2. After the CRS Staff received the letter request and other requirements, he/she shall ascertain the identity of the client, the organization or agency he/she belongs, and the purpose of the request	None	5 Minutes	Chief, Public Information Section, CRSO /Administrative Officer, CRSO
	1.3. After a careful review on the request, the office shall prepare clearance/s before the requesting party. If the request is granted, limitations and conditions in the conduct of the activity must be stated in the reply letter. If denied, justifiable reasons should also be indicated	None	5 Minutes	Chief, Public Information Section, CRSO Chief, CRSO
	1.4. Upon the recommendation of the Chief, CRSO the Chief, BJMP thru the Command Group shall approve and sign the clearance with	None	1 Day	Chief, BJMP, Command Group, and Chief, CRSO



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- *Me-134*

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC


EFFECTIVE DATE

26 MAR 2022

PAGE

108 of 137

	memorandum or the denied letter reply			
2. Receive the approved clearance to conduct photo or video coverage/documentation /denied reply letter	2.1. The approved clearance and/or denied letter reply shall be issued to the requesting party sent via official mail, fax or electronic copy furnished the region and jail facility	None	3 Minutes	Administrative Officer/ Chief, Public Information Section, CRSO
	2.2. CRS officers in the National and Regional office shall coordinate with the jail facility where the place or venue of documentation is requested	None	2 Minutes	Community Relations Service Officers National Headquarters/Regional Office
3. Comply with jail rules and regulations	3. If granted, the requesting body shall comply with the jail rules and regulations upon issuance of the clearance	None	2 Minutes	Warden of the Jail Facility Jail Unit
TOTAL		None	1 Day and 22 Minutes	


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 109 of 137

2. Request for Information/Data/Records


Part of the services of the CRSO is the provision of information to the public. Hence, the office is tasked to provide prompt and reliable information for research, news, media briefers and other reports. The CRSO will coordinate with the Directorate for Operations, Directorate for Program Development and other concerned offices for relevant and operational statistics. This is also in observance of the implementation of Freedom of Information Order supervised and headed by the Philippine Communications Operations Office (PCOO).

Office/Division:	Administrative Section/ Public Information Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government			
Who may avail:	1. Tri-Media 2. Academe 3. Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed letter request (indicating the specific information and its purpose. For students who are undertaking research or undergraduate thesis, school endorsement is required) (1 original copy)		1. Company, School, Media Network, Government Agency/Offices		
2. Valid identification card (Press, media, company, student or government ID card) (1 piece)		2. Professional Regulation Commission, Company, School/University, Media Network, Government Issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may submit their application request in writing to CRSO via mail, fax, electronic or through the e-FOI portal stating therein the personal circumstances of the requesting party, the specific description of the information requested, the reason	1.1. The BJMP FOI Receiving Officer (FRO) shall receive the request from the requesting party by stamping therein, the date, time, name and signature. The FRO shall also check the compliance on the	None	5 Minutes	Freedom of Information Receiving Officer Community Relations Service Office


"Changing Lives, Building a Safer Nation"

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>mc -134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 110 of 137

<p>for or purpose for which it is intended with a valid proof of identification. For electronic FOI request, the requesting party shall attach a scanned copy of the FOI application request accompanied by a copy of a duly recognized and valid government ID with photo. In case the requesting party is unable to prepare a written request due to disability or incapacity, he / she can make an oral request and the BJMP FOI Receiving Officer (FRO) shall reduce it in writing</p>	<p>request based on the FOI Manual.</p>			
	<p>1.2. After receipt of the request for information, the FOI Receiving Officer (CRSO) shall evaluate the contents of the request and forward such request to FOI Decision Maker (O,CDS) to process the request for information</p>	None	5 Minutes	<p>Freedom of Information Receiving Officer Community Relations Service Office</p>
	<p>1.3. The FOI Decision Maker (FDM) upon receipt of the request for information from the FRO shall</p>	None	10 Minutes	<p>Freedom of Information Decision Maker of Directorates or National Offices or Regional Offices or Jail Units</p>

	MEMORANDUM CIRCULAR		DOCUMENT NO. BJMP-CDS- ME-134
	TOPIC CITIZEN'S CHARTER		ISSUE NO. 2
	SUB-TOPIC		REVISION NO. 1
			EFFECTIVE DATE 26 MAR 2022
			PAGE 111 of 137

	assess and clarify the request if necessary. FDM shall in his capacity decide either to approve or deny the request and notify the appropriate office who shall prepare the response			
	1.4. The concerned office shall prepare the requested information and transmit such information to the FDM within 10 days upon receipt of such request	None	1 Minute	Freedom of Information Decision Maker of Directorates or National Offices or Regional Offices or Jail Units
	1.5. Once the information is complete and collated, the FDM shall forward the information to FRO	None	15 Minutes	Freedom of Information Decision Maker of Directorates or National Offices or Regional Offices or Jail Units
	1.6. The FRO then shall transmit the information to the requesting party	None	1 Minute	Freedom of Information Receiving Officer Community Relations Service Office
2. Receive the information needed/denied letter	2. If the information is denied, the FRO shall also inform the requesting party	None	3 Minutes	Freedom of Information Receiving Officer Community Relations Service Office
<p><i>If the requesting party is not satisfied with the information provided, he/she may make a review or an appeal within 30 working days upon receipt of such information to the Appeals Committee.</i></p>				
TOTAL		None	40 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- ME-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 112 of 137

3. Issuance of Clearance to Conduct Interview with PDL and Personnel

In view of the constitutional right of accused to freedom of speech, expression and of the press, a Person Deprived of Liberty (PDL) has the right to conduct press conference and to allow media for interview with his written consent and the approval of his counsel. BJMP Personnel are also allowed to be interviewed by media personalities. All requesting parties are required to submit pre-interview questions for review and evaluation of CRS officers in the National Headquarters and in the Regions.

Office/Division:	Public Information Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government			
Who may avail:	1. Tri-Media 2. Academe 3. Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Signed letter request (indicating the specific purpose or intention of the interview. For students who are undertaking research or undergraduate thesis, school endorsement is required) (1 original copy)		Company, School, Media Network		
b. Valid identification card (Press, media, company, student or government ID card) (1 piece)		Professional Regulation Commission, Company, School/University, Media Network, Government Issued ID		
c. Sample script (1 original/photocopy)		Production Team/Media Network		
d. Written and Signed Consent of the PDL and his lawyer		Jail Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may submit their signed letter request personally to CRSO or via mail,	1.1. The CRSO staff will receive the request by stamping therein the date, time,	None	5 Minutes	Administrative Officer Community Relations Service Office



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS-

WC-134

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC

EFFECTIVE DATE

26 MAR 2022

PAGE

113 of 137

<p>fax or electronic means, stating therein the purpose of the request attaching the necessary requirements such as valid identification cards, and endorsement from school for students undertaking thesis or research study</p>	<p>his/her name and signature</p>			
	<p>1.2. After the CRS Staff received the letter request and other requirements, he/she shall ascertain the identity of the client, the organization or agency he/she belongs, and the purpose of the request.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Chief, Public Information Section/ Administrative Officer Community Relations Service Office</p>
	<p>1.3. CRS Staff shall then coordinate the date and time of interview both of the requesting party and the subject PDL and personnel.</p> <p>1.4. For interview on PDL, the CRS staff shall ascertain clear</p>	<p>None</p>	<p>5 Minutes</p>	<p>Chief, Public Information Section/ Administrative Officer Community Relations Service Office</p>



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS- *ME - 134*

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC


EFFECTIVE DATE

26 MAR 2022

PAGE

114 of 137

	coordination with the Warden of the facility on the scheduling of activities			
	<p>1.5. After a careful review, the CRSO shall prepare clearance/s before the requesting party</p> <p>1.6. If the request is granted, limitations and conditions in the conduct of the activity must be stated in the reply letter</p> <p>1.7. If denied, justifiable reasons should also be indicated</p>	None	5 Minutes	Chief, Public Information Section Community Relations Service Office
2. Receive a copy of clearance to conduct interview with PDL and Personnel /denied letter	2. Upon the recommendation of the Chief, CRSO, the Chief, BJMP thru the Command Group shall approve and sign the clearance attached with a memorandum or if denied, a letter of disapproval shall be sent via official mail or electronic copy to the requesting party copy	None	1 Day	Chief, BJMP Command Group and Chief, Community Relations Service Office National Headquarters


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>Me-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1 26 MAR 2022
		EFFECTIVE DATE
		PAGE 115 of 137

	furnished the concerned Regional Director and Jail Warden.			
None	2.1. CRS officers in the National and Regional Office shall coordinate with the jail facility where the place or venue of documentation was requested	None	2 Minutes	Community Relations Service Officers National Headquarters/Regional Office
3. Comply with the rules and regulations of the jail facility before the conduct of interview to PDL/ BJMP personnel	3. If granted, the requesting body shall comply with the jail rules and regulations upon issuance of the clearance.	None	2 Minutes	Warden of the Jail Facility Jail Unit
TOTAL		None	1 Day and 24 Minutes	

4. Visitation of Foreign Consular Offices in Jails


All foreign diplomatic/consular officials who desire to visit their detained nationals in BJMP jail facilities may send a request to the BJMP National Headquarters through CRSO or Regional Offices to coordinate their schedule of visit. The request must indicate the complete name of the detained national if known the place of detention, and the date of scheduled visit. The jail facility after coordination with CRS officers in the NHQ or Regions shall ensure the safety and security of the diplomatic/consular officials during the course of the visit. The Jail Unit shall submit After Activity Report to CRSO.

Office/Division:	Public Information Section
Classification:	Complex
Type of Transaction:	G2C- Government to Citizens
Who may avail:	Foreign Consular Offices


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>me-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 116 of 137

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Signed letter request (indicating the date and time of visit, purpose or intent and list or name of persons entering the facility with valid proof of identification) (1 original copy)		Consular Offices/Embassy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may submit their signed letter request personally to CRSO or via mail, fax or electronic, stating therein the date and time of visit, purpose or intent of the visit, name of PDL to be visited, name of consular officials visiting the facility with valid proof of identification	1.1. The CRSO staff will receive the request by stamping therein the date, time, and the receiver's name and signature	None	5 Minutes	Chief, Public Information Section, CRSO / Administrative Officer
	1.2. After the CRS Staff received the letter request and other requirements, he/she shall ascertain the identity of the client, the organization or agency he/she belongs, and the purpose of the request	None	5 Minutes	Chief, Public Information Section, CRSO / Administrative Officer
2. Receive a message from CRS Staff	2.1. CRS Staff shall then make necessary coordination with the requesting party and the subject facility or PDL to be	None	5 Minutes	Chief, Public Information Section, CRS/ Administrative Officer

"Changing Lives, Building a Safer Nation"


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>me -134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 117 of 137

	<p>visited as to the date and time of visit, and also verify the status of detention of such PDL</p> <p>2.2. For interview on PDL, the CRS staff shall coordinate with the Warden of the facility on the scheduling of activities</p>			
	2.3. After a careful review on the request and upon the immediate recommendation of the Chief, CRSO the request for visit of the consular officials shall be approved	None	5 Minutes	<p>Chief, Public Information Section</p> <p>Chief, CRSO</p>
None	2.4. CRS officers in the national and regional offices shall coordinate with the jail facility where the place or venue of visit is requested	None	2 Minutes	National/ Regional CRS officers
3. Receive the approved request to visit the subject PDL through what means?	3. CRS Officers shall inform the requesting party on the approval of the said visit	None	2 Minutes	National/ Regional CRS officers
4. The foreign diplomatic/consular officials may visit the subject PDL and subject for compliance with rules and regulations of jail facility	4. The jail facility shall after the visit submit an after activity report to the Chief, BJMP Attn: CRSO	None	15 Minutes	Warden of the Jail Facility CRS Unit Officer
TOTAL		None	39 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 118 of 137

Supply Accountable Office (SAO)


Internal Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>Me-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 119 of 137

1. Issuance of Certificate of No Property Accountability

The Supply and Accountable Office issues Certificate of No Property Accountability to all BJMP personnel applying for retirement, death, resignation, and transfer of service to ensure that subject personnel has been cleared from any accountabilities with attached Property turn-in slip. Certificate of No Property Accountability is also being issued for applications for travel and schooling for which service firearms and other equipment shall be temporarily turned-in/deposited to SAO/RSAO.

Office/Division:	Supply and Material Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP personnel applying for retirement, death, resignation, schooling, travel and reassignment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Regional certificate of no property accountability from previous assignments issued by RSAO (1 original copy)		Regional Office - Supply Accountable Office		
b. Property Turn-in Slip issued by RSAO if there's a firearm/s and other equipment issued to him/her (1 original copy)		Regional Office - Supply Accountable Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting personnel shall return all his/her issued firearm/s and other equipment	1. Received the item/s; prepare Property Turn-in Slip (PTIS)	None	3 Minutes	Administrative Equipment JNOR, SAO
2. Receive a receipt of the returned issued firearms and other equipment	2.1. Prepare the certificate of no property accountability clearance 2.2 For travel/schooling purposes: Service firearm & other equipment shall be	None	3 Minutes	Administrative Equipment JNOR, SAO


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>MC-139</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 120 of 137

	<i>temporarily turned-in/deposited to SAO</i>			
3. Receive the Certificate of No Property Accountability and sign in the logbook	3. Release the clearance	None	1 Minute	Administrative Equipment JNOR, SAO
4. Fill out Client Feedback Form	4. Ask client to fill out a Client Feedback Form	None	1 Minute	Administrative Equipment JNOR, SAO
TOTAL		None	8 Minutes	


2. Renewal of Property Acknowledgment Receipt (PAR)

The Supply and Accountable Office issues Renewal of Property Acknowledgment Receipt (PAR) to all BJMP Personnel with issued service firearm/s required in order to monitor the whereabouts of the firearms. It is also being issued for physical presentation of service firearm made for stenciling.

Office/Division:	Equipment Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All BJMP personnel with issued service firearm/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issued service firearm		Administrative and Records Section, SAO/ Regional Supply Accountable Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting personnel shall present his/her issued service firearm	1.1. Physical presentation of service firearm for stenciling	None	3 Minutes	Administrative Equipment JNOR, SAO
	1.2. Prepare Property Acknowledgment Receipt (PAR) for signature of requesting personnel	None	3 Minutes	Administrative Equipment JNOR, SAO


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- ME-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 121 of 137

	and authorized signatories			
2. Receive the Renewed Property Acknowledgment Receipt (PAR)	2. Release the Renewed Property Acknowledgment Receipt (PAR)	None	3 Minutes	Administrative Equipment JNOR, SAO
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form	None	1 Minute	Administrative Equipment JNOR, SAO
TOTAL		None	10 Minutes	

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>ME-139</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 122 of 137

Regional Investigation and Prosecution Division (RIPD)


External/Internal Service

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- 116-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 123 of 137

1. Filing of Complaint/Case against Erring BJMP Personnel

The designated Investigator-on-Case verifies the identity and status of any involved BJMP Personnel and facilitates in the completion of the Complaint Form.

Office/Division:	Regional Investigation and Prosecution Division			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens G2G- Government to Government			
Who may avail:	Any person may file a complaint / case against any member of the Jail Bureau assigned in that particular region of the RIPD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished IPD Complaint Form (one (1) original copy)		Regional Investigation and Prosecution Division		
Any documentary attachments to the complaint to include affidavits of witnesses, etc. (one (1) original copy)		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Visitors' Logbook at the Regional Office entrance and inform the duty on the purpose of the visit	1. Verify identity of complainant	None	1 Minute	Duty Investigator Regional Office
2. Accomplish the IPD Complaint Form	2. Assess the filled-up IPD Complaint Form	None	10 Minutes	Duty Investigator Regional Office
3. Submit documentary attachments to IPD including affidavits of witnesses, if any	3. Receive supporting documents and ask the complainant for his/her contact information for updates on the progress of the proceedings on his/her complaint	None	10 Minutes	Duty Investigator Regional Office

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>me-139</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 124 of 137

4. Fill-out Client Feedback Form provided by the IPD Staff	4. Ask client to fill-out a Client Feedback Form	None	1 Minute	Duty Investigator Regional Office
TOTAL		None	22 Minutes	
End of Transaction				

ACTIONS TO BE TAKEN ON THE COMPLAINT				
None	4.1. Conduct investigation and prepare report to be approved by ARDA	None	15 Days	Investigator-On-Case Regional Office
None	4.2. Endorse Investigation Report to DIP, BJMP-NHQ for evaluation	None	10 Days	Evaluator, DIP
5. Receive a notice regarding the progress of the filed complaint	5. Inform client of the result of investigation	None	1 Day	Investigator, Regional Investigation and Prosecution Division
TOTAL		None	26 Days	



MEMORANDUM CIRCULAR

DOCUMENT NO.

BJMP-CDS-

MC-134

TOPIC

CITIZEN'S CHARTER

ISSUE NO.

2

REVISION NO.

1

SUB-TOPIC

EFFECTIVE DATE


26 MAR 2022

PAGE

125 of 137

Jail Units


External Services

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>ME-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 126 of 137

1. Jail Help Desk Services

The Help Desk functions as a referral unit where a PDL and his/her immediate family members may lodge their request for assistance from other government agencies. These requests are evaluated by the Jail Help Desk Officer and eventually referred to the concerned government agencies for appropriate action.

Office/Division:	Jail Help Desk			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government G2C- Government to Citizens			
Who may avail:	1. Persons Deprived of Liberty (PDL) 2. Immediate Family Members of the PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written request for assistance		Requesting Party		
b. Copy of ID card of the requesting individual (1 photocopy)		Requesting party		
c. Contact details		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written request	1. Receive, record, and evaluate the request	None	2 Minutes	Jail Help Desk Officer
2. Submit photocopy of any government issued ID card and contact details	2. Receive and record the personal circumstances and contact details of the requesting party	None	2 Minutes	Jail Help Desk Officer
3. Fill out Client Feedback Form	3.1. Secure accomplished Client Feedback Form	None	1 Minute	Jail Help Desk Officer
	3.2. Refer the request for assistance to the concerned government agency	None	3 Days	Jail Help Desk Officer
	3.3. Request for written reply on action taken or disposition of the	None	15 Days	Jail Help Desk Officer


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- me-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 127 of 137

	concerned government agency on the requested assistance			
4. Receive information on the action taken or disposition of the government agency on the requested assistance	4. Inform the requesting party of the action taken or disposition of the government agency on the requested assistance	None	1 Day	Jail Help Desk Officer
Total		None	19 days and 5 minutes	

2. E-Dalaw Service

The BJMP launched the "E-Dalaw Service" for all Persons Deprived of Liberty to communicate with their loved ones, doctor and legal advisor through social media platforms such as Facebook or Skype without leaving the jail premises. A PDL who wish to avail the E-Dalaw Service may ask the personnel in-charge for scheduling. On the scheduled availment thereof, the PDL may be given 10 to 15 minutes to communicate with his/her loved ones, doctor and legal advisor.

Office/Division:	Paralegal Service Unit			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	1. PDL 2. Relatives of PDL 3. Lawyer of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal / Letter Request		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to Paralegal Service Unit	1.1. Evaluate the letter request. Inform the requesting party once request is approved	None	5 Minutes	Paralegal JNOR, Jail Unit

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 128 of 137

	1.2. Start timer once conversation of PDL and relative/lawyer started	None	15 Minutes	Paralegal JNOR, Jail Unit
TOTAL		None	20 Minutes	

3. Jail Visitation Service/Visitor's Registration

The Jail Unit allows visitation to PDL by any member of his/her immediate family, medical doctor, priest or religious minister chosen by him/her, his/her counsel, or by any non-governmental organization duly accredited by the Commission on Human Rights and any international non-governmental organization duly accredited by the Office of the President. The person's "immediate family" shall include his or her spouse, fiancé or fiancée, parent or child, brother or sister, grandparent or grandchild, uncle or aunt, nephew or niece, and guardian or ward.

Office/Division:	Custodial Unit		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizens		
Who may avail:	Visitors of PDL (family and friends)		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
During Registration: present the following:	Philippines Statistics Authority, Bureau of Internal Revenue, Post Office, Land Transportation Office, PAG-IBIG, Department of Foreign Affairs, Social Security System, Government Service Insurance System and etc.		
Wife : Marriage contract (1 original/photocopy) and government issued ID cards (1 piece)			
Common law wife : Two government issued ID cards (2 pieces)			
Father/Mother : Government issued ID cards (2 pieces)			
Son/Daughter : Birth Certificate issued by PSA and two government issued ID cards			
Siblings : Birth Certificate (1 original copy) and government issued ID cards (2 pieces)			
Grandparents : Government issued ID cards (2 pieces)			
Friends/Relatives : Two government issued ID cards			
<i>Note:</i> For pregnant women, pre-natal booklet is necessary (1 original)			




MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- *me-134*
 ISSUE NO.
2
 REVISION NO.
1
 EFFECTIVE DATE
26 MAR 2022
 PAGE
129 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For new visitors: present requirements for registration before the Jail Custodial Unit	1. Registration in-charge will check the database if the PDL is currently detained, check the requirements and interview the visitor. Instruct the visitors to accomplish all the required data in the registration form.	None	5 Minutes	Visitors Registration-in-Charge Jail Unit
2. Submit the accomplished form to the registration in charge and wait for name to be called for the finger scanning and photo	2. Registration in charge will encode in the biometrics registration system all the information of the visitor including the finger print and photo.	None	5 Minutes	Visitors Registration-in-Charge Jail Unit
3. Sign the visitors' waiver form and get one queuing number and wait for the number to be called during start of entry of visitors	3. Duty gate personnel will call and collect queuing number of visitors upon start of visitation schedule.	None	5 Minutes	Duty Gate Personnel Jail Unit
4. Log-in the biometrics system	4. Biometrics in charge will check if the person in the photo is the same as the person who logged in and checked if she/he is scheduled to visit based on the classification.	None	1 Minute	Biometrics-in-Charge Jail Unit
5. Submit all personal belongings and food for inspection to the duty searcher	5. Duty searcher will strictly check all the personal belongings and food brought by the visitor for possible contrabands.	None	3 Minutes	Duty Searcher Jail Unit


	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>we-124</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 130 of 137

6. Proceed to the duty searcher for body frisking and strip search and cavity search	6. Duty searcher will body frisk all visitors but will randomly conduct strip Search and cavity search visitors	None	1 Minute	Duty Searcher Jail Unit
7. Proceed to the designated visitation area	7. Duty custodial shall monitor all activities during the visitation time to ensure safety of the visitors and PDL	None	1 Minute	Duty Custodial Personnel Jail Unit
8. All visitor should Log-out in the biometrics system upon exit	8. Duty biometrics-in-charge must ensure that all visitors will log-out in the biometrics system	None	1 Minute	Biometrics-in-Charge Jail Unit
9. Approach the duty for checking of the stamp on the arm	9. All visitors are checked whether they have the visitors stamp on their arm	None	1 Minute	Duty Gate Personnel Jail Unit
TOTAL		None	23 Minutes	

4. Issuance of Certificate of Detention


The BJMP Jail Records Unit issues Certificate of Detention to all requesting PDL and their immediate relatives.

Office/Division:	Records Unit			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizens			
Who may avail:	PDL or their relatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request containing the name of PDL, criminal case number and purpose for application (1 original copy)			Requesting Persons Deprived of Liberty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the records unit	1.1. Records unit personnel will interview	None	3 Minutes	Records Unit Personnel

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- <i>MC-134</i>
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 131 of 137

and present the letter request	the requesting PDL or the person authorized by the PDL to receive the Certificate of detention as to the purpose of the request			Jail Unit
	1.2. Verify if the name of PDL is in the file	None	1 Minute	Records Unit Personnel Jail Unit
	1.3. If there is, prepare the certificate of detention	None	3 Minutes	Records Unit Personnel Jail Unit
	1.4. The records unit personnel who prepared it signs and submits the same to the warden for signature	None	3 Minutes	Jail Warden Jail Unit
2. Received the certificate from the Records Unit	2. Release the certificate	None	1 Minute	Records Unit Personnel Jail Unit
3. Sign in the Releasing Logbook of the Records Unit	3. Let the requesting party sign in the outgoing logbook	None	1 Minute	Records Unit Personnel Jail Unit
4. Fill out Client Feedback Form provided by the Records Unit personnel	4. Ask client to fill out a Client Feedback Form	None	1 Minute	Records Unit Personnel Jail Unit
TOTAL		None	13 Minutes	

Note: Some jails were allowed to collect fees for the issuance of Certificate of Detention by their respective Local Government Units (LGUs) through a Resolution by the Sangguniang Bayan by virtue of the LGUs' power to tax.

	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 132 of 137

Feedback and Complaint Mechanisms

FEEDBACK MECHANISM	
How to send a feedback?	<p>Upon availing the services of a particular office, client shall accomplish the provided feedback form and drop at the designated box placed in front of the Communications Section of Directorate for Personnel and Records Management.</p> <p>Other feedback from the public may be address to the BJMP Hotline, 0921-740-5555 for Smart subscribers, 0915-920-0915 for Globe subscribers or through BJMP Hotline Facebook Page.</p>
How feedback is processed?	<p>During the end of the 1st and 2nd semester of the year, all duly accomplished client feedback form will be recorded to be reviewed by the officer-in charge.</p> <p>All consolidated feedback forms will be consolidated in accordance to the clients' satisfaction on a particular service they availed.</p> <p>Photocopied client feedback forms and consolidated report will be forwarded to the Directorate for Program and Development for compliance</p>
COMPLAINT MECHANISM	
How to file complaints?	<p>Filing of complaints by clients shall be addressed to the concerned office by means of a formal letter addressing complaints and concerns.</p> <p>In case of any confidential complaints and concerns, the Directorate for Investigation and Prosecution will be responsible to take appropriate action on the said complaints.</p> <p>Walk-in complainants shall accomplish complaint form with full name, rank, and the personnel complained of. Complainants must narrate the detailed and evidentiary facts showing the actions or omissions allegedly committed by the personnel.</p> <p>Sworn statements and certified true copies of documentary evidence must be attached to the duly accomplished complaint form.</p>



MEMORANDUM CIRCULAR

DOCUMENT NO.
BJMP-CDS- MW-134
 ISSUE NO.
2
 REVISION NO.
1
 EFFECTIVE DATE
26 MAR 2022
 PAGE
133 of 137

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

	<p>However, complaints through E-mail / Endorsement from other offices and agencies shall attach a complaint affidavit with a contact person to notify on the said complaints.</p> <p>For inquiries and follow-ups, clients may contact the concerned office through the telephone number : 927-6383.</p>
<p>How complaints are processed?</p>	<p>Complaints will be addressed to the concerned office for appropriate action.</p> <p>The personnel in-charge will receive the complaint and other supporting documents properly notarized under oath. As the documents already evaluated, the personnel in charge will gather information through interview for investigation. Personnel in-charge will furnish the client a receiving copy of his/her complaint.</p> <p>In case of complaints received via E-mail or other government agencies, the personnel in-charge will receive the complaint and other supporting documents forwarded to the Chief, Investigation Division for proper disposition.</p> <p>The personnel in-charge will contact the complainant on the progress of the complaint which may be referred to the Regional Disciplining Authority having jurisdiction on the person complained of, or grievance committee as the case maybe.</p> <p>For inquiries and follow-ups, clients may proceed or contact the Directorate for Investigation and Prosecution through the telephone number: 927 6383 loc 305.</p>
<p>Contact Information</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) Presidential Complaint Center (PGC) : 8888 Contact Center ng Bayan (CCB): 0908-887-6565</p>





MEMORANDUM CIRCULAR

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

DOCUMENT NO.
BJMP-CDS- **me-134**

ISSUE NO.
2

REVISION NO.
1

EFFECTIVE DATE
26 MAR 2022

PAGE
134 of 137

VII. Directory of Offices

Office	Address	Contact Information
Office of the Chief, BJMP	4 th Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 401/402
Office of the Deputy Chief for Administration of the Jail Bureau	4 th Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 406/404
Office of the Deputy Chief for Operations of the Jail Bureau	4 th Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 411/405
Office of the Chief of Directorial Staff of the Jail Bureau	4 th Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 407
Directorate for Personnel and Records Management (DPRM)	Ground Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 101/102
Directorate for Logistics (DL)	2 nd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 201/202
Directorate for Intelligence (DI)	2 nd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 311
Directorate for Comptrollership (DC)	3 rd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 306/307
Directorate for Operations (DO)	3 rd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 302/303
Directorate for Program Development (DPD)	2 nd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 204
Directorate for Human Resource Development (DHRD)	Ground Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 104
Directorate for Investigation and Prosecution (DIP)	3 rd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 304/305
Directorate for Welfare and Development (DWD)	2 nd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 203
Directorate for Information Communication Technology Management (DICTM)	3 rd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 309

U.P. TANK CENTER
THE NATIONAL ADMINISTRATIVE REGISTER
Administrative Rules and Regulations
MAR 11 2022
RECEIVED
TIME: _____ BY: _____

"Changing Lives, Building a Safer Nation"



MEMORANDUM CIRCULAR

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

DOCUMENT NO.
BJMP-CDS- MW-134

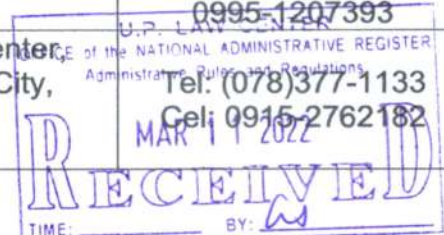
ISSUE NO.
2

REVISION NO.
1

EFFECTIVE DATE
26 MAR 2022

PAGE
135 of 137

Directorate for Health Service (DHS)	Ground Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 103
Retirement and Separation Benefits Administration Service Office (RSBASO)	Ground Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 101/102 or 09692231551
Chaplaincy Service Office (CSO)	4 th Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 409
Headquarters Support Service Office (HSSO)	Ground Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 107
Finance Service Office (FSO)	3 rd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local:
Legislative Liaison Office (LLO)	BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383
Legal Service Office (LSO)	2 nd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 206
Community Relations Service Office (CRSO)	4 th Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 408
Office of the National Executive Senior Jail Officer (ONESJO)	3 rd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 308
Supply Accountable Office (SAO), BJMP-Wide	2 nd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 207
Accounting Office (AO)	2 nd Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 208
BJMPRO-NCR	86 BLBC Bldg., Congressional Avenue, Project 8, Bahay Toro, 1106 Quezon City	Tel: 414-8605 Cel: 0917-5522109
BJMPRO-I	Parian, City of San Fernando, La Union	Tel: (072)607-3179 / 607-1174 Cel: 0928-5053019 0995-1207393
BJMPRO-II	Regional Government Center, Carig Sur, Tuguegarao City, Cagayan	Tel: (078)377-1133 Cel: 0915-2762182



"Changing Lives, Building a Safer Nation"



MEMORANDUM CIRCULAR

TOPIC
CITIZEN'S CHARTER

SUB-TOPIC

DOCUMENT NO.
BJMP-CDS- MC-134

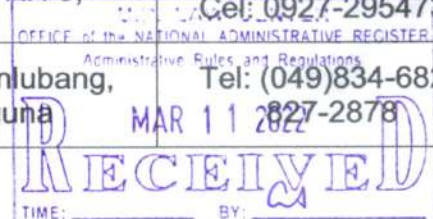
ISSUE NO.
2


REVISION NO.
1

EFFECTIVE DATE
26 MAR 2022

PAGE
136 of 137

BJMPRO-III	Diosdado P. Macapagal Regional Government Center, Maimpis, City of San Fernando, Pampanga	Tel: (045)455-3901 Cel: 0921-3900338 0939-4182660
BJMPRO-CALABARZON	BJMP Bldg., Sitio Tagaytay, Brgy. Turbina, Calamba City	Tel: 042-7106944 Cel: 0905-6679166
BJMPRO-MIMAROPA	JD Building, Pastor Road, GulodLabac, Batangas City	Tel: 043-7023735 Cel: 0917-6623469 0945-2951710
BJMPRO-V	Legaspi City Jail Compound, Bogtong, Legaspi City	Tel: (052)824-0867 Cel: 0927-4783212 0917-9809777
BJMPRO-VI	P. Aquino St., Fort San Pedro, Iloilo City, 5000	Tel: (033)336-9203 Cel: 0999-8801202 0921-8757891
BJMPRO-VII	13B Veloso St., Guadalupe, Cebu City, 6000	Tel: (032) 254-4747 Cel: 0939-3166810 0945-2374173
BJMPRO-VIII	3 rd Flr., Tri-Star Bldg., 170 Avenida Veteranos St., Tacloban City	Cel: 0939-5587896
BJMPRO-IX	BJMPRO-IX Bldg., Brgy. Lenienza Pagadian City	Tel: 062-9250733 Cel: 0928-5011818
BJMPRO-X	F. De Lima St., Lumbia, Cagayan de Oro City	Cel: 0920-9082285
BJMPRO-XI	Davao City Jail Compound, Ma-a Davao City, 7000	Tel: (082)244-0028 Cel: 0927-4710110
BJMPRO-XII	BJMPRO-XII Bldg., Regional Center, Brgy. Carpenter Hill, Koronadal City	Tel: (083)877-3485 Cel: 0939-5020760 0995-4202556
BJMPRO-CARAGA	3 rd Flr., Rudy Tiu Bldg., AD Curato Corner T. Sanchez St., Butuan City	Tel: (085)815-1030 Cel: 0906-1153945
BJMPRO-CAR	2 nd Flr., Baguio City District Jail Bldg., Abanao St., Baguio City	Tel: (074)443-5295 Cel: 0907-8621445 0939-2842999
BJMPRO-BARMM	BJMPRO-ARMM, 28 Oblates Drive Corner, Rosales St., RH 6, Cotabato City	Tel: (064)552-4950 Cel: 0927-2954730
National Jail Management and Penology Training Institute (NJMP TI)	Camp Vicente Lim, Canlubang, Calamba City, Laguna	Tel: (049)834-6827 827-2878



	MEMORANDUM CIRCULAR	DOCUMENT NO. BJMP-CDS- MC-134
	TOPIC CITIZEN'S CHARTER	ISSUE NO. 2
	SUB-TOPIC	REVISION NO. 1
		EFFECTIVE DATE 26 MAR 2022
		PAGE 137 of 137

VIII. FINAL PROVISIONS

Section 1. Separability Clause

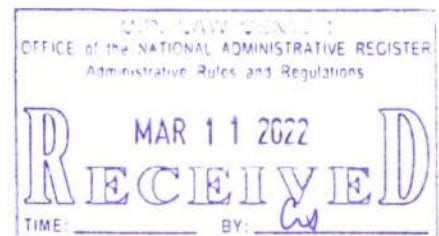
In case any provision in this Citizen's Charter shall be held invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired.





Section 2. Repealing Clause

The BJMP Citizen's Charter dated September 14, 2019 and all existing policies, rules and regulations inconsistent herewith are hereby repealed and amended.

Section 3. Effectivity

This Citizen's Charter shall take effect immediately upon approval, registration and publication.



Prepared by:  JUAN PAULO A PORCIUNCULA Jail Senior Inspector OIC, Administrative Section, ODCO Personnel-in-Charge, Review of Existing Systems, Processes and Procedures Noted by:  PAULINO H MORENO JR Jail Chief Superintendent OIC, Office of the Chief of Directorial Staff of the Jail Bureau Chairperson, Committee for the Compliance to RA No. 11032	Reviewed by:  DENNIS U ROCAMORA, CESE Jail Chief Superintendent Deputy Chief for Operations of the Jail Bureau/ Quality Management Representative	Approved by:  ALLAN S IRAL, CESE Jail Director Chief, BJMP
--	---	--