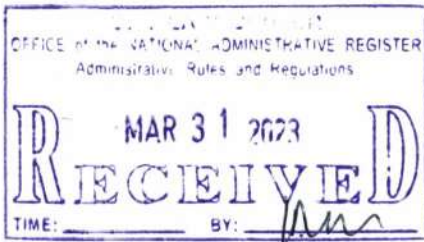





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**BUREAU OF JAIL MANAGEMENT AND PENOLOGY**

**CITIZEN'S CHARTER**

<p>Prepared by:</p> <p> <b>KIRK STEVEN O VALE</b> Jail Inspector OIC, Placement Section - AAOHRAD Directorate for Personnel and Records Management Secretariat, Committee on Anti-Red Tape (CART)</p> <p>Noted by:</p> <p> <b>RUEL S RIVERA, DSC</b> Jail Chief Superintendent Deputy Chief for Administration of the Jail Bureau/ Chairperson, Committee on the Anti-Red Tape (CART)</p>	<p>Reviewed by:</p> <p> <b>DENNIS J ROCAMORA, CESE</b> Jail Chief Superintendent Deputy Chief for Operations of the Jail Bureau/ Quality Management Representative</p>	<p>Approved by:</p> <p> <b>ALLAN S IRAL, CESE</b> Jail Director Chief, BJMP</p>
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**I. Mandate**

Republic Act 6975 as amended by RA 9263 and further amended by RA 9592.

**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 provide humane safekeeping and developmental opportunities for Persons Deprived of Liberty (PDL) in the promotion of public safety.

**IV. Service Pledge**

The Bureau of Jail Management and Penology adopts the J.A.I.L. Plan 2040 (Journey towards Advancement, Innovation, and Long-term Development Plan 2040) to go beyond the better, seeks to ensure the achievement of its vision in pursuit of high-quality standards of service and does hereby pledge to:


Optimize the bureau’s resources under the **RESOURCE MANAGEMENT PERSPECTIVE** as it is the key to realizing the BJMP’s vision by ensuring the organization’s financial and logistical adequacy;

Focus on its intangible assets mainly on the internal skills and capabilities of personnel that is required to support the value-creation internal processes resulting in a responsive and resilient organization that falls under the **LEARNING AND GROWTH PERSPECTIVE**;

Create and deliver a customer value proposition under **PROCESS EXCELLENCE PERSPECTIVE**, which focuses on our bureau’s core functions, providing humane safekeeping and strengthening responsive and holistic PDL welfare and development programs; and

Establish a safe community through the restoration of the human capabilities of our previous clientele and ensuring that they will be accepted by society through strengthened stakeholder management, this is under the **COMMUNITY PERSPECTIVE**.



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# Directorate for Personnel and Records Management (DPRM)

## External Service

### 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 mandated to safekeep and develop persons deprived of liberty (PDL). Likewise, being a jail officer is a unique opportunity to help people behind bars in the resolution of their cases and in the promotion of their welfare and well-being.

<b>Office/Division:</b>	Recruitment and Selection Section, AAOHRAD
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	<p>Any person who possesses the following general qualifications:</p> <ol style="list-style-type: none"> <li>1. Must be a Filipino citizen;</li> <li>2. Must be of good moral character;</li> <li>3. Must possess 2<sup>nd</sup> level eligibility acquired through any of the following: <ol style="list-style-type: none"> <li>a. Must have passed the Career Service examination professional level;</li> <li>b. Must have passed the Penology Officers Examination (POE);</li> <li>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);</li> <li>d. Must have qualified for the grant of any of the eligibilities provided under special laws and CSC issuances (2<sup>nd</sup> level);</li> </ol> </li> <li>4. Must not be less than twenty-one (21) years old nor more than thirty (30) years old (at the time of appointment);</li> <li>5. Must possess baccalaureate degree;</li> <li>6. Must not have been dishonorably discharged or dismissed for cause from previous employment;</li> <li>7. Must not have been convicted by final judgment of any offense or crime involving moral turpitude;</li> </ol>





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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 from the CSC Website ( <a href="http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/867-personal-data-sheet-revised-2017.html">http://csc.gov.ph/2014-02-21-08-28-23/pdf-files/category/867-personal-data-sheet-revised-2017.html</a> )
b. Photocopy of Birth Certificate (1 original copy)	Philippine Statistics Authority
c. Photocopy of Diploma (authenticated/certified true copy by the school registrar) (1 original copy)	College/University where the client graduated from
d. Transcript of Records (TOR) (authenticated/certified true copy by the school registrar) (1 original copy)	College/University where the client graduated from
e. Eligibility or board rating (with PRC ID card if applicable) (1 authenticated/ certified true copy) (1 original copy)	Civil Service Commission/Professional Regulation Commission
f. Photocopy of marriage certificate (If applicable) (1 original copy)	Philippine Statistics Authority
g. Original/photocopy NBI Clearance	National Bureau of Investigation
h. Original/photocopy PNP-DI Clearance	National Headquarters of the Philippines National Police
i. Original/photocopy fiscal, Municipal Trial Court, Regional Trial Court, police, and barangay clearances	Barangay Hall where the client resides, Fiscal's Office, Municipal Trial Court, Regional Trial Court, and Local Police Station
j. Authenticated Certificate of membership in a Cultural Community, if applicable (Certificate from National Commission on Muslim Filipinos (NCMF))	Bureau of External Relations
k. One piece passport size latest ID picture and one piece 1"x1" ID picture with name tag (with white background)	Any Photo Studio / Shop





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<p>i. For applicants with previous government service, present service record/certificate of employment (1 original / authenticated / certified copy)</p>		<p>Previous Government Agency where the Applicant rendered service</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present original copies of required documents/ credentials for evaluation	<p>1.1. Conduct preliminary interview and assessment of applicant.</p> <p>1.2. Review and evaluation of the documents presented.</p>	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, 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.	None	5 Days	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank, Regional Office





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	3.3. Post name of applicants qualified to undergo EnLex on BJMP website.			
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. 5.4. Release the NP result (written and interview). 5.5. Prepare worksheets and list of qualified applicants prior to conduct of panel interview.	None	10 Days  1 Day  1 Day  30 days  2 Hours	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, Regional Office
6. Undergo Panel Interview	6.1. Schedule panel interview. 6.2. Inform applicants thru text message regarding schedule of panel interview.	None	5 Days upon release of NP result	Chief, Mental Health and Behavioral Science Division, DHS or Chief, Health Service Division, Regional Office
7. Prepare copies of PDS and	7. Conduct panel interview.	None	1 Day	NHRMPSB, BJMP-NHQ or

*"Changing Lives, Building a Safer Nation"*



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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				RHRMPSB, Regional Office
8. Undergo Medical Evaluation	8. Schedule conduct of Medical Evaluation and inform applicants thru text message regarding schedule of Medical Evaluation.	None	5 Days	Chief, Mental Health and Behavioral Science Division, DHS or 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 selected Jail Officer 1 (JO1).		1 Day	
	9.3. Route resolution to NHRMPSB/ RHRMPSB members and to the Chief, BJMP/ Regional Director for approval.	None	3 Days	Chief, Recruitment Section, DPRM or Recruitment Jail Non-Officer Rank, Regional Office



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	<p>9.4. Schedule conduct of oath-taking for JO1 applicants who passed the recruitment process and inform them on the schedule of the oath-taking ceremony.</p> <p>9.5. Post final list of applicants due for appointment to the rank of JO1 on the BJMP website.</p>		5 Days	
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
	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
	<b>TOTAL:</b>	None	73 Days, 7 Hours and 26 Minutes	
<p><i>Note: Please note that Jail Officer 1 applications are processed by batch and not by individual application which follows a scheduled calendar of activities duly guided by Civil Service Rules.</i></p>				

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## Directorate for Program Development (DPD)


### External Services

#### 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.

<b>Office/Division:</b>	Strategic Research and Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Students/Researchers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the 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.	None	5 Minutes	Researcher and Monitoring Officer, DPD



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	<p>a. Give a brief orientation about the Bureau and of the Office.</p> <p>b. Provide with data related/required for research and assist in providing the related / required data for the client's research.</p>			
4. Fill out Client Feedback Form.	4. Ask client to fill out a Client Feedback Form.	None	1 Minute	Researcher and Monitoring Officer, DPD
<b>TOTAL</b>		None	12 Minutes	

## 2. Issuance of Research Endorsement (Directly with DPD, NHQ and from Regional Office through e-mail)

Research endorsement may be issued by the Director for Program Development to student/researcher 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.

<b>Office/Division:</b>	Strategic Research and Development Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	Student / Researchers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client comes to the Directorate for Program Development (DPD) / Program Development Division (PDD) and present letter intent	1.1. Receive and evaluate the letter intent.	None	5 Minutes	Researcher and Monitoring Officer, DPD/Chief, Program Development Division, Regional Office
	If received by Regional Office:  1.2. If request is proper and subject matter of the research may be allowed to be a subject of study, the in-charge endorses the letter request and prepare/fill-out a researcher acknowledgement form through electronic mail.	None	5 Minutes	Chief, Program Development Division, Regional Office
	If received directly by DPD:  1.2. Receive, verify and evaluate the letter given and the Researcher Acknowledgement Form.	None	10 Minutes	Researcher and Monitoring Officer, DPD
	1.3. Provide the research endorsement with recommendations/ send it to the	None	10 Minutes	Researcher and Monitoring Officer, DPD



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	Regional Office concerned through email.			
2. Receive the research endorsement and sign the outgoing logbook.	2. Release research endorsement and provide copy to the requesting client.	None	5 Minutes	Researcher and Monitoring Officer, DPD / Chief, Program Development Division, Regional Office
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form.	None	1 Minute	Researcher and Monitoring Officer, DPD / Chief, Program Development Division, Regional Office
<b>TOTAL</b>		None	36 minutes	

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## Directorate for Welfare and Development (DWD)


### External Services

#### 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



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	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 action taken or disposition of the concerned government agency on the requested assistance.	None	15 Days	Help Desk Officer
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.

<b>Office/Division:</b>	Administrative/ Welfare and Development Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government G2B- Government to Business Entity G2C- Government to Citizens



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**Who may avail:**

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

**CLIENT STEPS**

**AGENCY ACTION**

**FEES TO BE PAID**

**PROCESSING TIME**

**PERSON RESPONSIBLE**

1. For walk-in clients  
- Present letter of request

1.1. Evaluate request.  
  
1.2. Secure clearance from the Administrative Division or concerned program regarding the release of data requested.

None

5 Minutes

Records Officer, DWD

Others  
- Send letter request through mail, fax, or electronic mail

For requesting BJMP Units  
- Request through action slip of routing slip

1.3. If data is readily available and cleared for release, prepare photocopy of data for release to the walk-in clients.

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).

None

2 Minutes

Records Officer, DWD



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	3.2. Record in logbook details of the requesting party to whom data was released.			
4. Fill out Client Feedback Form provided by the DWD Staff	4. Secure accomplished Client Feedback Form.	None	1 Minute	Records Officer, DWD
<b>TOTAL</b>		None	19 Minutes	

### 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.

<b>Office/Division:</b>	Welfare and Development Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	Service Providers, individual or organizations, who are interested to apply for accreditation and will be serving two (2) or more regional jurisdictions.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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: <ul style="list-style-type: none"> <li>a. Name of Organization and Address</li> <li>b. Type of Business</li> <li>c. Ownership</li> <li>d. SEC Registration</li> <li>e. Location</li> <li>f. Company History</li> <li>g. Vision and Mission statements</li> <li>h. Services</li> <li>i. Objectives</li> </ul>	Applicant



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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
i) Comprehensive description of the programs and services to be provided, the target clients and expectations from the Jail	Applicant
<b>B. Individual Applicant</b>	
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>	
<b>C. Religious Service Providers</b>	
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





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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, if approve, forward to DI for vetting.	None	1 Hour	National Accreditation Board
	1.4. Request record check with BJMP Regional Offices and other concerned government agencies.  Note: If Service Provider is a foreign entity, additional coordination with concerned foreign embassy shall be conducted.	None	1 Hour	Directorate for Intelligence
	1.5. Send Record Check results.	None	7 Days	BJMP Regional Offices concerned
	1.6. Send Record Check results.	None	---	Concerned Governments Agencies
	1.7. Send Record Check results back to NAB.	None	30 Minutes	Directorate for Intelligence
	1.8. If not approved, inform the applicant.	None	5 Minutes	NAB Secretariat



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	If applicant passed, seek approval of the Chief, BJMP.			
	1.9. 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
4. Fill out Client Feedback Form provided by the DWD Staff	4. Secure accomplished Client Feedback Form.	None	1 Minute	Records Officer, DWD
<b>TOTAL</b>		None	7 Days, 6 Hours and 57 Minutes	



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## Directorate for Operations (DO)

### External Service

#### 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.

<b>Office/Division:</b>	Monitoring and Statistics Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens G2G- Government to Government			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. BJMP-NHQ and regional offices</li> <li>2. Government agencies</li> <li>3. Non-government organizations</li> <li>4. General Public</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
The client must submit a formal request to the Chief, BJMP <b>Attn: Directorate for Operations</b> (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>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



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	<p>1.2. Evaluate the request and decide if it can be granted.</p> <p>1.3. If granted and the data is available:</p> <ul style="list-style-type: none"> <li>- Prepare the requested data.</li> <li>- Forward the data to the Division Chief (for checking of accuracy of the data) and to the Office of the Director for Operations for signature.</li> </ul> <p><b>Note:</b> END OF TRANSACTION for request of jail statistics, which does not need to be routed.</p>	None	<p>10 Minutes</p> <p>5 Minutes</p>	Statistics JNOR, DO
	<p>1.4. Route the requested data to the Command Group for comment / recommendation prior to approval and signature of the Chief, BJMP.</p>	None	1 Day	Statistics JNOR, DO
	<p>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.</p>	None	10 Minutes (endorsement to concerned regional office)	Statistics JNOR, DO
<p>2. Receive the copy of data or information regarding jail</p>	<p>2. Upon receipt of the data or information from the concerned regional office, the same</p>	None	1 Day	Statistics JNOR, DO





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statistics, if approved, or notice of disapproval thru email	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.			
3. Fill out Client Feedback Form provided by the DO Staff	3. Secure accomplished Client Feedback Form.	None	1 Minute	Records Officer, DO
<b>TOTAL</b>		None	2 Days and 31 Minutes	

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## Directorate for Human Resource Development (DHRD)

### External Service

#### 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.

<b>Office/Division:</b>	Administrative Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizens	
<b>Who may avail:</b>	All students currently enrolled in duly recognized learning institution(s)	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
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 resumés of students (1 original copy)	Requesting Client	
e. Course syllabus (1 photocopy)	School where applicant is enrolled	





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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in: Submit required documents to DHRD.  E-mail: Submit request letter for OJT	1.1. Receive documents and check if they are complete and correctly accomplished.  Acknowledge email and send the requirements for OJT application.	None	10 Minutes	Records NUP, DHRD
	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
<b>TOTAL</b>		None	1 Hour and 21 Minutes	

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## Directorate for Health Service (DHS)


### External Service

#### 1. 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.

<b>Office/Division:</b>	Medical Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government G2C- Government to Citizens			
<b>Who may avail:</b>	1. All BJMP personnel 2. Qualified Dependents of BJMP personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory/Diagnostic result as per doctor's recommendation (1 original copy)		Any government hospitals or accredited diagnostic centers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to 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 a need for follow-up check-up.	None	15 Minutes	Medical Officer, DHS




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3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form.	None	1 Minute	Medical Officer, DHS
<b>TOTAL</b>		None	21 Minutes	

## 2. Dental Consultation

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

<b>Office/Division:</b>	Dental Section, Medical Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government G2C- Government to Citizens			
<b>Who may avail:</b>	1. All BJMP personnel 2. Dependents of BJMP personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Dental X-ray as per dental officer's recommendation (1 original copy)		Any Dental Laboratory Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to 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
<b>TOTAL</b>		None	31 Minutes	

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## Directorate for Investigation and Prosecution (DIP)

### External Service

#### Receiving of Complaint and Conduct of Investigation

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 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.

<b>Office/Division:</b>	Investigation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	Any complainant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 must	None	15 Minutes	Designated Investigator, DIP





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	be properly notarized and under oath.			
4. Receive the copy of the document/s submitted	4. Issue the receiving copy to the client.	None	1 Minute	Designated Investigator, DIP
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
<b>TOTAL</b>		None	5 Days and 30 Minutes	

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

### External Service

#### 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.

<b>Office/Division:</b>	Retirement and Separation Benefits Administration Service Office (RSBSO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. 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)</li> <li>2. Beneficiary must be 18 years of age or below at the time of application for scholarship</li> <li>3. Must be Kindergarten (Preparatory) up to 5<sup>th</sup> year college at the time of application for scholarship</li> <li>4. Must not have failed more than three subjects (in one semester)</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>EXTERNAL REQUIREMENTS</b>	
<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





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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 enrollees (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)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of documentary requirements (two sets in folder with tabs/label)	1.1. Check if documents submitted are complete and 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



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	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
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
3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form.	None	1 Minute	Records Officer, RSBASO
<b>TOTAL</b>		None	1 Day, 5 Hours and 13 Minutes	
<b>Process for Reimbursement of School Expenses</b>				
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. Prepare Advise to Debit Account (ADA).	None	2 Days	Finance Service Office Personnel



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3. Fill out Client Feedback Form	3. Ask client to fill out a Client Feedback Form.	None	1 Minute	Records Officer, RSBASO
<b>TOTAL</b>		None	5 days and 1 Minute	

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## Accounting Office (AO)


### External Services

#### 1. Issuance of Certificate of Taxes Withheld of Service Providers

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.

<b>Office/Division:</b>	Disbursement Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business Entity G2G- Government to Government			
<b>Who may avail:</b>	Suppliers and entities subjected to withholding taxes by the Jail Bureau			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid ID 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	None	10 Minutes	Processing Clerk, AO



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	requested. If there was no previous issuance of certificate, prepare certificate/s if there was previous 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
<b>TOTAL</b>		None	21 Minutes	

## 2. Issuance of Order of Payment of Service Providers

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.

<b>Office/Division:</b>	Disbursement Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government G2B- Government to Business Entity
<b>Who may avail:</b>	1. All BJMP personnel 2. Suppliers and contractors
<b>CHECKLIST OF REQUIREMENTS</b>	
Bill, memorandum/letter orders , liquidation report, resolution/decision order or any other	<b>WHERE TO SECURE</b>
	Payee or person who will avail the order of payment



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document necessitating payment (1 original/authenticated copy)				
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 of payment and state details of transaction	2.1. Receive and review documents presented.  2.2. Evaluate, verify and validate the correctness of data.  2.3 Prepare order of payment.	None	10 Minutes	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
<b>TOTAL</b>		None	16 Minutes	





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### 3. Response to Inquiries on Processed Claims and Concerns on other Accounting Matters of Service Providers (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.

<b>Office/Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B- Government to Business Entity			
<b>Who may avail:</b>	Suppliers and other Business Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
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
<b>TOTAL</b>		None	11 Minutes	

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## Community Relations Service Office (CRSO)

### External Services

#### 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.

<b>Office/Division:</b>	Public Information Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens G2G- Government to Government			
<b>Who may avail:</b>	1. Tri-Media 2. Academe 3. Other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting parties may submit	1.1. The CRSO staff will receive therequest	None	5 Minutes	Chief, Public Information Section,





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<p>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 such as valid identification cards</p>	<p>by stamping therein the date, time, and name and signature of the recipient or receiver.</p>			<p>CRSO /Administrative Officer, CRSO</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>	None	5 Minutes	<p>Chief, Public Information Section, CRSO /Administrative Officer, CRSO</p>
	<p>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.</p>	None	5 Minutes	<p>Chief, Public Information Section, CRSO</p> <p>Chief, CRSO</p>
	<p>1.4. Upon the recommendation of the Chief, CRSO the Chief, BJMP thru the Command Group shall approve and sign the</p>	None	1 Day	<p>Chief, BJMP, Command Group, and Chief, CRSO</p>

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	clearance with 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/Region al 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
4. Fill out Client Feedback Form	4. Ask client to fill out a Client Feedback Form.	None	1 Minute	Records Officer, CRSO
<b>TOTAL</b>		None	1 Day and 23 Minutes	

## 2. 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.





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<b>Office/Division:</b>	Public Information Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens G2G- Government to Government			
<b>Who may avail:</b>	1. Tri-Media 2. Academe 3. Other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting party may submit their signed letter request personally to CRSO or via mail, fax or electronic means, stating therein the purpose of the request attaching the necessary requirements such as valid identification	1.1. The CRSO staff will receive the request by stamping therein the date, time, his/her name and signature.	None	5 Minutes	Administrative Officer Community Relations Service Office



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<p>cards, and endorsement from school for students undertaking thesis or research study</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 coordination with the Warden of the facility on the scheduling of activities.</p>	<p>None</p>	<p>5 Minutes</p>	<p>Chief, Public Information Section/ Administrative Officer Community Relations Service Office</p>





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	<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 furnished the	None	1 Day	Chief, BJMP Command Group and Chief, Community Relations Service Office National Headquarters



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	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
4. Fill out Client Feedback Form	4. Ask client to fill out a Client Feedback Form.	None	1 Minute	Records Officer, CRSO
<b>TOTAL</b>		None	1 Day and 25 Minutes	

### 3. Visitation of Foreign Consular Officers 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.





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

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 CRSO Staff received the letter request and other requirements, he/she shall ascertain the identity of the client, the organization or agency he/she	None	5 Minutes	Chief, Public Information Section, CRSO / Administrative Officer



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	belongs, and the purpose of the request.			
2. Receive a message from CRS Staff	<p>2.1. CRSO Staff shall then make necessary coordination with the requesting party and the subject facility or PDL to be 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 CRSO Staff shall coordinate with the Warden of the facility on the scheduling of activities.</p>	None	5 Minutes	Chief, Public Information Section, CRS/ Administrative Officer
	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	Chief, Public Information Section Chief, CRSO
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





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3. Receive the approved request to visit the subject PDL through email.	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
<b>TOTAL</b>		None	39 Minutes	

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## Regional Investigation and Prosecution Division (RIPD)

### External/Internal Service

#### 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.

<b>Office/Division:</b>	Regional Investigation and Prosecution Division (RIPD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens G2G- Government to Government			
<b>Who may avail:</b>	Any person may file a complaint / case against any member of the Jail Bureau assigned in that particular region of the RIPD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 out IPD Complaint Form.	None	10 Minutes	Duty Investigator Regional Office
3. Submit documentary attachments to IPD	3. Receive supporting documents and ask	None	10 Minutes	Duty Investigator Regional Office

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including affidavits of witnesses, if any	the complainant for his/her contact information for updates on the progress of the proceedings on his/her complaint.			
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
<b>TOTAL</b>		None	22 Minutes	
<b>End of Transaction</b>				

<b>ACTIONS TO BE TAKEN ON THE COMPLAINT</b>				
None	4.1. Conduct investigation and prepared 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
<b>TOTAL</b>		None	26 Days	



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## Jail Units


### External Services

#### 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.

<b>Office/Division:</b>	Jail Help Desk			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Government G2C- Government to Citizens			
<b>Who may avail:</b>	1. Persons Deprived of Liberty (PDL) 2. Immediate Family Members of the PDL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	3 Days	Jail Help Desk Officer




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	assistance to the concerned government agency.			
	3.3. Request for written reply on action taken or disposition of the concerned government agency on the requested assistance.	None	15 Days	Jail Help Desk Officer
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.

<b>Office/Division:</b>	Paralegal Service Unit	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizens	
<b>Who may avail:</b>	1. PDL 2. Relatives of PDL 3. Lawyer of PDL	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Personal / Letter Request		Requesting Client

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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
	1.2. Start timer once conversation of the PDL and relative/lawyer begins.	None	15 Minutes	Paralegal JNOR, Jail Unit
2. Fill out Client Feedback Form	2.1. Secure accomplished Client Feedback Form.	None	1 Minute	Paralegal JNOR, Jail Unit
<b>TOTAL</b>		None	21 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.

<b>Office/Division:</b>	Custodial Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizens
<b>Who may avail:</b>	Visitors of PDL (family and friends)
<b>CHECKLIST OF REQUIREMENTS</b>	
During Registration: present the following:	<b>WHERE TO SECURE</b> Philippines Statistics Authority, Bureau of Internal Revenue, Post Office, Land Transportation Office, PAG-IBIG, Department of Foreign Affairs, Social
Wife : Marriage contract (1 original/photocopy) and government issued ID cards (1 piece)	





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Common law wife : Two government issued ID cards (2 pieces)		Security System, Government Service Insurance System and etc.		
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)				
CLIENT STEPS	AGENCY ACTION	FEES 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	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



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during start of entry of visitors				
4. Log-in 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 check 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
6. Proceed to the searching area the duty searcher for body frisking, strip search and/or cavity search	6. Duty searcher will body frisk all visitors but will randomly conduct strip search and cavity search to the 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 gate persinnel 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
<b>TOTAL</b>		None	23 Minutes	




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#### 4. Issuance of Certificate of Detention

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

<b>Office/Division:</b>	Records Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizens			
<b>Who may avail:</b>	PDL or their relatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request containing the name of PDL, criminal case number and purpose for application (1 original copy)		Requesting Persons Deprived of Liberty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the records unit and present the letter request	1.1. Records unit personnel will interview the requesting PDL or the person authorized by the PDL to receive the Certificate of Detention as to the purpose of the request.	None	3 Minutes	Records Unit Personnel, Jail Unit
	1.2. Verify if the name of PDL is in the file record.	None	1 Minute	Records Unit Personnel, Jail Unit
	1.3. If the name is in the file, 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



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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
<b>TOTAL</b>		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.*

## 5. Release of PDL upon full service of sentence of imprisonment

In accordance with OCA Circular 201-2022, Persons Deprived of Liberty (PDL) shall be released upon full service of their sentence of imprisonment without the need for a Release Order from the courts, when there is no other lawful reason for them to stay incarcerated. The same rule applies as long as the aforementioned conditions are present to those who have not yet paid the fine which forms part of the penalty of the crime committed and for which the court did not order any subsidiary imprisonment in case of non-payment thereof; those who have unresolved applications for probation, or who may have later moved for the withdrawal thereof; and/or those who have been charged under R.A. No. 9165, or the Comprehensive Dangerous Drugs Act of 2002, and have not yet undergone rehabilitation and the drug dependency examination as may be required by the court, the completion of which shall be subject to further action of the proper authorities.

<b>Office/Division:</b>	Paralegal Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Qualified PDL for Release through Relative or Counsel (If not initiated by the Paralegal Unit)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
a. Letter of Intent	Client





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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Jail Unit the letter of intent	1.1 Verify the Credit for Preventive Imprisonment and Time Allowances of the PDL, and if there is no other lawful reason for him/her to stay incarcerated.	None	1 Hour	Paralegal Officer or Records Officer
None	1.2 Submit a report to the court of the expected release of the PDL upon full service of his/her sentence of imprisonment at least a week prior thereto.	None	30 Minutes	Jail Warden/ Paralegal Officer or Records Officer
None	1.3 Upon full service of the sentence of imprisonment by the PDL and without the necessity of a release order from the court, issue a certificate of discharge to the PDL and release him/her from jail.	None	30 Minutes	Jail Warden
<b>TOTAL</b>		None	2 Hours	

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# Directorate for Personnel and Records Management (DPRM)

## Internal Services

### 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 being 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 who will be separated from the service for excessive absenteeism without prior notice; and


*General Orders for Dismissal from the Service* issued to BJMP personnel who will be permanently terminated from the service.

<b>Office/Division:</b>	Placement Section, AAOHRAD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	All BJMP Personnel
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



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<b>Issuance of General Orders for Promotion</b> Filled out Request Slip		Request Slip is available at the DPRM transaction windows		
<b>Issuance of GO for Dropped from the Rolls and Dismissal from the Service (JOR)</b> 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		
<b>Issuance of GO for Retirement (Compulsory Retirement)</b> Birth certificate (1 original copy)		Philippine Statistics Authority		
<b>Optional Retirement:</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Chief, PRMD to support request for retirement, promotion	1.1. Evaluate if submitted documents are complete and are in order.	None	3 Minutes	Chief, Personnel Records Management Division, Regional Office

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and dismissal from the service.	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
	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





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2. Receive the GO and write his/her full name and affix signature in the releasing logbook	2. Release the GO for retirement, promotion, and dismissal from the service and notify the client to write his/her full name in the releasing logbook and affix his/her 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
<b>TOTAL</b>			2 Days and 26 Minutes	

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## 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.

<b>Office/Division:</b>	Placement Section, AAOHRAD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	All BJMP Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b><i>Issuance of SO on Transfer of Personnel</i></b> Endorsement from the Regional Office indicating requirements such as: <ol style="list-style-type: none"> <li>1. <i>Letter request of personnel</i> (1 original copy)</li> <li>2. <i>Certificate of Availability</i> (1 original copy)</li> <li>3. <i>Certificate of Accommodation</i> (1 original copy)</li> </ol>	Requesting Client  Losing Regional Office  Gaining Regional Office
<b><i>Issuance of SO for Suspension of Personnel (JOR)</i></b> Certificate of Finality of an administrative case decision from Legal Service Office (1 original copy)	Administrative and Records Section, Legal Service Office





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<b>Issuance of SO for Schooling</b> Endorsement from DHRD (List of personnel for schooling) (1 original copy/authenticated/certified copy)		Administrative Division, Directorate for Human Resource Development		
<b>Issuance of SO for Movement of Personnel (JOR)</b> 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	2. Release the SO for transfer, suspension, schooling and movement of	None	1 Minute	Admin Clerk, DPRM

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movement of personnel	personnel and notify the client to write his full name in the 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
<b>TOTAL</b>		None	1 Day and 36 Minutes	




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### 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 serves as an official document giving authority to personnel to attend and participate in meetings, activities, workshops, conference and other official functions.

<b>Office/Division:</b>	Placement Section, AAOHRAD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP Personnel			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
Request Issuance of Letter Order Form (1 original copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	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



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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
<b>TOTAL</b>		None	18 Minutes	

#### 4. Issuance of Resignation Orders

The DPRM issues Resignation Orders to BJMP personnel who applied for the termination of his/her service to the jail bureau. 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.

<b>Office/Division:</b>	Placement Section, AAOHRAD			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	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>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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			
d. Certificate of No Money and No Property Accountability (1 original copy)	Regional Office – Supply Accountable Office Finance Service Office – Administrative Section			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to the Chief, PRMD to	1.1. Evaluate if submitted documents are	None	5 minutes	Chief, Personnel and Records Management Division

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support the request for resignation	complete and are in order.			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.	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 folder and modify directory and personnel database.	None	2 minutes	Records Officer/Clerk, DPRM
<b>TOTAL</b>		None	1 Day and 18 Minutes	


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## 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. Certificate of Employment / Bona Fide Member is being issued upon request of personnel for whatever purpose it may serve.

<b>Office/Division:</b>	Records Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP personnel (Active, retired and former BJMP personnel)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. BJMP ID card		Communications Management Section, DPRM		
b. Request Slip		Communications Management Section, DPRM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Division for signature.	None	1 Minute	Records Officer / Clerk, DPRM



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	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
<b>TOTAL</b>		None	10 Minutes	

## 6. Issuance of Certificate of Service Record

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

<b>Office/Division:</b>	Records Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	1. All active BJMP-NHQ personnel 2. Retired/Separated BJMP personnel 3. Dependents of deceased personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. BJMP ID Card	Communications Management Section, DPRM			
b. Request Slip	Communications Management Section, DPRM			
<b>Additional requirements for active BJMP personnel assigned in the field units:</b>				
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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1. Present BJMP ID Card and updated service record signed by the Chief, PRMD from region of assignment	1.1. Verify identity of the personnel by comparing the name reflected in the ID with the records in the personnel database.	None	2 Minutes	Records Officer / Clerk, DPRM
	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
<b>TOTAL</b>		None	21 Minutes	



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## 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.

<b>Office/Division:</b>	Records Management Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	1. All active BJMP Personnel 2. Retired/Separated BJMP Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b><i>For those newly-assigned in the NHQ and would-be-retired BJMP personnel:</i></b>	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)	
c. Duly accomplished RMD Form- 2 (1 original copy)	Communications Management Section, DPRM
<b><i>For those assigned in the NHQ who are due for transfer to other regions:</i></b>	Communications Management Section, DPRM
a. BJMP ID card	
b. Duly accomplished RMD Form- 2 (1 original copy)	Communications Management Section, DPRM
<b><i>For those retired/separated BJMP personnel:</i></b>	Communications Management Section, DPRM
a. BJMP ID card	
b. Duly accomplished RMD Form- 2 (1 original copy)	Communications Management Section, DPRM



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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		
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.  1.2. Evaluate submitted Certificate of Leave Credits and compare it with the leave records.	None	8 Minutes	Records Officer / Clerk, DPRM
	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
<b>TOTAL</b>		None	24 Minutes	




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## 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.

<b>Office/Division:</b>	Communication Management Section, RMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Order (1original copy)		Regional Office – Personnel and Records Management Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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
<b>TOTAL</b>		None	5 Minutes	

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## 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.

<b>Office/Division:</b>	Information and Communications Technology and Statistics Section, RMD	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G- Government to Government	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. All active BJMP personnel</li> <li>2. Retired BJMP personnel</li> <li>3. Dependents, legitimate spouse, acknowledged children, and natural parents of BJMP personnel (active and deceased)</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>For BJMP personnel:</b>		
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	
b. Accomplished DPRM Form-1 (1 original copy)	Communications Management Section, DPRM	
c. Latest pay slip (1 authenticated copy)	Administrative Section, Finance Service Office	
<b>For newly appointed personnel:</b>		
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	
b. Accomplished DPRM Form-1 (1 original copy)	Communications Management Section, DPRM	





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***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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit duly accomplished ID application form and attach 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
<b>TOTAL</b>		None	11 Minutes	



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## 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.

<b>Office/Division:</b>	Placement Section, AAOHRAD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	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>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
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





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i. Certificate of No Property Accountability (1 original copy)	Administrative and Records Section, Supply Accountable Office, BJMP-NHQ / Supply Accountable Unit, Regional Office			
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			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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



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	1.5. Forward completed staff work to the CDS, DCO, DCA and Chief, BJMP for clearance and signature.	None	1 Day	Director, DPRM
	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
<b>TOTAL</b>		None	1 Day and 48 Minutes	

## 11. Application for Authority to Travel Abroad

The DPRM is responsible for the processing of 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.

*"Changing Lives, Building a Safer Nation"*





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<b>Office/Division:</b>	Placement Section, AAOHRAD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	All 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
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



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	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
	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
<b>TOTAL</b>		None	2 Days and 33 Minutes	



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## 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.

<b>Office/Division:</b>	Special Welfare Program Section, MWD
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	All Active BJMP personnel <i>Note: For personnel assigned in the NHQ, proceed directly to step no. 3 after submitting the required documents</i>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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 (PRMD)
c. Updated Service Record (3 authenticated copies)	Regional Office – PRMD
d. Leave credit breakdown (include leave credit breakdown from previous regional assignment/s) (2 authenticated copies)	Communication Management Section, DPRM
e. First Appointment (from the government service) (1 authenticated copy)	Communication Management Section, DPRM / Regional Office – PRMD
f. Latest Appointment (1 authenticated copy)	Communication Management Section, DPRM / Regional Office – PRMD
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)	Communication Management Section, DPRM / Regional Office – PRMD





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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
	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	None	1 Day	Chief, Communications





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	signature of the DC and Chief, BJMP.			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	1 Hour	Liaison Officer, Message Center, OCDS
	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
<b>TOTAL</b>		None	2 Days, 4 Hours and 34 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.

<b>Office/Division:</b>	Records Section, RMD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	1. All Active BJMP personnel 2. Retired/Separated BJMP personnel 3. Dependents of deceased personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
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



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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 personnel has a representative)	1.1. Verify identity of the personnel by comparing the name reflected in the ID card with the records in the personnel database.	None	1 Minute	Records Officer/Clerk, DPRM
	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
<b>TOTAL</b>		None	17 Minutes	




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#### 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.

<b>Office/Division:</b>	Records Section, RMD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. All active BJMP personnel</li> <li>2. Retired/Separated BJMP personnel</li> <li>3. Dependents of deceased personnel</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

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	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
<b>TOTAL</b>		None	6 Minutes	





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## Directorate for Human Resource Development (DHRD)

### Internal Services

#### 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)

<b>Office/Division:</b>	Training Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP personnel with SO to undergo mandatory training			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present letter request 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
<b>TOTAL</b>		None	8 Minutes	

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## 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.

<b>Office/Division:</b>	Training Management Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizens G2G- Government to Government			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. BJMP-NHQ and Regional Offices</li> <li>2. Government Agencies</li> <li>3. Non-Government Organizations</li> <li>4. General Public</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Formal request addressed to the Chief, BJMP <b>Attn: Directorate for Human Resource Development</b> (1 original copy)		Requesting Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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






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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
<b>TOTAL</b>		None	23 Minutes	

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## Directorate for Health Service (DHS)

### Internal Services

#### 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).

<b>Office/Division:</b>	Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All active BJMP personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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





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	1.2. Evaluate and compute the allowable reimbursable amount based on the documents submitted.	None	5 Minutes	Staff Nurse, DHS
	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

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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
<b>TOTAL</b>		None	1 Day, 3 Hours and 30 Minutes	

## 2. 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.

<b>Office/Division:</b>	Mental Health and Behavioral Science Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G- Government to Government G2C- Government to Citizens			
<b>Who may avail:</b>	1. All BJMP personnel 2. Dependents of BJMP personnel 3. Retirees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement (1 original/authenticated copy)		Moral and Welfare Division, DPRM / Training Management Division, DHRD for trainees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to 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
<b>TOTAL</b>		None	1 Hour and 7 Minutes	



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## Directorate for Investigation and Prosecution (DIP)

### Internal Service

#### 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.

<b>Office/Division:</b>	Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Any offices in BJMP and other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File the complaint through a. 8888 Hotline b. Civil Service Commission-Contact Center ng Bayan (-CCB) Complaint c. BJMP Facebook Fan Page Complaint	1.1. Receive and record the complaint and/or other documents.	None	3 Minutes	Receiving Clerk, DIP

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d. Presidential Complaint Center (PCC) e. Walk-in Complaint				
	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
<b>TOTAL</b>		None	3 Days and 8 Minutes	




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## Directorate for Comptrollership (DC)

### Internal Services

**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.

<b>Office/Division:</b>	Budget and Fiscal Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	BJMP Personnel (Active and Retirees), BJMP Directorates and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
a. Disbursement Voucher (DV)			DC Message Center	
b. Obligation Request (ObR)			DC Message Center	
c. RAOPS and other Supporting Documents			DC Message Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

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	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
3. Withdraw the requested funds from the Government Servicing Bank (MDS Checks and Authority to Debit Account (ADA))	-	None	-	-
<b>TOTAL</b>		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.

<b>Office/Division:</b>	Budget and Fiscal Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G- Government to Government
<b>Who may avail:</b>	BJMP Directorates and Offices
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
a. Disbursement Voucher	DC Message Center
b. Other Supporting Documents	DC Message Center





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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
	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.  1.6. Accounting Service Office receives ObR.		1 Minute	Budget JNOR
			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	-	-
<b>TOTAL</b>		None	21 Minutes	


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**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.

<b>Office/Division:</b>	Budget and Fiscal Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	BJMP Directorates and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
a. SARO and NCA			DC Message Center	
b. Allotment Advice			DC Message Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	-	-
<b>TOTAL</b>		None	9 Minutes	


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**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.

<b>Office/Division:</b>	Budget and Fiscal Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	BJMP Directorates and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
a. Allotment Advice			DC Message Center	
b. Memo Request for CAF			DC Message Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client forwards request for CAF	1.1. DC receives and evaluates the request for Certificate of Availability of Fund (CAF).	None	2 Minutes	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
<b>TOTAL</b>		None	16 Minutes	

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

### Internal Service


#### Processing of Retirement/Separation Benefits

The Retirement and Separation Benefits Administration Service Office (RSBASO) 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.

<b>Office/Division:</b>	Retirement and Separation Benefits Administration Service Office (RSBASO)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G- Government to Government	
<b>Who may avail:</b>	Retiring BJMP personnel <i>Note: For personnel assigned in the NHQ, proceed directly to step no. 3 after submitting the required documents</i>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>EXTERNAL REQUIREMENTS</b> <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	



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<b>EXTERNAL REQUIREMENT NOT REQUIRED TO BE SUBMITTED BY THE CLIENT</b> <i>(Clients need not personally process their Ombudsman Clearances as the same are internally processed by BJMP Liaison with the Office of the Ombudsman as a result of BJMP's Whole-of-Government effort in streamlining the delivery of its services)</i>	
d. Ombudsman Clearance (For retirement claims only) (1 original/ authenticated copy)	Ombudsman
<b>INTERNAL REQUIREMENTS</b> <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



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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
	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,	None	1 Day	Chief, RSBASO Directorate for Comptroller Members of the Command Group

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	CDS, DCO, DCA and Chief, BJMP			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 Request to DC (for verification, checking of documents and computation).	None	2 Minutes	JNOR/Clerk RSBASO Directorate for Comptrollership
2. Receive the Retirement/Separation Benefits through ATM	2. Receive Special Allotment Release Order (from DBM).	None		Directorate for Comptrollership
<b>TOTAL</b>		None	3 Days, 11 Hours and 21 Minutes	
<b>In case of survivorship</b>				
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
<b>TOTAL</b>		None	1 Day	

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## Finance Service Office (FSO)


### Internal Services

#### 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.

<b>Office/Division:</b>	Administrative Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	11 Minutes	



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## 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.

<b>Office/Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All Retiring Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
General Order (1 authenticated copy)		Communications Management Section, DPRM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	11 Minutes	



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### 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.

<b>Office/Division:</b>	Administrative / Remittance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP active personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request Letter		Requesting Client		
b. General Order or Special Order (1 authenticated copy)		Communications Management Section, DPRM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request 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
<b>TOTAL</b>		None	11 Minutes	



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#### 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.

<b>Office/Division:</b>	Administrative / Remittance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP Active Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Request Letter		Requesting Client		
b. General Order or Special Order (1 authenticated copy)		Communications Management Section, DPRM		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request 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
<b>TOTAL</b>		None	11 Minutes	



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## Accounting Office (AO)

### Internal Service

#### 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.

<b>Office/Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Any BJMP personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Valid ID card (1 piece)		Any Government Agency issuing valid ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the 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	None	20 Minutes	Action Officer, AO





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	data/information and issue certified copies of documents if requested.			
3. Receive requested documents/data/information or	<p>3.1. Release requested documents/data/information after proper review and authorization</p> <p>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</p>	None	5 Minutes	Action Officer, 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	Action Officer, AO
<b>TOTAL</b>		None	44 Minutes	



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## Legal Service Office (LSO)

### Internal Services

#### 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.

<b>Office/Division:</b>	Administrative and Records Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All Active BJMP Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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. Administrative Section, Finance Service Office		
b. Pay slip (1 authenticated/certified copy)		c. Requesting Client		
c. Authorization Letter for those who cannot personally present themselves (1 original copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





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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
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
<b>TOTAL</b>		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.

<b>Office/Division:</b>	Hearing Section and Administrative and Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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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
<b>TOTAL</b>		None	3 minutes	





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## Supply Accountable Office (SAO)

### Internal Services

#### 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.

<b>Office/Division:</b>	Supply and Material Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All BJMP personnel applying for retirement, death, resignation, schooling, travel and reassignment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 and other equipment issued to him/her (1 original copy)		Regional Office - Supply Accountable Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting personnel shall return all his/her issued firearm/s and other equipment	1. Receive 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.	None	3 Minutes	Administrative Equipment JNOR, SAO





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	2.2 For travel/schooling purposes: Service firearm & other equipment shall be temporarily turned-in/deposited to SAO.			
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
<b>TOTAL</b>		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.

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





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issued service firearm	1.2. Prepare Property Acknowledgment Receipt (PAR) for signature of requesting personnel and authorized signatories.	None	3 Minutes	Administrative Equipment JNOR, SAO
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
<b>TOTAL</b>		None	10 Minutes	

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## Feedback and Complaint Mechanisms

<b>FEEDBACK MECHANISM</b>	
<p>How to send a feedback?</p> 	<p>Feedback may be sent after availing any of the services of the BJMP by scanning the QR Code posted at every BJMP Offices and Units as shown opposite hereof. Through this manner, feedbacks are easily consolidated and considered for decision making of the Bureau.</p> <p>Other feedback from the public may be addressed to the <b>BJMP Hotline</b>, 0921-740-5555 for Smart subscribers, 0915-920-0915 for Globe subscribers or through BJMP Hotline Facebook Page.</p>
<p>How feedback is processed?</p>	<p>Every accomplished feedback through the QR Code is automatically submitted to the administrator for consolidation. By monthly basis or more often as needed, the feedbacks are monitored to see if there is any urgent concern in the delivery of services to be addressed.</p> <p>During the end of the 1<sup>st</sup> and 2<sup>nd</sup> semester of the year, all duly accomplished Client Feedback Form will be recorded to be reviewed by the BJMP Committee for the Compliance to RA No. 11032. This will give basis for the improvements to be proposed on the Citizen's Charter.</p>
<b>COMPLAINT MECHANISM</b>	
<p>How to file complaints?</p>	<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</p>





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	<p>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> <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><b>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></b>  <b>1-ARTA (2782)</b>  <b>Presidential Complaint Center (PCC) :8888</b>  <b>Contact Center ng Bayan (CCB):0908-881-6565</b></p>



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## VII. Directory of Offices

Office	Address	Contact Information
Office of the Chief, BJMP	4 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>nd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 201/202
Directorate for Intelligence (DI)	2 <sup>nd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 311
Directorate for Comptrollership (DC)	3 <sup>rd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 306/307
Directorate for Operations (DO)	3 <sup>rd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 302/303
Directorate for Program Development (DPD)	2 <sup>nd</sup> 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 <sup>rd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 304/305
Directorate for Welfare and Development (DWD)	2 <sup>nd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 203
Directorate for Information Communication Technology Management (DICTM)	3 <sup>rd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 309
Directorate for Health Service (DHS)	Ground Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 103





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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 <sup>th</sup> 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 <sup>rd</sup> 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 <sup>nd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 206
Community Relations Service Office (CRSO)	4 <sup>th</sup> 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 <sup>rd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 308
Supply Accountable Office (SAO), BJMP-Wide	2 <sup>nd</sup> Floor, BJMP-NHQ Building, 144 Mindanao Avenue, Quezon City	Trunk Line: 927-6383 Local: 207
Accounting Office (AO)	2 <sup>nd</sup> 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
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

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# MEMORANDUM CIRCULAR

TOPIC  
**CITIZEN'S CHARTER**

SUB-TOPIC

DOCUMENT NO.

BJMP-DCA-MC- *(10)*

ISSUE NO.

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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 <sup>rd</sup> 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 <sup>rd</sup> Flr., Rudy Tiu Bldg., AD Curato Corner T. Sanchez St., Butuan City	Tel: (085)815-1030 Cel: 0906-1153945
BJMPRO-CAR	2 <sup>nd</sup> 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 (NJMPTI)	Camp Vicente Lim, Canlubang, Calamba City, Laguna	Tel: (049)834-6827 827-2878





# MEMORANDUM CIRCULAR

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**CITIZEN'S CHARTER**

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## 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 March 26, 2022 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:

**KIRK STEVEN O VALE**

Jail Inspector  
OIC, Placement Section - AAOHRAD  
Directorate for Personnel and Records  
Management  
Secretariat, Committee on Anti-Red Tape  
(CART)

Noted by:

**RUEL S RIVERA, DSC**

Jail Chief Superintendent  
Deputy Chief for Administration  
of the Jail Bureau/  
Chairperson, Committee on  
the Anti-Red Tape (CART)

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