

**PAROLE AND PROBATION  
ADMINISTRATION  
CITIZEN'S CHARTER  
2018**

## **PERFORMANCE PLEDGES**

We, the officials and employees of the PAROLE AND PROBATION  
ADMINISTRATION-DEPARTMENT OF JUSTICE, pledge and commit to serve the  
public with utmost dedication and integrity specifically, to wit:

Rehabilitate clients (Probationers, Parolees, Pardonees and First-Time Minor Drug  
Offenders placed under Suspended Sentence), promote their development as integral  
persons, respect their dignity as human beings and recognize their divine destiny;

Provide prompt and efficient service to the public and the clientele;

Demonstrate sensitivity and appropriate conduct and behavior as a highly  
professionalized and committed workforce;

Be consistent in applying policies, rules and procedures and provide feedback  
mechanism;

Be always available to lend a helping hand to our less fortunate brethren;

Treat everyone with justice and equality; and

Observe with utmost fidelity the norms of conduct of public officers as provided under  
Republic Act No. 6713.

## **MISSION**

To rehabilitate probationers, parolees, pardonees and promote their development as integral persons by utilizing innovative intervention and techniques which respect the dignity of man and recognize his divine destiny.

## **VISION**

A model component of the Philippine Correctional System that shall enhance the quality of life of its clients through multi-disciplinary programs and resources, and efficient organization, and a highly professional and committed workforce in order to promote social justice and development.

## CASE MANAGEMENT AND RECORDS DIVISION

### ISSUANCE OF AUTHENTICATED COURT RECORDS

**Schedule of Availability of Service:** Monday to Friday/8:00a.m.-5:00pm without noon break

**Who may avail of the Service:** Clients who wish to apply for NBI Clearance

**What are the requirements:**

1. Letter request approved by the Administrator
2. Request Form from NBI hand-carried by the client
3. Valid ID

2. Valid ID

**Duration:** 1 ½ days

**How to avail of the service:**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (under normal circumstances)	PERSON IN CHARGE	FEES	FORM
1	Presents the request form from NBI, valid ID and letter request approved by the PPA Administrator	Receives the request and endorses the request to the records officer	10 minutes	Receiving Clerk	None	None
2		Verifies the validity of the request through interview, presentation of identification, etc.	35 minutes	Records Officer		
3		Consults/refers to the concerned field office the said request to further verify the accuracy of the information.	8 hours	Records Officer		
4		Counter-checks the name of the client in the Master List of Probationers (1978- present)	30 minutes	Records Officer		
5		Retrieves the document and if available photocopies the said document	30 minutes	Records Officer		
		<u>If not available, drafts letter reply to inform the requesting party that the document is not available</u>	30 minutes	Records Officer		

## CASE MANAGEMENT AND RECORDS DIVISION

## **ISSUANCE OF AUTHENTICATED COURT RECORDS**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (under normal circumstances)	PERSON IN CHARGE	FEE	FORM
6		Signs the photocopied document to authenticate the said document	30 minutes	Records Officer		
7		Evaluates the document and endorses to the Chief, CMRD for the approval of the release	30 minutes	Assistant Division Chief		
8		Reviews the letter reply and endorses the said letter to the Chief, CMRD for approval	30 minutes	Assistant Division Chief		
9		Approves the release of the document or letter reply	30 minutes	Chief, Case Management and Records Division		
10		Signs in the outgoing logbook	Releases the copy of the document or letter reply	30 minutes	Releasing Clerk	
END OF TRANSACTION						

## CASE MANAGEMENT AND RECORDS DIVISION

### **ISSUANCE OF STATISTICAL REPORT IN INVESTIGATION AND SUPERVISION CASELOAD OF CLIENTS**

**Schedule of Availability of Service:** Monday to Friday/8:00a.m.-5:00pm without noon break

**Who may avail of the Service:** 1. Researchers

**What are the requirements:**

1. Letter request approved by the Administrator
2. Valid ID

**Duration:** 2 days, 7 hours and 35 minutes

**How to avail of the service:**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (under normal circumstances)	PERSON IN CHARGE	FEE	FORM
1	Presents valid ID and letter request approved by the PPA Administrator	Receives the request and forwards it to the Division Chief <i>(Inform the client to come back after 3 days)</i>	10 minutes	Receiving Clerk	none	none
2		Endorses said request to the staff of Investigation and Supervision Section	10 minutes	Chief, Case Management and Records Division		
3		Processes statistical report of the field offices	8 hours	Staff of Investigation and Supervision Section		
4		Prepares the overall statistical report	8 hours	Assistant Division Chief		
5		Reviews and evaluates the statistical report	5 hours	Chief, Case Management and Records Division		
6		Prepares write-up if required and transmittal letter	2 hours	Chief, Case Management and Records Division		
7	Signs in the logbook of outgoing communication	Releases the statistical report to the concerned client	15 minutes	Releasing Officer		
END OF TRANSACTION						

## TECHNICAL SERVICES DIVISION

### REQUEST FOR TRANSFER OF RESIDENCE

**Schedule of Availability of Service:** Monday to Friday/8:00 a.m. to 5:00 p.m. without noon break

**Who may avail of the service:** PPA clients (Parolees, Pardonees)

**Duration:** 43 minutes

**What are the requirements:** 1. Letter addressed to the Administrator thru the Chief, Technical Services Division  
2. Discharge on Parole (DOP)  
3. Certificate on Discharge from Prison  
4. Briefing Report  
*(Documents should be all original)*

**How to avail of the service:**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (under normal circumstances)	PERSON IN CHARGE	FEE	FORM
1	Go to Technical Services Division and requests for transfer of residence. Present the required documents	Receives the documents	1 minute	Probation and Parole Officer (PPO)	None	TR Form
2		Checks the documents presented and interviews client about the transfer of residence.	10 minutes	Probation and Parole Officer (PPO)		
3		Prepares the Transfer of Residence Form (in triplicate), 1 for the Field Office concerned, 1 for Chief, Technical Services Division behalf of the Administrator, and 1 for the client.	10 minutes	Probation and Parole Officer (PPO)		
		The Chief, TSD signs the Transfer of Residence.	2 minutes	Chief, Technical Services Division		
4	Signs the TR Form	Instructs the client to report immediately to Field Office concerned.	15 minutes	Probation and Parole Officer (PPO)		
5		Instructs the client to affix signature on the 3 <sup>rd</sup> copy of the TR Form together with the letter.	2 minutes	Probation and Parole Officer (PPO)		
6		Furnishes a copy of the TR Form to Field Office concerned together with client's copy (3 <sup>rd</sup> ) of the TR Form, DOP, Briefing Report and Discharge from Prison.	2 minutes	Probation and Parole Officer (PPO)		
7		Receives the copy of the TR Form to be submitted to the Field Office concerned for initial reporting.	1 minute	Probation and Parole Officer (PPO)		

#### END OF TRANSACTION

**NOTE:** When a client fails beforehand to prepare the letter, an additional 20 minutes will be added to the duration of the process.

# FEEDBACK AND REDRESS MECHANISM

Please let us know how we served you through any of the following steps/actions:

1. Fill-out the Feedback Form and drop in the Suggestion Box.  
(Available at the Public Assistance and Complaints Desk)

2. Send feedback through the following office address:

PUBLIC INFORMATION SECTION  
Parole and Probation Administration  
DOJ Agencies Bldg., NIA Road corner East Avenue,  
Diliman 1100 Quezon City

Or email us at: [probation.info@gmail.com](mailto:probation.info@gmail.com)

Or call us at telephone numbers: (02) 927-0004

3. Talk to our Officer of the Day

Should you not be satisfied with our service, please direct your written/verbal complaint to our Officer of the Day at the Public Assistance and Complaints Desk and it will be attended to immediately.



PAROLE AND PROBATION ADMINISTRATION  
ADMINISTRATIVE DIVISION  
**PUBLIC INFORMATION SECTION**

**CITIZEN'S CHARTER**

**Filing of Complaint/s**

(Client: Students / Researchers / Field Officers / Media / Relative of offender or victim / Offender / Public)

STEPS / PROCEDURES	PERSON RESPONSIBLE	DURATION
<b>Step 1.</b> Secure / get ARTA Complaint Form at the Public Assistance Desk.	Client / Complainant	2 minutes
<b>Step 2.</b> Accomplish / Fill-out the form and present to the Officer of the Day (OD) at the Public Assistance Desk or to the PIO staff, in case the OD is the person complained about, for tracking / transaction number and further instruction.	Client / Complainant	5-15 minutes
<b>Step 3.</b> Officer of the Day / PIO staff logs the complaint form received and issue to the client / complainant the transaction stub, in case of personal appearances. A tracking number shall be indicated in the complaint filed or submitted via e-mail or FB page.	Officer of the Day / PIO staff	5-10 minutes (personal appearance)  Within the day (via e-mail / FB page)
<b>Step 4.</b> Officer of the Day / PIO staff informs the client / complainant when to expect the response / reply to the complaint filed. *within the day for trivial or verbal complaint * 5-10 days for written complaint	Officer of the Day / PIO staff	5-10 minutes
<b>Step 5.</b> Client / complainant presents transaction stub to the Officer of the Day / PIO staff. Then receives response / reply and signs in the logbook in case of personal appearance. *Response to complaint will be sent via registered mail / email should the complainant requested for it.	Officer of the Day / PIO staff / Client	5-10 minutes
<b>END</b>		

PAROLE AND PROBATION ADMINISTRATION  
DOJ Agencies Bldg., NIA Road corner East Avenue, Diliman, Quezon City

**ARTA Complaint Form**

Name of complainant: \_\_\_\_\_

Address: \_\_\_\_\_

Contact no. \_\_\_\_\_ Email: \_\_\_\_\_

**Nature of complaint:** *(check any that applies)*

- \_\_\_\_\_ Fixing and/or collusion with fixers  
 \_\_\_\_\_ Suspension of work during lunch break  
 \_\_\_\_\_ No attendant/s in the Public Assistance and Complaints Desk  
 \_\_\_\_\_ Failure to post Citizen's Charter  
 \_\_\_\_\_ Demand of payment or requirements not stated in the Parole and Probation Administration Citizen's Charter  
 \_\_\_\_\_ Unprofessional behavior towards client/s *(write below the info on the incident)*  
*Name of employee/officer being complained:* \_\_\_\_\_

- \_\_\_\_\_ Failure to accommodate elderly, pregnant, and/or differently able person  
 \_\_\_\_\_ Failure to respond adequately to the client's concerns  
 \_\_\_\_\_ Personnel is engaged in non-work related activities that impede the efficient delivery of services  
 \_\_\_\_\_ Other issue/s *(please specify below)*

*Please specify:* \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(Signature over printed name of complainant)

Date: \_\_\_\_\_

Received by: \_\_\_\_\_

*(Name of the Officer of the Day / Signature)*

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Name of complainant: \_\_\_\_\_

Tracking No. \_\_\_\_\_ Date filed: \_\_\_\_\_

Received by: \_\_\_\_\_ *(name & signature)**To O.D.: The stub bearing the tracking number must be issued to the complainant.*

PAROLE AND PROBATION ADMINISTRATION  
DOJ Agencies Bldg., NIA Road corner East Avenue, Diliman, Quezon City

**ARTA Complaint Form**

Name of complainant: \_\_\_\_\_

Address: \_\_\_\_\_

Contact no. \_\_\_\_\_ Email: \_\_\_\_\_

**Nature of complaint:** *(check any that applies)*

- \_\_\_\_\_ Fixing and/or collusion with fixers  
 \_\_\_\_\_ Suspension of work during lunch break  
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*Please specify:* \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(Signature over printed name of complainant)

Date: \_\_\_\_\_

Received by: \_\_\_\_\_

*(Name of the Officer of the Day / Signature)*

-----cut here-----

Name of complainant: \_\_\_\_\_

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Republic of the Philippines  
Department of Justice  
**PAROLE AND PROBATION ADMINISTRATION**  
DOJ Agencies Bldg., NIA Road  
Diliman, Quezon City  
☎(02)-926-65-24    <http://probation.gov.ph>

## CERTIFICATION OF COMPLIANCE

*(Pursuant to Republic Act 9485: An Act to Improve in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor)*

I, **MANUEL G. CO**, Filipino, of legal age, Director V (Administrator) of the Parole and Probation Administration, located at DOJ Agencies Building, NIA Road, Diliman, Quezon City, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

1. The Parole and Probation Administration including its sixteen (16) regional offices has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of Parole and Probation Administration that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino or in the local dialect and published as an information material (e.g. booklet / brochure and audio-visual presentation)
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
7. The Citizen's Charter shows the process improvements, and streamlined procedures for frontline services.

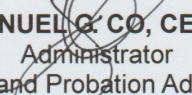




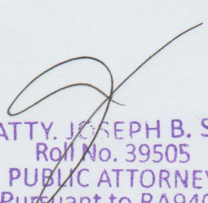
Republic of the Philippines  
Department of Justice  
**PAROLE AND PROBATION ADMINISTRATION**  
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Diliman, Quezon City  
☎ (02)-926-65-24    <http://probation.gov.ph>

This certification is being issued to attest the truth and accuracy of all information based on available records and information that can be verified with the Parole and Probation Administration.

IN WITNESS HEREOF, I have hereunto set my hand this  
19th day of December 2018, in Quezon City, Philippines.

  
**MANUEL G. CO, CESO I**  
Administrator  
Parole and Probation Administration

**SUBSCRIBED AND SWORN** to before me this 19th day of December 2018  
in Quezon City, Philippines with Affiant exhibiting to me his  
UMID GSIS No. 006-0001-4548-0.

  
**ATTY. JOSEPH B. SIA**  
Roll No. 39505  
PUBLIC ATTORNEY  
Pursuant to RA9406

Doc. No. \_\_\_\_\_  
Page No. \_\_\_\_\_  
Book No. \_\_\_\_\_  
Series of \_\_\_\_\_