



PAROLE AND PROBATION ADMINISTRATION

CITIZEN'S CHARTER CY 2024

Redeeming Lives... Restoring Relationships



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I. Mandate:

The Parole and Probation Administration (PPA) is mandated to conserve and/or redeem convicted offenders and prisoners who are under the probation and parole system.

II. Vision:

By 2024, the DOJ-PPA is the ASEAN's model in community-based corrections in crime prevention.

III. Mission:

To rehabilitate and reintegrate persons in community-based corrections for peace and social justice.

IV. Quality Policy Statement

We commit to provide excellent PERFORMANCE, through PROFESSIONALISM and ACCOUNTABILITY to meet the rehabilitation and reintegration needs of probationers, parolees and pardonees, and the expectation of all stakeholders.

We commit to comply with all applicable statutory and regulatory requirements and continually improve the quality management system.

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CENTRAL OFFICE OFFICE OF THE ADMINISTRATOR

Internal Services

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1. Approval of Employee's Request for Authority to Teach

Upon request by an employee, and after all the processes have been undertaken and completed, the Office of the Administrator approves the request for Authority to Teach

Office or Division:	Office of the Administrator			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Indorsement from Region with the following attachments: 2.1. Notarized Contract of Undertaking 2.2. Invitation from School 2.3. Class Schedule from School 2.4. Certificate of No Backlog of Workload 2.5. Service Record		1. Requesting Party 2. Regional Office 2.1. Requesting Party 2.2. School Concerned 2.3. School Concerned 2.4. Immediate Supervisor 2.5. Regional Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request to the Office of the Administrator together with the pertinent documents	1.1. Receives the request for Bar/Board Review Class (Study Leave) from the Records and Mailing Section, records it in the log-book and forwards the request to the Executive Assistant II or Special Assistant	None	5 minutes	Administrative Aide



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Reviews attachments and forwards the request to the Administrator	None	30 minutes	Executive Assistant II/Special Assistant
	1.3. Reviews the request for Authority to Teach and prepares draft indorsement	None		Administrator
	1.4. Encodes the Indorsement and forwards it to the Administrator for signature	None	10 minutes	Administrative Aide
	1.5. Signs the Indorsement then refers to Executive Assistant II/Special Assistant	None	10 minutes	Administrator
	1.6. Refers the Indorsement to Administrative Aide for recording and releasing	None	3 minutes	Executive Assistant II/Special Assistant
	1.7. Records and releases the Indorsement to the Records and Mailing Section	None	5 minutes	Administrative Aide
2. Receives the Indorsement and fills up Customer Feedback Form				
TOTAL			1 hour and 3 minutes	



2. Approval of Employee's Request for Bar/Board Review Class (Study Leave)

Upon request by an employee, and after all the processes have been undertaken and completed, the Office of the Administrator approves the request for Bar//Board Review Class (Study Leave).

Office or Division:	Office of the Administrator			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Indorsement (2 copies; 1 original and 1 certified true copy) from Region with the following attachments: 2.1. Application for Bar/Board Review Class 2.2. Notarized Contract of Undertaking 2.3. Official Receipt of Review Class 2.4. Latest Appointment Papers 2.5. Service Record 2.6. Latest IPCR (with a rating of "Very Satisfactory") 2.7. NBI Clearance 2.8. Certificate of No Scholarship Grant 2.9. Turnover Certificate 2.10. Certificate of No Pending Administrative Case 2.11. General Clearance (if the Review Class is for 1 month or more)		1. Requesting Party 2. Regional Office 2.1. Review School 2.2. Requesting Party 2.3. Review School 2.4. Regional Office 2.5. Regional Office 2.6. Regional Office 2.7. Office of the National Bureau of Investigation (NBI) 2.8. Regional Office 2.9. Requesting Party 2.10. Legal Division 2.11. Regional Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request to the Office of the Administrator together with the pertinent documents	1.1. Receives the request for Bar/Board Review Class (Study Leave) from the Records and Mailing Section, records it in the log-book and forwards the request to the Executive Assistant II or Special Assistant	None	5 minutes	Administrative Aide



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Reviews attachments and forwards the request to the Administrator	None	30 minutes	Executive Assistant II/Special Assistant
	1.3. Reviews the request for Bar/Board Review Class (Study Leave) and prepares draft indorsement	None		Administrator
	1.4. Encodes the Indorsement and forwards it to the Administrator for signature	None	10 minutes	Administrative Aide
	1.5. Signs the Indorsement then refers to Executive Assistant II/Special Assistant	None	10 minutes	Administrator
	1.6. Refers the Indorsement to Administrative Aide for recording and releasing	None	3 minutes	Executive Assistant II/Special Assistant
	1.7. Records and releases the Indorsement to the Records and Mailing Section	None	5 minutes	Administrative Aide
2. Receives the Indorsement and fills up Customer Feedback Form				
TOTAL			1 hour and 3 minutes	



3. Approval of Employee's Request for Official Travel Abroad

Upon request by an employee, and after all the processes have been undertaken and completed, the Office of the Administrator approves the request for official travel abroad.

Office or Division:	Office of the Administrator			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Indorsement (2 copies; 1 original and 1 photocopy) from Region with the following attachments: 2.1. Invitation 2.2. Post Activity Report (if there is a previous official travel abroad) 2.3. Certificate of No Previous Official Travel (if there is no previous travel) 2.4. Certificate of No Work Backlog 2.5. Income Tax Return 2.6. Certificate of No Pending Administrative Case		1. Requesting Party 2. Regional Office 2.1. Host Region or Office 2.2. Requesting Party 2.3. Requesting Party 2.4. Immediate Supervisor 2.5. Regional Office - Financial Unit 2.6. Legal Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request to the Office of the Administrator together with the pertinent documents	1.1. Receives the request for Official Travel Abroad from the Records and Mailing Section, records it in the log-book and forwards the request to the Executive Assistant II or Special Assistant	None	5 minutes	Administrative Aide



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Reviews attachments and forwards the request to the Administrator	None	30 minutes	Executive Assistant II/Special Assistant
	1.3. Reviews the request for Official Travel Abroad and prepares draft indorsement	None		Administrator
	1.4. Encodes the Indorsement and forwards it to the Administrator for signature	None	10 minutes	Administrative Aide
	1.5. Signs the Indorsement then refers to Executive Assistant II/Special Assistant	None	10 minutes	Administrator
	1.6. Refers the Indorsement to Administrative Aide for recording and releasing	None	3 minutes	Executive Assistant II/Special Assistant
	1.7. Records and releases the Indorsement to the Records and Mailing Section	None	5 minutes	Administrative Aide
2. Receives the Indorsement and fills up Customer Feedback Form				
TOTAL			1 hour and 3 minutes	



4. Approval of Employee's Request for Personal Travel Abroad

Upon request by an employee, and after all the processes have been undertaken and completed, the Office of the Administrator approves the request for personal travel abroad.

Office or Division:	Office of the Administrator			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Indorsement with the following attachments: 2.1. Approved Leave Application 2.2. Certificate of No Pending Administrative Case 2.3. Certificate of No Backlog 2.4. Duly Accomplished DTR / Certificate of Service 2.5. General Clearance 2.6. Special Order designating OIC in case applicant is Head of Office		1. Requesting Party 2. Regional Office 2.1. Administrative Officer (Regional Office) 2.2. Legal Division 2.3. Immediate Supervisor 2.4. Requesting Party 2.5. Administrative Officer (Regional Office) 2.6. Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request to the Office of the Administrator together with the pertinent documents	1.1. Receives the request for Personal Travel Abroad from the Records and Mailing Section, records it in the log-book and forwards the request to the Executive Assistant II or Special Assistant	None	5 minutes	Administrative Aide



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Reviews attachments and forwards the request to the Administrator	None	30 minutes	Executive Assistant II/Special Assistant
	1.3. Reviews the request for Personal Travel Abroad and prepares draft indorsement	None		Administrator
	1.4. Encodes the Indorsement and forwards it to the Administrator for signature	None	10 minutes	Administrative Aide
	1.5. Signs the Indorsement then refers to Executive Assistant II/Special Assistant	None	10 minutes	Administrator
	1.6. Refers the Indorsement to Administrative Aide for recording and releasing	None	3 minutes	Executive Assistant II/Special Assistant
	1.7. Records and releases the Indorsement to the Records and Mailing Section	None	5 minutes	Administrative Aide
2. Receives the Indorsement and fills up Customer Feedback Form				
TOTAL			1 hour and 3 minutes	



ADMINISTRATIVE DIVISION – CASH SECTION

Internal Service

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1. Releasing of Claims through Checks/ADA to Officials and Employees

Upon request, the Administrative Division – Cash Section releases the checks to Officials and Employees

Office or Division:	Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved voucher for individual claim		1. Financial Management Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits to Cash Section the ATM Account Number	1. Prepares Authority to Debit Account (ADA)/check through Electronic Modified Disbursement Scheme	None	5 minutes	Administrative Officer V
2. Checks/verifies/withdraws claims to ATM Account	2.1. If ADA, it is automatically credited to Officials'/Employees' ATM Account after 24 hours	None		Administrative Officer V
	2.2. If check, it is deposited to Officials'/Employees' Account	None		Administrative Officer V
3. Fills up Customer Feedback Form				
TOTAL			5 minutes	



ADMINISTRATIVE DIVISION – GENERAL SERVICES SECTION

Internal Services

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1. Reproduction of Documents

Upon request, the Administrative Division – General Services Section provides photocopying services of documents

Office or Division:	Administrative Division – General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSS Photocopying Logbook		1. General Services Section, Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the GSS Photocopying Logbook	1.1. Photocopies the documents as per number of pages and number of copies requested	None	30 minutes	Job Order personnel
2. Receives the photocopied documents, as requested and fills up the Customer Feedback Form		None	10 minutes	Administrative Aide VI
TOTAL			40 minutes	



2. Ring-Binding of Documents

Upon request, the Administrative Division – General Services Section provides ring-binding services of documents

Office or Division:	Administrative Division – General Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Request Form		1. General Services Section, Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the GSS Job Request Form	1.1. Ring-binds the requested documents	None	60 minutes	Job Order personnel
2. Receives the ring-binded documents, as requested and fills up the Customer Feedback Form		None	10 minutes	Administrative Aide VI
TOTAL			1 hour and 10 minutes	



ADMINISTRATIVE DIVISION – PERSONNEL SECTION

Internal Services

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1. Issuance of Certificate of Employment and Compensation

Issuance of a certification that is used to verify employment history and details of compensation of a former or current employee.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens and G2G – Government to Government			
Who may avail:	PPA Employees (In-Service) and Former PPA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Slip		1. Personnel Section, Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request slip/letter to the Personnel Section	1.1. Receives the request slip/letter and forwards to the person in charge	None	5 minutes	Administrative Aide IV
	1.2. Checks the Plantilla and 201 files for any update/s	None	30 minutes	Administrative Aide VI
	1.3. Encodes and prints the document and forwards the same to the Chief Personnel Officer for review	None	10 minutes	Administrative Aide VI
	1.4. Reviews and initials the document and forwards to the Chief Administrative Officer for signature	None	10 minutes	Administrative Officer V
	1.5. Signs the document and returns it to the Personnel Section for release to the requesting party	None	10 minutes	Chief Administrative Officer
2. Signs in the outgoing logbook	2.1. Releases the copy of the document	None	5 minutes	Administrative Aide VI



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives the Certificate of Employment and Compensation and fills up the Customer Feedback Form				
TOTAL:			1 hour and 10 minutes	



2. Issuance of Service Record for Active Employees

Issuance of a documentary history of an employee's actual rendered services in the government supported by appointments and other papers actually issued by the authorities concerned.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Central Office Employees (In-Service)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For employees requesting a copy of their own Service Record (SR) 1. Duly accomplished Request Slip For authorized official/office requesting SR of an employee 1. Request Letter		1. Personnel Section, Administrative Division 1. Requesting party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request slip/letter to the Personnel Section	1.1. Receives the request slip/letter and forwards to the person in charge	None	5 minutes	Administrative Aide IV
	1.2. Checks the Plantilla and 201 files for any update/s	None	15 minutes	Administrative Aide VI
	1.3. Prints the SR and forwards the same to the Chief Personnel Officer for review	None	3 hours	Administrative Aide IV
	1.4. Reviews and initials the document and forwards to the Chief Administrative Officer for signature	None	50 minutes	Administrative Officer V
	1.5. Signs the document and returns it to the Personnel Section for release to the requesting party	None	15 minutes	Chief Administrative Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Signs in the outgoing logbook	2.1. Releases the copy of the SR	None	10 minutes	Administrative Aide IV
3. Receives the Service Record and fills up Customer Feedback Form				
TOTAL:			4 hours and 35 minutes	



3. Issuance of Service Record for Inactive Employees

Issuance of a documentary history of an employee's actual rendered services in the government supported by appointments and other papers actually issued by the authorities concerned.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Former PPA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For former employees requesting a copy of their own Service Record (SR) 1. Duly accomplished Request Slip		1. Personnel Section, Administrative Division		
For authorized official/office requesting SR of an employee 1. Request Letter		1. Requesting party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the request slip/letter to the Personnel Section	1.1. Receives the request slip/letter and forwards to the person in charge	None	5 minutes	Administrative Aide IV
	1.2. Locates and retrieves the 201 file and checks if there is an old issued Service Record that can be used as basis for updating, if none, looks for copies of appointment, notice of salary increase/adjustment for the encoding of SR	None	5 days for inactive employees with incomplete 201 file records	Administrative Aide VI
	1.3. Encodes and prints the SR and forwards the same to the Chief Personnel Officer for review	None	30 minutes	Administrative Aide VI



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Reviews and initials the document and forwards to the Chief Administrative Officer for signature	None	10 minutes	Administrative Officer V
	1.5. Signs the document and returns it to the Personnel Section for release to the requesting party	None	10 minutes	Chief Administrative Officer
2. Signs in the outgoing logbook	2.1. Releases the copy of the SR	None	5 minutes	Administrative Aide VI
3. Receives the Service Record and fills up the Customer Feedback Form				
TOTAL:			5 days and 1 hour	



ADMINISTRATIVE DIVISION – RECORDS AND MAILING SECTION

Internal Service

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1. Provision of Documents (for Internal Clients)

Upon request, the Administrative Division – Records and Mailing Section provides the certified true copy of a requested document, like issuances and memoranda

Office or Division:	Administrative Division – Records and Mailing Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		1. Records and Mailing Section, Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request Form by providing information/reference on the requested document and submits the request form to the employee in-charge at the Records and Mailing Section	1.1. Receives the request form	None	15 minutes	Administrative Aide IV
2. Views and photocopies the requested document	2.1. Retrieves the document from the file and have it photocopied	None	7 hours and 30 minutes	Administrative Aide VI
3. Returns the requested document then signs in the “received and returned” portion of the request form	3.1. Have the client sign in the “received” portion of the request form	None	10 minutes	Administrative Aide IV
4. Fills up the Customer Feedback Form	4.1. Receives the accomplished Customer Satisfaction Survey Form	None	5 minutes	Administrative Aide IV
TOTAL			8 hours	



ADMINISTRATIVE DIVISION – RECORDS AND MAILING SECTION

External Service

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1. Provision of Documents (for External Clients)

Upon request, the Administrative Division – Records and Mailing Section provides the certified true copy of a requested document to a client

Office or Division:	Administrative Division – Records and Mailing Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Other Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. Photocopy of government issued ID with signature		} Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request to the concerned ADA IV	1.1. Receives the letter request, verifies client's information, photocopies the ID and logs the request	None	20 minutes	Administrative Aide IV
2. Accomplishes the RMS Request Form and attaches the supporting documents	2.1. Processes the request a. browses and retrieves the document from the file/folder; b. photocopies and certifies the document;	None	7 hours and 30 minutes	Administrative Aide VI and Administrative Officer V
3. Receives the copy of the requested document	3.1. Hands over the certified document to the client	None	5 minutes	Administrative Aide IV
4. Fills up the Customer Feedback Form	4.1. Receives the accomplished Customer Satisfaction Survey Form	None	5 minutes	Administrative Aide IV
TOTAL			8 hours	



ADMINISTRATIVE DIVISION – PROPERTY SECTION

Internal Services

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1. Issuance of Supplies Available in the Stock Room

Issuance of all the supplies requested that are available in the stock room.

Office or Division:	Administrative Division – Property Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PPA Officials and Employees in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS) Form (2 originals) 2. Purchase Request (PR) Form (2 originals)		1. Property Section, Administrative Division 2. Property Section, Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 copies of Requisition and Issue Slip (RIS) to Property Section	1.1. Receives RIS and checks the availability in the stockroom	None	5 minutes	Administrative Aide IV
	1.2. If available, releases supplies to the requesting party, if not available, returns RIS and requests an Emergency Purchase Request to the end-user	None	5 minutes	Administrative Aide IV
	1.3. Consolidates the received RIS every end of the month for RSML.	None	5 minutes	Administrative Officer IV
2. Fills up Customer Feedback Form	2.1. Secures Customer Feedback Form once they received the item.	None	2 minutes	Administrative Aide IV
TOTAL			17 minutes	



2. Issuance of Supplies Not Available in the Procurement Service – Department of Budget and Management (PS-DBM)

Issuance of all the supplies requested that are not available in the stock room, Procurement Service but available to purchase to other suppliers.

Office or Division:	Administrative Division – Property Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Officials and Employees in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS) Form (2 originals) 2. Purchase Request (PR) Form (2 originals)		1. Property Section, Administrative Division 2. Property Section, Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 copies of Requisition and Issue Slip (RIS) to Property Section	1.1. Receives and checks the availability in the stockroom. If the requested item is available, it will be issued	None	5 minutes	Administrative Aide IV
	1.2. If available, releases supplies to the requesting party, if not available, returns RIS and requests an emergency Purchase Request to the end-user.	None	5 minutes	Administrative Aide IV
2. Submits 2 copies of Purchase Request (PR) to Property Section	2.1. Dockets PR and submits to the Financial and Management Division	None	10 minutes	Administrative Officer I
	2.2. The Chief of Property evaluates the approved PR	None	20 minutes	Administrative Officer V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Prepares three (3) copies of Request for Quotation (RFQ) for signature of CAO	None	1 hour	Administrative Officer I
	2.4. Serves the RFQ's to qualified suppliers	None	5 days	Administrative Officer I
	2.5. Prepares abstract of Quotation	None	1 hour	Administrative Officer IV
	2.6. Prepares the Purchase Order (PO)	None	1 hour	Administrative Officer IV
	2.7. Prepares vouchers (DV, OBR, BURS).	None	1 hour	Administrative Officer IV
	2.8. Serves the approved PO to the Supplier/s.	None	1 day	Administrative Officer I
	2.9. Processes the PO and schedules the delivery	None	3 days	Administrative Officer I
	2.10. Receives and logs the supplies	None	2 days	Administrative Aide IV
	2.11. Requests for inspection	None	1 hour	Administrative Aide IV
	2.12. Records the delivered items in the Stock Card	None	1 day	Administrative Aide IV
	2.13. Issues of Supplies to the end-users	None	3 hours	Administrative Aide IV
3. Fills up Customer Feedback Form	3.1. Secures Customer Feedback Form once they received the item.		2 minutes	Administrative Aide IV
TOTAL:			12 days 8 hours 42 minutes	



3. Issuance of Supplies Purchased from Procurement Service - Department of Budget and Management (PS-DBM)

Issuance of all the supplies requested that are not available in the stock room but available in the Procurement Service.

Office or Division:	Administrative Division – Property Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Officials and Employees in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS) Form (2 originals) 2. Purchase Request (PR) Form (2 originals)		1. Property Section, Administrative Division 2. Property Section, Administrative Division		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 copies of Requisition and Issue Slip (RIS) to Property Section	1.1. Receives and checks the availability in the stockroom. If the requested item is available, it will be issued	None	5 minutes	Administrative Aide IV
	1.2. If available, releases supplies to the requesting party, if not available, returns RIS and requests an emergency Purchase Request to the end-user.	None	5 minutes	Administrative Aide IV
2. Submits 2 copies of Purchase Request (PR) to Property Section	2.1. Dockets PR and submits to the Financial and Management Division	None	10 minutes	Administrative Officer I
	2.2. The Chief of Property evaluates the approved PR	None	20 minutes	Administrative Officer V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Consolidates, checks the Catalogue of Procurement Service (PS), prints the Certificate of Non-availability of Stocks (CNAS)	None	2 days	Administrative Officer I
	2.4. Forwards Agency Procurement Request (APR) with attachments to the FMD	None	5 minutes	Administrative Officer IV
	2.5. Forwards the approved APR from AO with attached vouchers to the RMS for recording and signature of the CAO, FMD, AO then back to Cash Section for vouchers and payment	None	20 minutes	Administrative Officer IV
	2.6. Serves the APR with attached vouchers to the PS	None	1 day	Administrative Officer I
	2.7. Processes the APR and Schedules the delivery	None	3 days	Administrative Officer I
	2.8. Property Section receives and logs the supplies	None	2 days	Administrative Aide IV
	2.9. Requests for inspection	None	1 hour	Administrative Aide IV
	2.10. Records the delivered items in the Stock Card	None	1 day	Administrative Aide IV



CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.11. Issues of Supplies to the end-users	None	3 hours	Administrative Aide IV
	2.12. Consolidates the received RIS every end of the month for RSMI.	None	5 minutes	Administrative Officer IV
3. Fills up Customer Feedback Form	3.1. Secures Harmonized Customer Feedback Form once they received the item.		2 minutes	Administrative Aide IV
TOTAL			9 days 5 hours 12 minutes	



ADMINISTRATIVE DIVISION – PUBLIC INFORMATION SECTION

External Service

Redeeming Lives... Restoring Relationships



1. Issuance of IEC Materials

Information, Education and Communication (IEC) materials about probation and parole services, agency profile, history, and other relative laws issued to the requesting party in bulk, physical copies.

Office or Division:	Administrative Division - Public Information Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen / G2G – Government to Government			
Who may avail:	Researchers, students, media			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) government-issued ID 2. One (1) copy filled out PIO-FR-001 form		1. Requesting party 2. Public Information Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client proceeds to PIS to fill out the form and submits it to the Administrative Assistant III together with the ID.	1.1. The Administrative Assistant III (ADAS III) receives the request.	None	2 minutes	Administrative Assistant III
	1.2. The ADAS III prepares the materials if the request is less than 100 pieces. The ADAS III will need the approval of the Chief, PIO if the request is more than 100 copies or if available printed copies are less than 100 pieces. <i>(If the requested material is unavailable, the ADAS III requests the General Services Section to photocopy the materials.)</i>	None	2 minutes	Administrative Assistant III and Chief, PIO
	1.3. The ADAS III provides the material(s) requested and asks regional/field officer to acknowledge the receipt in the logbook and/or have it delivered to them thru a courier	None	5 minutes	Administrative Assistant III



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fills up Customer Feedback Form	2.1. The ADAS III requests the client to fill out the Customer Feedback Form.		1 minute	
TOTAL			10 minutes	



ADMINISTRATIVE DIVISION – PUBLIC INFORMATION SECTION

Internal Service

Redeeming Lives... Restoring Relationships



1. Issuance of IEC Materials

Information, Education and Communication (IEC) materials about probation and parole services, agency profile, history, and other relative laws issued to the requesting party in bulk, physical copies.

Office or Division:	Administrative Division - Public Information Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Regional and Field Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy filled out PIO-FR-001 form		1. Public Information Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Regional and/or Field Officer proceeds to PIS to fill out the form and/or accomplishes the form thru email and submits/emails it to the Administrative Assistant III	1.1. The Administrative Assistant III (ADAS III) receives the request.	None	2 minutes	Administrative Assistant III
	1.2. The ADAS III prepares the materials if the request is less than 100 pieces. The ADAS III will need the approval of the Chief, PIO if the request is more than 100 copies or if available printed copies are less than 100 pieces. <i>(If the requested material is unavailable, the ADAS III requests the General Services Section to photocopy the materials.)</i>	None	2 minutes	Administrative Assistant III and Chief, PIO
	1.3. The ADAS III provides the material(s) requested and asks the client to acknowledge the receipt in the logbook.	None	5 minutes	Administrative Assistant III



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fills up Customer Feedback Form	2.1. The ADAS III requests the client to fill out the Customer Feedback Form.		1 minute	
TOTAL			10 minutes	

***The total number of processing time excludes the period the RMS mails the materials and the period needed by the private courier to deliver the same to the requesting regional/field officer.



ADMINISTRATIVE DIVISION – TRAINING SECTION

Internal Service

Redeeming Lives... Restoring Relationships



1. Issuance of Certification of Trainings Attended

Upon accomplishing the request form, the Training Section will issue the Certification of Trainings attended to PPA employees, as requested

Office or Division:	Administrative Division- Training Section			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		1. Training Section		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request Form	1.1. Receives the request form and asks the purpose of the request; for promotion, updating of PDS	None	10 minutes	Administrative Assistant II
2. Waits for the certification to be processed	2.1. Checks the name of the client in the Training database and reviews his/her trainings based from the file folders of trainings conducted and have it printed	None	7 hours and 30 minutes	Administrative Assistant II
	2.2. Certifies the document			Administrative Officer V
3. Receives the certification	3.1. Hands over the certification of trainings to the client.	None	10 minutes	Administrative Assistant II
4. Fills up the Customer Feedback Form	Receives the accomplished Customer Satisfaction Survey Form	None	10 minutes	Administrative Assistant II
TOTAL			8 hours	



LEGAL DIVISION

Internal Services

Redeeming Lives... Restoring Relationships



1. Issuance of Certificate of No Pending Administrative Case (CNPAC)

Application for certification that the applicant has no administrative case pending with the Parole and Probation Administration at the time of its issuance.

Office or Division:	Legal Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (either hard copy or sent thru email)		1. Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request, either in hard copy or thru email	1.1. Receives and/or prints out the request and forwards to Legal Assistant for Preliminary Assessment	None	10 minutes	Administrative Aide VI
	1.2. Verifies and prepares draft of the Certificate of No Pending Administrative Case (CNPAC)	None	2 hours	Legal Assistant I or Legal Assistant II
	1.3. Reviews and signs the CNPAC then forwards the same to Administrative Aide VI for releasing and or emailing	None	20 minutes	Attorney V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Logs the CNPAC in the logbook of Incoming and Outgoing Communications and releases to the Records and Mailing Section/requesting party (depending on the purpose of the request) and/or emails the CNPAC to the client/requesting party	None	15 minutes	Administrative Aide VI
2. Fills up Customer Feedback Form (accomplishment is made either filling up a hard copy or by scanning the QR code for those sent thru email)				
TOTAL:			2 hours and 45 minutes	

***The total number of days excludes the period the RMS mails the document and the period needed by the private courier to deliver the same to the requesting party.



2. Issuance of Legal Opinion

This service pertains to the issuance of a written legal advice on a point of law or a written document in which an attorney provides his or her understanding of the Probation Law as applied to assumed facts.

Office or Division:	Legal Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and/or Indorsement 2. Information 3. Judgment/Court Decision 4. Other supporting documents pertinent to the requested opinion (if applicable) <i>*The following requirements can also be sent thru email</i>		} Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request together with the documents listed in the checklist of requirements (if applicable) either in hard copy or thru email	1.1. Receives and/or prints out the request and other supporting documents and forwards to Attorney V for Preliminary Assessment	None	10 minutes	Administrative Aide VI
	1.2. Assigns to Action Officer (Special Investigator III, Attorney IV, III, or II)	None	10 minutes	Attorney V
	1.3. Prepares draft legal opinion	None	3 days	Special Investigator III, Attorney IV, III, or II
	1.4. Reviews and approves the submitted draft legal opinion and forwards the same to Administrative Aide VI for releasing	None	2 days	Attorney V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Logs the legal opinion in the logbook of Incoming and Outgoing Communications and releases to the Records and Mailing Section and/or emails the same to the requesting party/office	None	20 minutes	Administrative Aide VI
2. Fills up Customer Feedback Form (accomplishment is made either filling up a hard copy or by scanning the QR code for those sent through email)				
TOTAL:			5 days and 40 minutes	

***The total number of days excludes the period the RMS mails the document and the period needed by the private courier to deliver the same to the requesting party



3. Preparation of Legal Document

Preparation of any formally executed written document that expresses an enforceable act, process, contractual duty obligation, or a right that involves the Parole and Probation Administration

Office or Division:	Legal Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request/referral 2. Working papers (Abstract of Quotation, Job request, etc.) <i>*The following requirements can also be sent thru email</i>		} Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request/referral together with the necessary working papers, either in hard copy or thru email	1.1. Receives and/or prints out the request/referral and other working papers and forwards to Attorney V for Preliminary Assessment	None	10 minutes	Administrative Aide VI
	1.2. Assigns to Action Officer (Special Investigator III, Attorney IV, III, or II)	None	10 minutes	Attorney V
	1.3. Prepares draft legal document	None	3 days	Special Investigator III, Attorney IV, III, or II
	1.4. Reviews and approves the submitted legal document and forwards the same to Administrative Aide VI for releasing	None	2 days	Attorney V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Logs the prepared legal document in the logbook of Incoming and Outgoing Communications and/or emails the same, to the requesting party/office	None	15 minutes	Administrative Aide VI
2. Fills up Customer Feedback Form (accomplishment is made either filling up a hard copy or by scanning the QR code for those sent through email)				
TOTAL:			5 days and 20 minutes	



4. Review of Legal Document

Review of any formally executed written document that involves the Parole and Probation Administration.

Office or Division:	Legal Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request/referral 2. Legal document to be reviewed 3. Working papers (Abstract of Quotation, Job request, etc.) <i>*The following requirements can also be sent thru email</i>		} Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request/referral together with the legal document to be reviewed and the necessary working papers, either in hard copy or thru email	1.1. Receives and/or prints out the request/referral, legal document to be reviewed and other working papers and forwards to Attorney V for Preliminary Assessment	None	10 minutes	Administrative Aide VI
	1.2. Assigns to Action Officer (Special Investigator III, Attorney IV, III, or II)	None	10 minutes	Attorney V
	1.3. Reviews the legal document	None	1 day	Special Investigator III, Attorney IV, III, or II
	1.4. Reviews and approves the submitted legal document requested to be reviewed and forwards the same to Administrative Aide VI for releasing	None	1 day	Attorney V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Logs the reviewed legal document in the logbook of Incoming and Outgoing Communications and/or emails the same, to the requesting party/office	None	15 minutes	Administrative Aide VI
2. Fills up Customer Feedback Form (accomplishment is made either filling up a hard copy or by scanning the QR code for those sent through email)				
TOTAL:			2 days and 35 minutes	



LEGAL DIVISION

External Service

Redeeming Lives... Restoring Relationships



1. Issuance of Legal Opinion

This service pertains to the issuance of a written legal advice on a point of law or a written document in which an attorney provides his or her understanding of the Probation Law as applied to assumed facts.

Office or Division:	Legal Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Citizens and G2G – Government to Government			
Who may avail:	Transacting Public (Client) and Other Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. Information 3. Judgment/Court Decision 4. Other supporting documents pertinent to the requested opinion (if applicable) <i>*The following requirements can also be sent thru email</i>		} Requesting Party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the letter request together with the documents listed in the checklist of requirements (if applicable) either in hard copy or thru email	1.1. Receives and/or prints out the request and other supporting documents and forwards to Attorney V for Preliminary Assessment	None	10 minutes	Administrative Aide VI
	1.2. Assigns to Action Officer (Special Investigator III, Attorney IV, III, or II)	None	10 minutes	Attorney V
	1.3. Prepares draft legal opinion	None	3 days	Special Investigator III, Attorney IV, III, or II
	1.4. Reviews and approves the submitted draft legal opinion and forwards the same to Administrative Aide VI for releasing	None	2 days	Attorney V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5. Logs the legal opinion in the logbook of Incoming and Outgoing Communications and releases to the Records and Mailing Section and/or emails the same to the requesting party/office	None	20 minutes	Administrative Aide VI
2. Fills up Customer Feedback Form (accomplishment is made either filling up a hard copy or by scanning the QR code for those sent through email)				
TOTAL:			5 days and 40 minutes	

***The total number of days excludes the period the RMS mails the document and the period needed by the private courier to deliver the same to the requesting party



CASE MANAGEMENT AND RECORDS DIVISION

External Services

Redeeming Lives... Restoring Relationships



1. Issuance of Authenticated Court Records

This service pertains to the issuance of authenticated court records (i.e. Grant of Probation, Termination Order, Revocation Order, etc.) of the clients which are secured by authorized entities or personalities.

Office or Division:	Case Management and Records Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Clients who wish to apply for NBI Clearance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request approved by the Administrator 2. Request Form from NBI hand carried by the client 3. Valid ID		1. Administrator's Office 2. National Bureau of Investigation 3. Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all the requirements	1.1. Receives the request and endorses the request to the records officer	None	3 minutes	Administrative Aide VI Administrative Aide IV
	1.2. Verifies the validity of the request through interview, presentation of identification, etc.	None	10 minutes	Administrative Officer V
	1.3. Consults/ refers to the concerned field office the said request to further verify the accuracy of the information	None	2 hours	Administrative Officer V
	1.4. Counter-checks the name of the client in the Agency Information System or Master List of Probationers, search	None	30 minutes	Administrative Officer V



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and print the said document <i>*If not available draft letter-reply to inform the requesting party that the document is not available</i>			
	1.5. Signs the photocopied or printed document to authenticate the said document	None	10 minutes	Administrative Officer V
	1.6. Evaluates the document, drafts reply and endorses to the Chief, CMRD for the approval and release	None	20 minutes	Supervising Probation Officer
	1.7. Reviews the letter-reply or document and approves the release of the document or letter-reply	None	10 minutes	Chief Probation Officer
2. Signs in the outgoing logbook	2.1. Releases the copy of the document or letter-reply	None	5 minutes	Administrative Aide VI Administrative Aide IV
3. Fills up Customer Feedback Form				
TOTAL:			3 hours 28 minutes	



2. Issuance of Statistical Report in Investigation and Supervision Caseload of Clients

This service pertains to the issuance of statistical data pertinent to the investigation and supervision cases handled by the Agency.

Office or Division:	Case Management and Records Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request approved by the Administrator or emailed request		1. Office of the Administrator or Freedom of Information Receiving Officer		
2. Valid IDs or eFOI portal		2. Requesting party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents all the requirements	1.1. Receives the request and forwards it to the Division Chief (Informs the client to come back after 3 working days, if applicable)	None	3 minutes	Administrative Aide VI Administrative Aide IV
	1.2. Endorses said request to the staff of Investigation and Supervision Sections	None	3 minutes	Chief Probation Officer
	1.3. Processes statistical report of the field offices	None	2 hours	Senior Probation Officer Probation Officer II Probation Officer I
	1.4. Prepares the overall statistical report	None	1 hour	Supervising Probation Officer
	1.5. Reviews and evaluates the statistical report, and prepares write-up (if required) or transmittal letter	None	30 minutes	Chief Probation Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Signs in the logbook of outgoing communication	2.1. Releases the statistical report to the concerned client	None	3 minutes	Administrative Aide VI Administrative Aide IV
3. Fills up Customer Feedback Form				
TOTAL:			3 hours 39 minutes	



FINANCIAL MANAGEMENT DIVISION

Internal Service

Redeeming Lives... Restoring Relationships



1. Request for Certification of Remittance

Issuance of Requested Certification of Remittance to GSIS, Pag-IBIG, PhilHealth

Office or Division:	Financial and Management Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens; G2B – Government to Business; and G2G – Government to Government			
Who may avail:	PPA Personnel (Active, Retired, or Separated)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Prescribed Request Form No. FMD-FOR-025 – 1 copy			1. Financial and Management Division	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Request Form, accomplish	1.1. Receives Accomplished Request Form from personnel/client	None	5 minutes	Designated Accounting Staff
	1.2. Verifies and validates records and remittances	None	6 hours	Designated Accounting Staff
	1.3. Encodes and prepares remittance certification	None	3 hours	Designated Accounting Staff
	1.4. Forwards to Chief Accountant for review and signature	None	5 minutes	Designated Accounting Staff
	1.5. Reviews and signs the certification	None	15 minutes	Chief Accountant
	1.6. Issues the Certificate	None	5 minutes	FMD Designated Receiving/Releasing Staff
2. Fills up Customer Feedback Form				
TOTAL:			1 day 1 hour 30 minutes	



TECHNICAL SERVICES DIVISION

External Services

Redeeming Lives... Restoring Relationships



1. Request Assistance

Seek assistance by the family of a Person Deprived of Liberty (PDL) and relatives as to the status of the application for parole and executive clemency.

Office or Division:	Technical Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Family/Relatives of a Person Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid ID or any proof of relationship to the PDL			1. Any Government issued ID or the visitor's ID issued by the Bureau of Corrections	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Technical Services Division	1.1. Assists the client	None	1 minute	Senior Probation Officer Probation Officer II Probation Officer I
2. Logs in the visitor's logbook	2.1. Ask the client to present any valid ID or any proof of relationship to the Person Deprived of Liberty (PDL)	None	1 minute	Senior Probation Officer Probation Officer II Probation Officer I
3. Inquire on the status/availability of the requested documents relative to the application for parole/executive clemency	3.1. Query on how to apply for parole/executive clemency Explains the process on how to apply for parole/executive clemency 3.2. Query on the availability of the requested document(s) from the FOs concern a. Checks the index card if there is a record, if yes and the requested documents are complete, inform the client what are the data in the index card and instruct the client to proceed to BPP for its status.	None	15 minutes	Senior Probation Officer Probation Officer II Probation Officer I



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. If there is no record, instruct the client to make a follow up to the concerned FO		1 minute	
4. Fills up Customer Feedback Form	4.1. Check if the Customer Feedback Form is properly filled-up. 4.2. Instructs the relative(s) of the PDL to drop the form in the Customer feedback box		5 minutes	
TOTAL:			23 minutes	



2. Request for Transfer of Residence

Process wherein a newly released parolee requests for transfer of his/her residence.

Office or Division:	Technical Services Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Parolees/Pardonees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Discharge on Parole – (1 original copy) 2. Certificate of Discharge from Prison – (1 original copy)		1. Issued by the Board of Pardons and Parole 2. Issued by the Bureau of Corrections		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Technical Services Division and requests for transfer of residence. Presents the required documents.	1.1. Receives/evaluates the documents presented	None	1 minutes	Supervising Probation Officer/Senior Probation Officer
	1.2. Instruct the client to login in the visitor logbook		1 minutes	
2. Logs-in in the visitor's logbook	2.1. Interviews the client where he/she intends to reside	None	2 minutes	Supervising Probation Officer/Senior Probation Officer
	2.2. Instructs the parolee to complete the letter form addressed to the Administrator thru Chief, Technical Services Division indicating where the parolee intends to reside, with whom and the reason why he/she is transferring his/her residence	None	5 minutes	Supervising Probation Officer/Senior Probation Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Completes the letter form and gives it to the Probation and Parole Officer	3.1. Prepares the Transfer of Residence Form (in triplicate). One for the Field Office concerned, one for the TSD copy and one for the client's copy	None	8 minutes	Supervising Probation Officer/ Senior Probation Officer
	3.2. Signs the Transfer of Residence Form on behalf of the Administrator	None	1 minute	Chief Probation Officer
	3.3. Seals the Transfer of Residence Form (FO copy)	None	1 minute	Supervising Probation Officer/ Senior Probation Officer
	3.4. Instructs the client to affix his/her signature on the TSD copy of the Transfer of Residence Form together with his/her letter request for transfer of residence	None	1 minute	Supervising Probation Officer/ Senior Probation Officer
4. Affixes his/her signature in the Transfer of Residence Form (TSD Copy)	4.1. Gives the sealed copy of the Transfer Residence Form for Field Office concerned, together with his/her copy (3 rd) of the Transfer Residence Form, Discharge on Parole (DOP), and Discharge from Prison	None	1 minute	Supervising Probation Officer/ Senior Probation Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receives the sealed copy of the Transfer of Residence form for the Field Office and his copy together with the documents.	5.1 Instructs the client to report immediately to the FO concerned	None	4 minutes	Supervising Probation Officer/ Senior Probation Officer
6. Fills up the Customer Feedback Form	6.1 Checks if the Customer Feedback Form is properly filled-up.	None	3 minutes	Supervising Probation Officer/ Senior Probation Officer
	6.2 Instructs the parolee to drop the forms in the Customer Feedback Box.			
TOTAL:			28 minutes	



COMMUNITY SERVICES DIVISION

Internal Service

Redeeming Lives... Restoring Relationships



1. Processing of VPA Appointment

As part of the Volunteer Probation Assistant (VPA) Program of the Agency, the Community Services Division (CSD) processes the applications of VPAs by printing their IDENTIFICATION CARDS and CERTIFICATES OF APPOINTMENT.

Office or Division:	Community Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Regional Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The Regional Office should submit an accurate and complete VPA Database Form (CSD-FOR-009-001) together with an official endorsement of the Regional Head to the official email address of the CSD (csd.ppa@gmail.com).		The checklist of requirements as well as the format of the documents may be secured from the SERVICE MANUAL or from the Community Services Division (CSD) through the following means: Landline (02) 8929-36-11, E-mail at csd.ppa@gmail.com		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Regional Office sends the VPA database together with the endorsement of the Regional Head through e-mail.	1.1. Receives and records the VPA database. Forwards the database to the Probation Officer concerned.	None	5 minutes	Administrative Aide IV
	1.2. Inspects the database for completeness and accuracy, processes and prints the ID and COA. Forwards the documents to assigned clerk for preparation of transmittal.	None	Within the allotted time	Probation Officer I and Probation Officer II
	1.3. Prepares transmittal and forwards the documents to the Chief of Volunteer Services Section for review.	None	5 minutes	Administrative Aide IV/Administrative Aide VI



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Reviews the documents and submits them to the Supervising Probation Officer for final review.	None	10 minutes	Senior Probation Officer (Volunteer Services Section)
	1.5. Reviews the documents and recommends approval to the Chief Probation Officer.	None	10 minutes	Supervising Probation Officer
	1.6. Approves and affixes initials on the ID, COA and transmittal.	None	5 minutes	Chief Probation Officer
	1.7. Forwards documents to the Head of the Agency for signature.	None	5 minutes	Administrative Aide IV
	1.8. Affixes his signature on the ID, COA and transmittal. Returns documents to the CSD.	None	15 minutes	Head of the Agency
	1.9. Receives the documents from the Head of the Agency and affixes the dry seal on the COA. Forwards all documents to the Probation Officer for final checking.	None	15 minutes	Photographer I (Acting as Clerk)
	1.10. Conducts a final check of the IDs and Certificates of Appointment and forwards it to the clerk.	None	5 minutes	Probation Officer I and Probation Officer II
	1.11. The clerk routes the documents to the Records and Mailing Section for mailing to the concerned Regional Office.	None	5 minutes	Administrative Aide IV



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The Regional Office receives the mailed documents	2.1. Acknowledges receipt of documents	None	Upon receipt of documents	Regional Office Clerk or VPA Coordinator
3. Fills up customer feedback form				
TOTAL:			1 hour and 20 minutes	

**Total number of Processing Time comprises the identified specific processing time in every Agency Action stated*

Note: Within allotted time: No. of ID and Certificates of Appointment Processing Time

1 to 40

1 working day

41 to 80

2 working days

81 to 120

3 working days

121 and above

4 working days



REGIONAL OFFICE

External Service

Redeeming Lives... Restoring Relationships



1. Issuance of Statistical Report on Sex Disaggregated Data, Regional Caseload to Relevant Interested Parties

Provision of Statistical Data to relevant interested parties upon request for the purpose of research, policy formulation and reference, upon request

Office or Division:	Regional Office, Community Service Unit and Caseload Management and Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens and G2G – Government to Government			
Who may avail:	Academe, LGU, DSWD and Other concerned Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request sent in person or via e-mail <i>Letter sent via e-mail with letter head and contact details</i> 2. Valid ID of agency representative		1. Requesting party 2. Agency representative		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients, signs log book and presents valid ID; or sends the request thru email and accomplishes Google Form designed to validate identity and purpose of query	1.1. Logs in the request and submits to Regional Director for proper action	None	5 minutes	Administrative Aide IV/ Regional Director
	1.2. Verifies Records; checks data on file	None	20 minutes	CSU/CMRU Officer
	1.3. Prepares the document required for approval of Regional Director	None	10 minutes	CSU/CMRU Officer Regional Director
	1.4. Issues the document in person to walk in client; issues via electronic e-mail for request sent to email	None	2 minutes	Administrative Aide IV
2. Receives Data and Fills up Customer Feedback Form				
TOTAL			37 minutes	



REGIONAL OFFICE

Internal Services

Redeeming Lives... Restoring Relationships



1. Issuance of Service-Related Documents

Upon request, personnel are issued copies of employment related records and other pertinent documents. This includes issuance of Certificate of Employment, Service Records, Leave Credits and Other Employment Related Documents.

Office or Division:	Regional Office, Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Regional Personnel and Field Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for document		1. Requesting party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter in person or thru e-mail	1.1. Receives request, logs into record book and forwards the same to Administrative Officer for action	None	5 minutes	Administrative Aide IV
	1.2. Verifies, prepares and issues document/s as requested	None	30 minutes	Administrative Officer IV
	1.3. Logs out document	None	5 minutes	Administrative Aide IV
2. Receives requested service-related document and fills up Customer Feedback Form				
TOTAL			40 minutes	



2. Reply to Personnel Concerns and Issues

Address of simple concerns and issues of personnel relative to appointment and other personnel action

Office or Division:	Regional Office, Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Regional Personnel and Field Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal letter regarding the concern and/or issue – in person or via e-mail 2. Pertinent document/s relative to the concern and/or issue raised – 2 copies; 1 original and 1 duplicate 3. Schedule of appointment in case a formal dialogue is needed		1. Requesting party 2. Requesting party 3. Regional Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter relative to concern and/or issue raised	1.1. Receives request, logs into record book and forwards the same to the Administrative Officer	None	5 minutes	Administrative Aide IV
	1.2. Verifies concern and/or issue, validates the same from records and issues a reply	None	45 minutes	Administrative Officer IV
1. Receives Reply and fills up Customer Feedback Form				
TOTAL		:	50 Minutes	



3. Reply to Personnel Concerns and Issues

Address of complex concerns and issues of personnel relative to appointment and other personnel action

Office or Division:	Regional Office, Administrative Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Regional Personnel and Field Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal letter regarding the concern and/or issue – in person or via e mail 2. Pertinent document/s relative to the concern and/or issue raised – 2 copies; 1 original and 1 duplicate 3. Schedule of appointment in case a formal dialogue is needed		1. Requesting party 2. Requesting party 3. Regional Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter relative to the concern and/or issue raised	1.1. Receives request, logs into record book and forwards the same to the Administrative Officer	None	5 minutes	Administrative Aide IV
	1.2. Verifies concern and/or issue, validates the same from records, undertakes initial research and refers the matter to the Regional Director	None	12 days	Administrative Officer IV/Regional Director
	1.3. Prepares draft of report/ reply for review and approval of the Regional Director	None	2 days	Administrative Officer IV



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Reviews draft of report/reply and forwards the same to the Administrative Officer IV to finalize report/reply	None	1 day	Regional Director
	1.5. Finalizes the report/reply for signature of the Regional Director and forwards to Administrative Aide IV	None	30 minutes	Administrative Officer IV
	1.6. Releases the same to requesting party	None	5 minutes	Administrative Aide IV
2. Receives Reply and Fills up Customer Feedback Form				
TOTAL:			15 days and 40 minutes	



4. Processing of Payment of Travelling Expenses Work Load Accomplishments (TEV-WAR)

Processing of payment of monthly Workload Accomplishments of Field Officers on the conduct of Investigation and Home Visits for supervision of clients (offenders on community -based correction)

Office or Division:	Regional Office, Financial Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PPA Regional Personnel and Field Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers (DV) - 2 copies 2. Obligation Request and Status (ORS) - 2 copies 3. Duly accomplished TEV-Work Accomplishment Report indicate thereat number of investigation referrals acted upon and the number of home visit conducted for supervision of probationers. Parolees and pardonees within the month - 1 copy 4. Attachments: Duplicate copy of reports submitted to court and Board of Pardons and Parole (BPP) duly stamped received if submitted in person or indicate date of mailing		1. Requesting party 2. Requesting party 3. Requesting party 4. Office where the requesting party / personnel is assigned		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits DV, ORS together with all required attachments	1.1. Receives documents, logs and forwards the claim to the Budget Officer	None	5 minutes	Administrative Aide IV
	1.2. Verifies availability of Allotment, obligates Payment and forwards the same to the accountant	None	30 minutes	Budget Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Verifies availability of cash, checks if documents are complete and submits the same to the Regional Director	None	30 minutes	Accountant
	1.4. Counter checks and approves payment and forwards the same to the Disbursing Officer	None	30 minutes	Regional Director
	1.5. Checks listing, prepares advise, checks payment forwards claim to administrative office	None	30 minutes	Disbursing Officer
	1.6. Signs Check and advice then forwards the same to the Regional Director for signing	None	30 minutes	Administrative Officer
	1.7. Signs check and forwards the same to disbursing officer	None	30 minutes	Regional Director
	1.8. Deposits the check with listing to the bank	None	30 minutes	Disbursing Officer
2. Receives the bank deposit and fills up Customer Feedback Form				
TOTAL			3 hours and 35 minutes	



5. Processing of Payment of Travelling Expenses, Reimbursements and Other Financial Claims

Processing of payment of monthly workload accomplishments of Field Officers in the conduct of investigation and supervision of clients; traveling expenses on official business, reimbursements and other financial claims

Office or Division:	Regional Office, Financial Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PPA Regional Personnel and Field Officers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Claims on TEV of Field Officers <ol style="list-style-type: none"> 1. Disbursement Vouchers (DV) - 2 copies 2. Obligation Request and Status (ORS) - 2 copies 3. Duly accomplished TEV – Work Accomplishment Report indicating number of investigation referrals acted upon and the number of home visits conducted for supervision of probationers, parolees, and pardonees for the month – 2 copies 4. Attachments: Photocopy of transmittal submitted to Court and/or Board of Pardons and Parole (BPP) duly stamped received if submitted in person, screenshot of email 		<ol style="list-style-type: none"> 1. Requesting party 2. Requesting party 3. Requesting party 4. Originating from the office where the requesting party/personnel is assigned
For Claims on Travel Expenses for Official Business <ol style="list-style-type: none"> 1. Disbursement Vouchers (DV) - 2 copies 2. Obligation Request and Status (ORS) - 2 copies 3. Special Order / Authority to Travel – 2 copies 4. Certificate of Appearance / Confirmation of Attendance – 2 copies 5. Itinerary of Travel – 1 copy 6. Bus ticket / Gasoline receipt/ RER as applicable – 2 copies 		<ol style="list-style-type: none"> 1. Requesting party 2. Requesting party 3. Requesting party 4. Head of Agency/office where travel was made 5. Requesting party 6. Issued by transport company
For other financial claims and reimbursements: <ol style="list-style-type: none"> 1. Disbursement Vouchers (DV) - 2 copies 2. Obligation Request and Status (ORS) - 2 copies 3. Official Receipt 		<ol style="list-style-type: none"> 1. Requesting party 2. Requesting party 3. Issued by company where procurement was made or service rendered



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits DV, ORS together with all required attachments	1.1. Checks complete attachments, receives documents, logs and forwards the claim to the Budget Officer	None	10 minutes (per claim with complete attachments)	Administrative Aide IV
	1.2. Verifies completeness of documents and reviews other supporting documents for financial claim and proceeds to verify availability of allotment, obligates payment and forwards the same to the accountant	None	25 minutes	Budget Officer
	1.3. Verifies availability of cash, checks if documents are complete and submits the same to the Regional Director.	None	25 minutes	Accountant
	1.4. Counter checks and approves payment and forwards the same to the Disbursing Officer	None	20 minutes	Regional Director
	1.5. Checks listing, prepares advise, checks payment and forwards claim to Administrative Officer	None	20 minutes	Disbursing Officer
	1.6. Signs Check and advice then forwards the same to the Regional Director for signing	None	15 minutes	Administrative Officer I or Disbursing Officer
	1.7. Signs check and forwards the same to Disbursing Officer	None	10 minutes	Regional Director



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8. Deposits the check with listing to the bank	None	30 minutes	Disbursing Officer
2. Receives the bank deposit and fills up Customer Feedback Form				
TOTAL:			2 hours and 35 minutes	



FIELD OFFICE

External Services

Redeeming Lives... Restoring Relationships



1. Conduct of Post Sentence Investigation for Probation

This service is in fulfillment of the function of the Agency to assist the court in determining the qualification of an offender with prison sentence of six years below to avail of the benefits of Probation Law and serve sentence on community-based treatment.

Office or Division:	Regional Office – Field Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizens			
Who may avail:	Client Applying for Probation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Court Order to Conduct Post Sentence Investigation (PSI) 1 original; 1 photo copy 2. 6 pcs. 2 x2 picture 3. Certified true copy of birth certificate /marriage contract - 2 copies 4. Valid ID present original submit 1 photo copy 5. Copy of Decision 1 original; 1 photo copy 6. Copy of Information 1 original; 1 photocopy 7. Court Order to Conduct Post Sentence Investigation (PSI) 1 original; 1 photocopy 		<ol style="list-style-type: none"> 1. Court where the applicant was tried and convicted 2. Client applying for probation 3. Client applying for probation 4. Client applicant for probation 5. Court where the applicant was tried and convicted 6. Court where the applicant was tried and convicted 7. Client applicant for probation 		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Court Issues order to conduct Post Sentence Investigation	1.1. Preliminary Investigation Activities Receives and docket the order Prepares Investigation Folder Assignment of Investigation case probation Officer	None	1 day	Administrative Aide IV Chief Probation Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Applicant for Probation reports to probation office to submit requirements and undergoes initial interview	2.1. Establishes and validates identity of applicant for probation Initial Interview Sends Records check to: Barangay PNP RTC MTC / MTCC Prosecutor CMRU / CMRD NBI	None	5 days	Probation Officer on Case
*3. Applicant submits affidavit to attest absence of other criminal offense or any other derogatory record as the need arise	3.1. Retrieval of records check – consolidation of result (Number of days of retrieval is highly dependent upon the response of Agency where the records check was submitted)	None	Within 10 days	Probation Officer On Case



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applicant reports at least once a week for the entire duration of the investigation for follow up interview and validation of findings Via teleconference and thru other virtual platform	4.1. Background Investigation <ul style="list-style-type: none"> • Conduct of Background Investigation • Gathering of Collateral Information • Undertaking of subsequent Interview • Data Analysis and Evaluation 	None	Within 40 days	Probation Officer On Case
	4.2. Prepares and submits draft of PSIR for review and approval of Chief Probation Officer	None	Within two (2) days	Probation Officer On Case
	4.3. Reviews and approves report for submission Encodes report and submits the same to court	None	Within two (2) days	Chief Probation Officer Administrative Aide IV
5. Applicant accomplishes Customer Feedback Form				
TOTAL			60 days	

***60 Days period mandated under PD 968**



2. Conduct of Pre- Parole, Pardon and Executive Clemency Investigation

This service is in fulfillment of the function of the Agency to assist the Board of Pardons and Parole in determining the eligibility of a Person Deprived of Liberty (PDL) for Parole, Pardon or Executive Clemency.

Office or Division:	Regional Office – Field Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizens			
Who may avail:	Client Applying for Parole, Pardon and Executive Clemency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral for Investigation 2. 6 pcs. 2x2 picture 3. Certified true copy of birth certificate /marriage contract - 2 copies 4. Valid ID present original, submit 1 photo copy 5. Copy of Decision 1 original; 1 photocopy 6. Copy of Information 1 original; 1 photocopy 7. Court Order to Conduct Post Sentence Investigation (PSI) 1 original; 1 photocopy		1. Board of Pardons and Parole thru the Technical Services Division 2. Client applying for probation 3. Client applying for probation 4. Client applicant for probation 5. Court where the applicant was tried and convicted 6. Court where the applicant was tried and convicted 7. Client applicant for probation		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Board of Pardons and Parole Issues referral for Pre-Parole / Pardon or Executive Clemency Investigation	1.1. Preliminary Investigation Activities Receives and docket the referral Prepares Investigation Folder Assigns investigation of case to probation Officer	None	1 day	Administrative Aide IV Chief Probation Officer



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Authorized representative of PDL applicant for parole/pardon or executive clemency investigation to submit requirements and provide basic information	2.1. Establishes and validates identity of applicant Verifies if applicant has other pending case in: Barangay PNP RTC MTC / MTCC Prosecutor CMRU / CMRD NBI	None	5 days	Probation Officer on Case
*3	3.1 Retrieval of records check – consolidation of result <i>(Number of days of retrieval highly dependent upon the response of agency where the records check was submitted)</i>	None	Within 10 days	Probation Officer On Case
4. Relative of applicant report to probation office in person or via teleconference or other virtual platform for follow up and submit other requirements online	4.1 Conduct of Background Investigation / Community interview <ul style="list-style-type: none"> Gathering of Collateral Information Follow up interviews with relative / representative of applicant 	None	Within ten (10) days	Probation Officer On Case



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2. Data analysis and Evaluation Prepares and submits draft of Pre-Parole / Pardon or Executive Clemency Investigation Report for review and approval of Chief Probation Officer	None	Within two (2) days	Probation Officer On Case
	4.3. Reviews and approves report for submission Encodes report and submits the same to BPP thru the Technical Services Division	None	Within two (2) days	Chief Probation Officer Administrative Aide IV
5. Client accomplishes Customer Feedback Form				
TOTAL			30 days	

*** As mandated by Law Parole/Pardon / Executive Clemency Investigation Report is 30 Days**



3. Issuance of Certificate Relative to Probation, Parole, Pardon and Executive Clemency

Issuance of certification to requesting clients regarding the status of probation, parole and executive clemency investigation, supervision for all legal purpose that would serve the clients, for walk-in clients or for request sent via e-mail.

Office or Division:	Field Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Those undergoing probation, parole or executive clemency investigation; those who are undergoing probation, parole or executive clemency supervision and those who had been once on probation, parole, pardon or executive clemency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Duly notarized authorization letter (if requested thru a representative) 3. Valid ID of the authorized representative		1. Requesting party 2. Requesting party 3. Requesting party		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients, signs log book. Request can also be done via e-mail	1.1. Have the client/representative sign log book and present ID/Authorization letter	None	3 minutes	Administrative Aide IV
2. Accomplishes FOI	2.1. Refers to Probation Officer on duty or the one handling the case	None	2 minutes	Administrative Aide IV
	2.2. Verifies Records; check data on file	None	20 minutes	Probation Officer on Case
	2.3. Prepares, signs and issues Certification and logs action taken	None	5 minutes	Probation Officer on Case Chief Probation Officer
3. Receives Certificate and fills up Customer Feedback Form				
TOTAL			30 minutes	



VI. Feedback and Complaint

FEEDBACK AND COMPLAINT MECHANISM	
How to send a feedback?	<p>Answer the Customer Feedback Form and drop it at the designated drop box at the Public Assistance and Complaint Desk.</p> <p>Contact info: (02) 8927-0004 or probation.info@gmail.com</p>
How feedback is processed?	<p>The Public Information Section (PIS) opens the drop box every Friday. All feedback submitted are compiled and recorded.</p> <p>Feedback requiring answers are forwarded to the concerned office. They are required to answer within three (3) days upon receipt.</p> <p>Answers to the feedback is then relayed to the citizen.</p>
How to file complaints?	<p>Secure ARTA Complaint Form at the Public Assistance Desk.</p> <p>Accomplish the form and present to the Officer of the Day (OD) at the Public Assistance Desk or to the PIS staff (in case the OD is the person complained about) for tracking number and further instruction.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">▪ Name of person being complained▪ Incident▪ Evidence



How complaints are processed?	Complaint/s received, whether verbal or written shall be referred/forwarded to concerned Head of Office (PPA Central Office/Regional/Field Office) who shall act on the complaint and provide feedback to the citizen on the action taken.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan:</p> <p>SMS – 0908-8816565 Telephone – 1 – 6565 E-mail – email@contactcenterngbayan.gov.ph Web – www.contactcenterngbayan.gov.ph</p> <p>ARTA:</p> <p>Telephone: (02) 8-847-5091 / 8-478-5093 or 8-478-5099</p> <p>Email: complaints@arta.gov.ph</p>



VII. List of Offices

Office	Address	Contact Information
Central Office	2 nd Floor, DOJ Agencies Building, NIA Road corner East Avenue, Diliman, Quezon City	(02) 8927-0004 probation.info@gmail.com
CAR (Cordillera Administrative Region)	Room 111 Hall of Justice, Baguio City	(074) 246-7547 paroleandprobationcar@gmail.com
Region I	1 st & 3 rd Floor, O.D. Leones Building, Governor Aguila Road, Sevilla, San Fernando City, La Union	(072) 888-7948 (072) 607-6396 pparegion1@yahoo.com
Region II	Hall of Justice, Carig Sur, Tuguegarao City, Cagayan	(078) 377-3475 probation_r2@yahoo.com probationr2@gmail.com
Region III	2 nd Floor Hyatt Garden Building, Dolores, San Fernando, Pampanga	(045) 961-2282 (045) 961-2292 dojppa.regionaloffice3@yahoo.com.ph dojppa.r3@gmail.com
Region IV-A (CALABARZON)	Laguna Provincial Capitol Extension, National Highway, Brgy. Halang, Calamba City	(049) 545-9297 ppadojr4@gmail.com
Region IV-B (MIMAROPA)	No. 38 National Road, Masipit, Calapan City 5000, Oriental Mindoro	(043) 288-1232 dojppaivbmimaropa@gmail.com
Region V	DOJ Building, City Hall Compound, J. Miranda Avenue, Naga City	(054) 871-5480 pparegion5@gmail.com



Office	Address	Contact Information
Region VI	4 th Floor, Room 404, Hall of Justice, Bonifacio Drive, Iloilo City	(033) 337-3255 (033) 508-9367 dojpparegion6@gmail.com dojprobationreg6@yahoo.com
Region VII	3 rd Floor, Annex Building, Maxwell Hotel, Escario Street, Cebu City	(032) 238-5405 r7probation@ymail.com
Region VIII	Bulwagan ng Katarungan, Ramon Magsaysay Boulevard corner Army Road, Tacloban City	(053) 888-3962 (053) 523-2132 ppadojregionalofficeviii@gmail.com
Region IX	President Corazon C. Aquino Regional Government Center Balintawak 7016 Pagadian City	(062) 310-6887 pparegion9@yahoo.com pparegion9@gmail.com
Region X	3rd Floor, Room Nos. 6 & 7, Jofelmor Building, J.R. Borja-Mortola Street, Cagayan de Oro City	(088) 567-2039 dojpparegion10@gmail.com
Region XI	2nd Floor, Hall of Justice, Ecoland, Davao City	(082) 296-1213 dojppa.regionxi.second.acct@gmail.com
Region XII	No. 6 Balmores corner Bernarda Street, Barangay GPS, Koronadal City, South Cotabato	(083) 520-0840 region12.ppadoj@gmail.com
Region XIII (CARAGA)	2nd Floor, Room 2F, Ong Building, J.C. Aquino Avenue, Butuan City	(085) 815-2405 region13ppa@gmail.com
NCR (National Capital Region)	Ground Floor, DOJ Agencies Building, NIA Road corner East Avenue, Diliman, Quezon City	(02) 8926-2950 ncr.dojppa@gmail.com