



# BUREAU OF CORRECTIONS

FY 2020 PBB Status

The Bureau of Corrections is mandated to accomplish its twin objectives of effective safekeeping and rehabilitation of national prisoners.

<b>STREAMLINING AND PROCESS IMPROVEMENT</b>		Compliant	<b>GOOD GOVERNANCE CONDITIONS</b>					
			Transparency Seal	Compliant				
<b>SUPPORT TO OPERATIONS</b>			PhilGEPS Posting	Compliant				
ISO 9001:2015 Certification of QMS		Compliant	Citizen's or Service Charter	Compliant				
<b>GENERAL ADMINISTRATION AND SUPPORT SERVICES</b>								
<b>PFM reporting requirements to COA</b>			<b>Other Cross-Cutting Requirements</b>					
Sustained Compliance to prior years' AAR		Compliant	SALN Review and Compliance Procedure				Compliant	
			Compliance with FOI Program				Compliant	
			Agency's System of Rating and Ranking				Compliant	
<b>PROCUREMENT REQUIREMENTS</b>			<b>BUDGET UTILIZATION RATE</b>					
FY 2020 APP-NON CSE		Compliant		<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Indicative FY 2021 APP NON-CSE		Compliant	Obligations BUR	86%	82%	86%	51%	92%
FY 2021 APP-CSE		Compliant						
FY 2019 APCPI Results		Compliant	Disbursement BUR	87%	100%	76%	68%	60%
Undertaking of Early Procurement Activities		Non-Compliant						

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**INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF  
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS**  
(Administrative Order No. 25 S. 2011)

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March 14, 2022

**GERALD Q. BANTAG**

Undersecretary/Director-General  
Bureau of Corrections  
New Bilibid Prison Reservation  
Muntinlupa City

ATTENTION: Nora Corazon T. Padiernos  
PBB Focal Person

Dear Director-General Bantag:

We are pleased to inform you that the **Bureau of Corrections (BuCor)** is **ELIGIBLE** for the grant of Performance-Based Bonus (PBB) for Fiscal Year 2020. However, since the BuCor failed to comply with the undertaking of Early Procurement for at least 50% of goods and services, the unit/s or person/s responsible for the abovementioned requirements should be isolated and excluded from the FY 2020 PBB ranking. The summary of the final IATF assessment result is attached.

More than the incentive, we hope that the PBB has significantly contributed to your agency's organizational and employee performance, leading to concrete and visible improvements in the delivery of goods and services to the public. To complete the PBB process, may we remind the publication of the **FY 2020 Agency Scorecard** in the BuCor website or official publication. Please coordinate with the AO25 Technical Secretariat for the finalization of the said report cards.

Furthermore, please be informed that the criteria and conditions for the grant of the FY 2021 PBB have been improved to strengthen the effectiveness of the incentives system in helping agencies achieve the mission-critical objectives and expected outcomes of the government. These improvements aim to measure and evaluate agency performance with emphasis on the public's satisfaction on the realization of the agencies' performance targets, quality of service delivery, efficiency in the use of resources, and strengthened agency stewardship.

Again, we commend the BuCor management, faculty and staff, and wish you all safety.

Thank you very much for your usual support.

Sincerely yours,

**KIM ROBERT C. DE LEON**

Undersecretary, DBM  
Chairperson, AO25 IATF and AO25 Technical Working Group



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<b>Bureau of Corrections</b>	
<b>Eligibility Requirements</b>	<b>Final Assessment</b>
<b>2020 Good Governance Conditions</b>	
1. Transparency Seal	● Compliant
2. PhilGEPS Posting	● Compliant
3. Citizen's or Service Charter	● Compliant
<b>2020 Physical Target</b>	
4. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2020 PBB.</p> <ul style="list-style-type: none"> <li>● The BuCor reported only twenty-three (23) out of the thirty-eight (38) critical services declared in its Citizen's Charter. The BuCor explained that the Application for Contract of Lease service under the Office of Legal Service has been transferred to the BuCor Business Center last July 15, 2019, as per General Order No. 30 s. 2019. The BuCor did not explain further for not reporting streamlining efforts for the other fourteen (14) services.</li> <li>● The BuCor also provided reports on the streaming efforts for the Transport Service for BuCor personnel from Different Offices. The AO25 Composite Team considered only the services covering all Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions dealing with external clients. The AO25 Composite Team assessed only the following twenty-three (23) services:               <ol style="list-style-type: none"> <li>1. Issuance of Certificate of Detention/Confinement (only for released PDL)</li> <li>2. Issuance of Certified Machine Copy form File of Certificate of Discharge from Prison</li> <li>3. Issuance of Prison Record and/or Synopsis of Prison Record</li> <li>4. Verification of PDL Status Eligibility for Parole and Executive Clemency and Date of Release</li> <li>5. Issuance of Certificate of Appearance</li> <li>6. Rental of BuCor facilities</li> <li>7. Educational Tour</li> <li>8. Request Issuance of Certificate of Detention/Confinement (Active PDL)</li> <li>9. Issuance of Medical Abstract of PDL</li> </ol> </li> </ul>



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**Bureau of Corrections**

10. Attorney's Visit
11. Clinical Laboratory Services
12. Sacrament and Sacramentals
13. Verification of PDL Record/Status
14. Issuance of Prison Records (Synopsis)
15. Issuance of Certification of Detention and Confinement
16. Visitation Services
17. Educational Tour
18. Copy of Prison Records, Certification of Confinement and Discharge from Prison
19. PDL Permanent Visitor's Pass
20. Spiritual and Moral/Values Formation for PDL
21. Claim of PDL Cadaver/Remains
22. Utilization of River Resort (Balsahan)
23. Visitor's Pass

- The BuCor is encouraged to periodically update its Citizen's Charter to reflect necessary revisions and changes in the process. This will help maintain and improve its services and enable the agency to perform its mandates effectively.
- The BuCor reduced the number of steps and turnaround time in some of its services. The BuCor also removed the cost for the Visitation services, rendering the service free of charge.
- The BuCor maintained the number of steps, turnaround time, signatures, required documents, and primary transaction costs in most of its services.
- The AO25 Composite Team noted that the reported turnaround time of the BuCor's twenty-three (23) services is already within the timeline prescribed by RA 11032 for simple, complex, and highly technical transactions.
- The number of signatures for all reported BuCor services ranges from one (1) to three (3) signatures and complies with the AO25 IATF requirements.
- The BuCor implemented the "I-Tag Mo Kay Sir Bantag" hotline. This program assists clients' requests for Persons Deprived of Liberty (PDL) release status, health condition, and other matters



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	<p>via text message. The BuCor also assisted walk-in clients.</p> <ul style="list-style-type: none"> <li>The BuCor reported an overall agreement rating of 4.79 out of 5, which reveals that respondents strongly agreed on the effective and efficient delivery of public services rendered by the BuCor. The BuCor may consider improving the system of gathering feedback from its clients per service since the clients' feedback can provide extremely valuable insight into the quality of the agency's services.</li> <li>The BuCor reported digitization initiatives for four (4) frontline and one (1) non-frontline service.               <ol style="list-style-type: none"> <li>Legal counseling or attorney's visits to inmates are done thru the Zoom Video Conferencing Platform.</li> <li>Requests for certifications of detention/confinement sent thru emails are accepted.</li> <li>The verification of PDL Status Eligibility for Parole and Executive Clemency are facilitated through email.</li> <li>The BuCor accepted the submission of all initial requirements (i.e., letter request, proof of relationship, and government-issued ID card) for the request for the claim of PDL Cadaver through email.</li> <li>The BuCor accepted requests for transportation services for official business trips sent through email.</li> </ol> </li> <li>The BuCor is encouraged to continue its initiative in line with the digitization, development of online systems, and transformation of their critical services from manual to contactless transactions for faster and more efficient public service delivery.</li> </ul>
5. Compliance of agencies under priority sectors concerned with Program NEHEMIA commitments	<ul style="list-style-type: none"> <li>Not applicable</li> </ul>
<b>2020 STO and GASS Requirements</b>	
6. QMS Requirement	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
7. Submission of FY 2020 APP non-CSE	<ul style="list-style-type: none"> <li>Compliant</li> </ul>



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8. Posting of Indicative FY 2021 APP non-CSE	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
9. Submission of FY 2021 APP-CSE	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
10. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> <li>Non-compliant</li> </ul>
11. Submission of FY 2019 APCPI	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
12. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
13. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> <li><b>Met</b> the 90% target for <b>Obligations BUR under GASS</b>. The actual accomplishment was <b>92.27%</b> based on the DBM BMB-D report dated 5/12/2021.</li> <li><b>Did not meet</b> the 85% target for <b>Disbursements BUR under GASS</b>. The actual accomplishment was <b>60.35%</b> based on the DBM BMB-D report dated 5/12/2021.</li> <li>The DBM BMB-D considered the justifications provided by the BuCor for not meeting its targets for the Disbursements BUR to be due to <b>uncontrollable factors</b> based on the DBM BMB-D report dated 5/12/2021.</li> </ul>
<b>2020 Other Cross-Cutting Requirements</b>	
14. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
15. FOI Compliance	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
16. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
<b>OVERALL ASSESSMENT</b>	<ul style="list-style-type: none"> <li>Based on the validation results, the BuCor is <b>eligible</b> for the grant of FY 2020 PBB. However, the unit/s or person/s responsible for the non-compliance with the <b>undertaking of Early Procurement for at least 50% of goods and services</b> should be <b>isolated and excluded</b> from the FY 2020 PBB ranking.</li> </ul>