



Correctional Services Bureau
The Execution Performance of Performance Pledge
Year 2024

Service Types		Application Method	Completion Time (Working Days)	Performance Target
1	Application for Certificate of Imprisonment	In-person	Within 7 days	97%
		Online	Within 6 days^	
2	Application for Certificate of Residence at Youth Correctional Institution	In-person	Within 7 days	90%
		Online	Within 6 days^	
3	Application for Permit for Visiting an Inmate	In-person	Within 7 days	95%
		Online	Within 6 days^	90%
	Application for Permit for Visiting a Juvenile Delinquent	In-person	Within 7 days^	
		Online	Within 6 days^	
	Application for Service of Video Visit to an Inmate	In-person	Within 8 days	90%
		Online	Within 7 days^	
Application for Service of Video Visit to a Juvenile Delinquent	In-person	Within 8 days	90%	
	Online	Within 7 days^		
4	Support and Consultation Service from the Social Worker	In-person	Within 5 days	90%
		Online	Within 4 days^	

Remarks: ^Starting from April 2024, adjustment has been made on the completion time of "Application for Permit for Visiting a Juvenile Delinquent" from "within 8 days" to "within 7 days". Seven "Performance Pledge" items (online application) including "Online Application for Certificate of Imprisonment", "Online Application for Certificate of Residence at Youth Correctional Institution", "Online Application for Permit for Visiting an Inmate", "Online Application for Permit for Visiting a Juvenile Delinquent", "Online Application for Video Visit to an Inmate", "Online Application for Video Visit to a Juvenile Delinquent" and "Online Scheduling an Appointment with a Prison Social Worker" are added as well.

Service Types		Application Method	Actual Achievement												
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
1	Application for Certificate of Imprisonment	In-person	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
		Online					100%	100%	100%	100%	100%	100%	100%	100%	100%
2	Application for Certificate of Residence at Youth Correctional Institution	In-person	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		Online					N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
3	Application for Permit for Visiting an Inmate	In-person	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
		Online					100%	100%	100%	100%	100%	100%	100%	100%	
	Application for Permit for Visiting a Juvenile Delinquent	In-person	100%	100%	100%	N/A	N/A	N/A	N/A	N/A	N/A	100%	N/A	N/A	
		Online					N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
	Application for Service of Video Visit to an Inmate	In-person	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	N/A	N/A	
		Online					100%	100%	100%	100%	100%	80%	N/A	100%	
Application for Service of Video Visit to a Juvenile Delinquent	In-person	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
	Online					N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A		
4	Support and Consultation Service from the Social Worker	In-person	N/A	N/A	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
		Online					N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

N/A - no applications have been received in that month.

We appreciate for your valuable comments regarding the service of the bureau

