

Department of Justice
PROGRESS REPORT ON MAJOR PROGRAMS/PROJECTS/ACTIVITIES
(as of 31 December 2017)

CLUSTER: Law Enforcement and Legal Services
AGENCY: Public Attorney's Office

Priority Programs/Projects/Activities ¹	Progress/Accomplishment/ Action Taken ²	Challenges/Constraints Encountered ³	Next Steps ⁴	
			Action Plan/Target	Timeline
Strategy: Good governance in the system				
1. Streamline frontline processes consistent with the Anti-Red Tape Act and in line with the President's directives	Revised the Citizen's Charter, clarifying each of the processes/steps in detail, including the schedule of availability of the service and the documents to be submitted by the clients. The Citizen's Charter is also posted at conspicuous places of the PAO Central, Regional, and District Offices. Moreover, it is uploaded in the Office's website for ease of accessibility to the general public.	Huge number of PAO District Offices nationwide.	Strict monitoring of all the PAO Offices through spot inspections.	On-going
2. Develop and implement automated/online processes that will streamline processes and make services for the public more accessible and efficient	The Office accepts legal queries through electronic mail (e-mail). The public can send e-mail to the Office anytime, expecting their queries to be answered within fifteen (15) working days.	Slow and sometimes unstable internet connectivity	Upgrading of internet connectivity	By 2018

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3. Establish and implement quality management systems towards ISO certification and efficient/streamlined processes	The Office already created a Quality Systems Manual with workflow instructions. The core process of rendering legal assistance to walk-in clients was also checked by internal quality auditors.	Lack of Office space for archival of records, which is one of the requirements for the issuance of an ISO certification in terms of documentation and records keeping.	Conduct a management meeting to review all the concerns relating to ISO to eventually obtain a Certification	By 2018
4. Rationalize core and support processes, and document into systems and procedures manuals	The Revised PAO Operations Manual was reviewed and revised accordingly by the management. It is posted in the Office's website and all the lawyers were given their respective copies.	None	Continuous review and amendment of the Operations Manual as the need arises	On-going
5. Establish/enhance public assistance and complaint desks in all offices nationwide with frontline services	All the PAO Offices nationwide already have their respective public assistance and complaint desks.	Some signages pointing to the desks are small, making it hard for senior citizens to read and locate the same.	All the PAO Offices were instructed to place larger signages for easy identification of their public assistance and complaint desks	Done

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6. Develop and implement public/client feedback mechanisms that will measure client satisfaction and facilitate submission/action on complaints for improper services and corruption	A survey feedback form is already in place and the procedure for feedback and redress mechanism is posted in conspicuous places of the PAO Offices nationwide and the Office's website.	Some clients do not know how to fill-out the survey feedback form and some of them completely forget to accomplish the same.	Constantly remind all the PAO employees to explain the survey feedback forms to the clients and enforce strict monitoring through the District Heads	On-going
7. Ensure transparency and freedom of information (FOI) in terms of inclusive and efficient access to public information	The Transparency Seal in the PAO website is constantly updated and the FOI manual and procedures are already uploaded therein.	None	Constantly update the contents of the Transparency Seal	On-going
8. Engage stakeholders particularly in the development/implementation/evaluation of policies and programs, as applicable	Not applicable to the PAO			

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9. Improve human resource management including competency mapping and development programs, harmonized staffing structure, addressing compensation disparities, and managing performance	The employees' performances are thoroughly evaluated through the Strategic Performance Management System (SPMS). They are subjected to written examination and rigid panel interview by the Personnel Selection Board.	None	Continuously implement the SPMS	On-going
10. Raise the efficiency of financial and physical resource management towards optimal utilization and less dependency on local government resources	At least 94.22% or 2935 out of 3115 plantilla positions are filled and the Office has a 100% budget utilization rate	High number of applicants who fail the Neuro-psychological and written examination and Fast turn-over of public attorneys	Continuously hire employees to fill out the given plantilla positions	2018

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Strategy: Strengthen Law Enforcement				
1. Enhance scientific investigation capability of the Department and its agencies concerned, towards effective/efficient case build up and prosecution using more physical evidence and less dependency on testimonial evidence	Conducted lecture on evidence gathering through forensic science in the 6th Nationwide MCLE for PAO Lawyers.	Some public attorneys were not able to attend due to emergency/unforeseen circumstances and due to the fast turn-over of lawyers, the newly hired public attorneys lack the necessary trainings	Conduct trainings relative to forensic evidence such as Blood splatter analysis, Photo DNA analysis, digital forensics, etc.	2018
Strategy: Increase access to justice by the poor, vulnerable, victims of injustice, and persons with special needs				
1. Increase the number and local presence of public attorneys for better access of the public to legal counsel especially for the marginalized sectors and areas	399 additional plantilla for public attorneys were created as approved by the DBM	Lack of plantilla positions to fulfill the ideal 1:1 public attorney to court ratio; Fast turn-over of lawyers	Request for additional plantilla from the DBM to have the ideal number of public attorneys	2018

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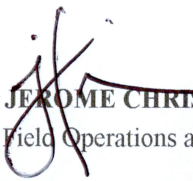
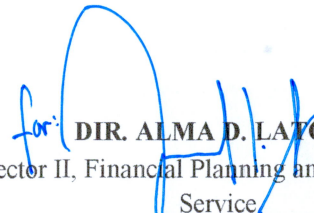
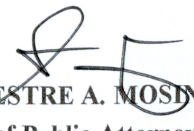
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2. Establish gender-sensitive, child-friendly and accessible service facilities and procedures including frontline services, public assistance desks and amenity/infrastructure provisions	Established a separate lactation room in the PAO-Central Office	Lack of office space	Create lactation rooms and separate interview rooms for the clients' privacy in each of the PAO Regional and District Offices as far as practicable considering the physical limitations of the concerned offices.	2018
Strategy: Enhance legal services for the public and government				
1. Ensure efficient/consistent legal processes for government and the public in terms of representation, assistance, legal opinions and various decisions/orders	Strictly complied with the procedures and deadlines stated in the PAO Citizen's Charter; Fully compliant with the requirements of the Anti-Red Tape Act (ARTA)	None	Continuous and stringent monitoring of the Office's compliance with the Citizen's Charter and ARTA	On-going

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Strategy: Address fragmentation of the justice system through sector coordination and data sharing and harmonization				
1. Support and sustain participation in the Justice Sector Coordinating Council (JSCC) as the adopted mechanism for inter-agency dialogue and coordinated implementation of reforms in the justice system	Active participation in all of the JSCC's meetings/consultations and projects	None	Constant participation in all the JSCC's activities and programs	On-going
¹ Items in the 2017-2022 DOJ Development Plan				
² Brief description of implementation status/milestones for each project or activity				
³ Brief description of major difficulties, problems and factors that hindered timely implementation of each program, project or activity				
⁴ Major action items/commitments/milestones/targets for each project or activity				
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