

Department of Justice
PROGRESS REPORT ON MAJOR PROGRAMS/PROJECTS/ACTIVITIES
(For FY 2018)

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 continuously 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 2019



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3. Establish and implement quality management systems towards ISO certification and efficient/streamlined processes	The Office already tapped the assistance of the Development Academy of the Philippines (DAP) for Training/Workshop on ISO 9001:2015 (Quality Management System or QMS). The Office already created QMS-related documents. The objective is to be certified by 31 December 2018.	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.	Strictly comply with the requirements of the ISO 9001:2015 and the instructions of the DAP as the Office's consultant.	By end of 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. In addition, the PAO already drafted a Quality Manual wherein the management, core and support processes are thoroughly discussed.	None	Continuous review and amendment of the Operations and Quality Manual as the need arises.	On-going



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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
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

