

Department of Justice
Quarterly Accomplishment Report on Priority Programs/Projects/Activities*
CY 2020, 2nd Quarter

Agency: Public Attorney's Office

Program/Project	Indicator/Target	Actual Accomplishment	Challenges/Constraints Encountered	Action/s Taken/Recommended
Streamline frontline processes consistent with the Anti-Red Tape Act (ARTA) and in line with the President's directives	Frontline process streamlining complied as annually validated by the Civil Service Commission (CSC)	Drafting compliance with the guidelines of the PBB Secretariat concerning streamlining	Huge number of district offices spread across the country with different capacities vis-à-vis the local need for legal service	Sample data and other input collected from various regional offices
Develop and implement automated/online processes that will streamline processes and make services for the public more accessible and efficient	At least 1 frontline process operational online per agency	The PAO continuously accepts legal queries through electronic mail (e-mail). The public can send e-mail to the PAO anytime and expect that their queries will be answered within fifteen (15) working days.	Lack of sufficient information from the sender	Additional information is requested and client is invited to visit the office
Establish and implement quality management systems towards ISO certification and efficient/streamlined processes	At least 1 core process certified and maintained per agency	The Central Office, CAR and IV-A Regional Offices, and Pasig and Conner, Apayao District Offices are already ISO 9001:2015 certified as of 27 December 2018; passed the ISO surveillance audit with no finding of non-conformity	Continuously pass the succeeding surveillance audits and maintain ISO certification; difficulty in complying with documented processes and conducting audit due to threat of Covid-19 Pandemic	PAO is already ISO certified; Strict monitoring of compliance with prescribed procedures; adjustment of processes to be undertaken; no-contact/remote monitoring and audit is being planned; internal audit schedule is being prepared
Rationalize core and support processes, and document into systems and procedures manuals	All core and vital support processes with systems/procedures manuals	The ISO documented procedures and the Quality Management System Manual in place is under revision to adjust to the new normal.	Threat of the Covid-19 Pandemic	Preparation for revising ISO documented procedures started; enhanced use of information/communication technology will be undertaken

