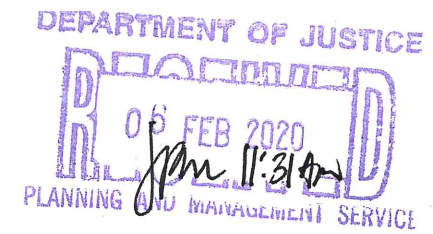


Department of Justice
Quarterly Accomplishment Report on Priority Programs/Projects/Activities*
CY 2019, 4th Quarter



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)	Finalizing the draft of the ARTA Handbook	Huge number of district offices spread across the country with different capacities vis-à-vis the local need for legal service	Sample data 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	PAO is already ISO certified; Strict monitoring of compliance with prescribed procedures
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 were revised to simplify the system/procedures in place	None	Continuous review of the ISO documented procedures and Quality Management System Manual, within the capability of the PAO
Establish/enhance public assistance and complaint desks in all offices nationwide with frontline services	All frontline offices with functional public assistance and complaint desks	All the PAO offices nationwide have functional public assistance and complaint desks	None	None

Department of Justice
Quarterly Accomplishment Report on Priority Programs/Projects/Activities*
CY 2019, 4th Quarter

Agency: Public Attorney's Office

Program/Project	Indicator/Target	Actual Accomplishment	Challenges/Constraints Encountered	Action/s Taken/Recommended
Develop and implement public/client feedback mechanisms that will measure client satisfaction and facilitate submission/action on complaints for improper services and corruption	Public/client feedback mechanism established for client satisfaction and complaints	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 PAO 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 office heads
Ensure transparency and freedom of information (FOI) in terms of inclusive and efficient access to public information	Transparency Seal fully complied, and	The Transparency Seal page in the PAO website is constantly updated	None	Constantly update the contents of the Transparency Seal page, including the requirements of the PCOO relative to FOI documents.
	FOI procedures/manual in place	The FOI manual, FOI registry and agency information inventory is posted on the PAO website and regularly updated		
Engage stakeholders particularly in the development/implementation/evaluation of policies and programs, as applicable	Engagement mechanism/s in place, as mandated or applicable	Not applicable to the PAO		
Improve human resource management including competency mapping and development programs, harmonized staffing structure, addressing compensation disparities, and managing performance	Competency, staffing and compensation standards are developed/adopted/ implemented, as applicable	Started drafting the Learning and Development Plan, and coordinated with the Personnel Section in order to promote the office's PRIME-HR.	Lack of training on L&D	Training Division staff to undergo L&D workshop
Raise the efficiency of financial and physical resource management towards optimal utilization and less dependency on local government resources	At least 90% of plantilla positions filled	95% or 2,306 out of 2,427 plantilla positions are filled as of 31 December 2019	Fast turnover of public attorneys	Regular interviews are conducted to hire more employees for the unfilled plantilla positions
	At least 90% budget utilization	The PAO has 100% budget utilization rate	None	None

Department of Justice
Quarterly Accomplishment Report on Priority Programs/Projects/Activities*
CY 2019, 4th Quarter

Agency: Public Attorney's Office

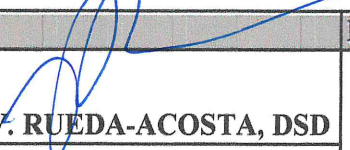
Program/Project	Indicator/Target	Actual Accomplishment	Challenges/Constraints Encountered	Action/s Taken/Recommended
Enhance the scientific investigation capability of the Department and its agencies concerned towards effective/efficient case build up and prosecution using more physical evidence and less dependency on testimonial evidence	At least 90% of core personnel trained in scientific investigation	PAO filled some of the positions in its newly created Forensic Laboratory Division; they are consulted by public attorneys concerning medico-legal cases	Starting the operation of the Forensic Laboratory Division; raising competencies of the forensic team	Forensic Laboratory Division personnel are scheduled to attend trainings
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	1:1 ratio of public attorneys and trial court	At present, there are 2,427 plantilla positions for public attorneys vis-à-vis 2,338 organized courts	Difficulty in maintaining the ratio due to other duties/assignment of some public attorneys, fast turnover of public attorneys and the vacancy in the judiciary	Note that there are public attorneys assigned to handle appeals before the appellate courts, quasi-judicial cases, and criminal cases in special courts which are not included in the no. of organized courts. Hence, 1:1 ratio of public attorneys to trial courts will be difficult to attain. Coordination with the Judiciary is maintained to monitor the ratio of public attorneys to organized courts
Establish gender-sensitive, child-friendly and accessible service facilities and procedures including frontline services, public assistance desks and amenity/infrastructure provisions	Agency guidelines issued and procedures/facilities provided	Started the draft of PAO's Gender and Development Plan/Policy	Lack of training	Personnel from the different services/divisions in the Central Office are scheduled to undergo further GAD workshop
Ensure efficient/consistent legal processes for government and the public in terms of representation, assistance, legal opinions and various decisions/orders	Expedient legal services	Currently integrating the provisions of the Ease of Doing Business Act (R.A. No. 11032) into the process flow	None	Stringent monitoring of the PAO's compliance with the Citizen's Charter, ARTA and Ease of Doing Business Act

Department of Justice
Quarterly Accomplishment Report on Priority Programs/Projects/Activities*
CY 2019, 4th Quarter

Agency: Public Attorney's Office

Program/Project	Indicator/Target	Actual Accomplishment	Challenges/Constraints Encountered	Action/s Taken/Recommended
Support and sustained 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 JSCC and joint initiatives	Active participation in all of the JSCC's meetings/consultations and projects	None	Constant participation in all the JSCC's activities and programs

* Including programs/projects/activities specified in the 2017-2022 Philippine Development Plan and/or DOJ Development Plan under Executive Order No. 27, and Department Circular No. 39, s. 2017, respectively.

Submitted by:	Date:
 DR. PERSIDA V. RUEDA-ACOSTA, DSD Chief Public Attorney 