



Republika ng Pilipinas
KAGAWARAN NG KATARUNGAN
Department of Justice
Manila

MIG-DC-_____

JUN 08 2018

DEPARTMENT CIRCULAR NO. 024

TO : All Undersecretaries and Assistant Secretaries,
Heads of Offices/Services in the DOJ Proper, and
Heads of Constituent/Attached Agencies

SUBJECT : Guidelines on the Development/Enhancement of Systems
and Procedures Manuals of the Department and
Constituent/Attached Agencies

DATE : JUN 08 2018

1.0 This is to prescribe Department guidelines on the development and enhancement of systems and procedures manuals as among the good governance strategies in the 2017-2022 DOJ Development Plan under Department Circular No. 039, s. 2017.

Policy Framework

- 2.0 This strategic initiative shall be governed by the following:
- 2.1 Republic Act No. 9485, the Anti-Red Tape Act of 2007, and Implementing Rules and Regulations under Civil Service Memorandum Circular No. 12, s. 2008; and
 - 2.2 Government Quality Management System towards ISO 9001 certification, pursuant to Executive Order No. 605, s. 2007; and
 - 2.3 National Guidelines on Internal Control Systems pursuant to Department of Budget and Management Circular Letter No. 2008-8.

Objectives

- 3.0 The key objectives are as follows:
- 3.1 Rationalize core and support processes in accordance with laws, rules regulations and established standards towards efficient use of government resources and streamlined/improved services; and
 - 3.2 Effectively document the said processes for operational consistency/predictability and accountability of responsible personnel.

Scope and Content

- 4.0 The Manuals shall cover systems relating to the following:
 - 4.1 Mandated agency core functions, programs and services; and
 - 4.2 Administration and support, as follows:
 - 4.2.1 Financial, human resource, property/supply, infrastructure, records, information, communications and technology;
 - 4.2.2 Strategic and operations planning; and
 - 4.2.3 Monitoring and evaluation including internal audit.
- 5.0 The manuals shall be in narrative form including the following:
 - 5.1 Legal, policy and/or regulatory framework, including applicable laws, rules and regulations;
 - 5.2 End-to-end and step-by-step standard operating procedures with prescribed timelines and persons responsible;
 - 5.3 Standard forms and templates including intake, transaction and report forms.

Methodology

- 6.0 The said manuals shall be developed and/or enhanced as follows:
 - 6.1 Form an expert team from among the offices/units covered to undertake the project;
 - 6.2 Formulate and submit for management approval the project plan including systems and procedures to be covered, outputs/targets, implementation strategy, activities/resources needed and timelines;
 - 6.3 Thoroughly map, review and document the relevant laws, rules, regulations, standards and existing procedures, as well as the internal and external environment of the agency and its systems/processes;
 - 6.4 Assess the existing procedures, risks and internal controls in relation to the mandate, policy/regulatory framework and established process and performance standards;
 - 6.5 Rationalize and standardize the operating procedures for every system and process, integrating therein the appropriate internal controls and risk mitigation measures; and
 - 6.6 Document into systems and procedures manuals for management review/approval; and
 - 6.7 Furnish and extensively orient/train all personnel concerned and make available for public information, as applicable.

- 7.0 In doing so, the following shall be taken into consideration, as applicable:
- 7.1 Requirements of the Anti-Red Tape Act and implementing rules and regulations, including streamlining of frontline/transaction processes;
 - 7.2 Results of ISO 9001 Quality Management System (QMS) establishment and implementation, including quality policy and objectives, process documentation and risk management planning;
 - 7.3 Internal control gaps/areas for improvement accordingly identified/recommended by the Commission on Audit in its annual audit reports, and DOJ Internal Audit Service in its audits and baseline assessments;
 - 7.4 Other relevant policy, regulatory and oversight requirements by higher management and/or oversight agencies;
 - 7.5 Applicable strategic goals and performance objectives of the government and individual agencies over the long term;
 - 7.6 Available information and communications technology resources that can streamline or affect the operating procedures; and
 - 7.7 Feedback/inputs from process implementors, clients and other internal and external stakeholders.
- 8.0 The subject manuals shall be subject to later review and updating in line with new policies, goals and strategies, as well as improvements/changes on systems and processes.
- 9.0 As necessary, the Planning and Management Service shall provide further guidance to facilitate implementation.
- 10.0 This Circular takes effect immediately.

For guidance and compliance of all concerned.


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