


DOJ Action Center (DOJAC)

ATTY. PERLA Y. DUQUE

Commissioner, COSLAP

Program Director, DOJAC



**MANDATE, FUNCTIONS,
ORGANIZATIONAL
STRUCTURE AND
OFFICERS/PERSONNEL**

History and Creation of DOJAC

In line with the government's thrust to bring the Department of Justice closer to the heart of the people, the DOJ Action Center was set-up aimed at providing assistance to the people especially the marginalized sector, in the speedy solution or actions to their problem within the bureaus/agencies under the DOJ and other government bureaus and agencies, thus DOJAC was created pursuant to the following ministry/department orders and mandated to do the functions stated therein.

- 1. Ministry Order No. 41 dated on 28 February 1985**, Subject: Establishment of a Public Assistance Center;
- 2. Department Order No. 101 dated on 03 May 1989**, Subject: Public Assistance and Complaints Unit in the DOJ Proper;
- 3. Department Order No. 204 dated 22 June 1995**, Subject: DOJ Action Center (DOJAC);

4. **Department Order No. 267 dated 14 August 1995**, Subject: Amending Department Order No. 204 dated 22 June 1995 “DOJ Action Center (DOJAC)”;
5. **Department Order No. 29 dated on 19 January 2005**, Subject: Regionalization of the Department of Justice Action Center (DOJAC);
6. **Department Order No. 282 dated 03 June 2005**, Subject: Regionalization of the Department of Justice Action Center (DOJAC);
7. **Department Circular No. 43 dated 13 July 2009**, Subject: Department of Justice Action Center (DOJAC);
8. **Department Order No. 570 dated 11 July 2012**, Subject: Designation of Personnel.

Ministry Order No. 41 issued on 28 February 1985 established a Public Assistance Center (PAC) in order to carry out effectively and expeditiously the public service functions of the Ministry, with the following functions:

1. Attend to and act upon written requests for assistance;
2. Attend to and interview clients to determine the exact nature of their requests or problems and extend to them the appropriate form of assistance sought or required;

3. Extend general counseling or advice to clients;
4. Whenever necessary, to take up with the Ministry or office concerned requests for assistance and to maintain a follow-up system relative to the action taken on the referrals; and
5. Perform other public assistance functions that may be assigned to it by the Minister or the Deputy Ministers of Justice.

Department Order No. 101 dated 03 May 1989 was later issued designating the Technical Staff as the Public Assistance and Complaints Unit of the Department Proper to perform the functions enumerated therein, to wit:

1. To receive and act on complaints or requests for assistance from the public filed with it. In this regard, it shall act on written requests for assistance and attend to and interview walk-in clients to determine the exact nature of their requests or problems and extend to them the appropriate form of assistance sought or required. In addition, it shall have prepared forms for the complaints or requests;

2. To refer to the appropriate units/agencies of the Department or to appropriate government offices the complaints or requests for appropriate action;
3. To inform the writer or client the status of the complaint or request. In this connection, it shall maintain a follow through/tracer system relative to the action taken on the complaint or request;
4. To perform such other related functions that may be assigned to it by the Secretary or the Undersecretaries of Justice.

Department Order No. 204 dated 22 June 1995 reactivated the PAC created under Ministry Order No. 41 hereinafter to be known as the DOJ Action Center (DOJAC), to perform the enumerated functions therein including attending to phone-in requests for assistance.

Department Order No. 267 dated 14 August 1995 designated then Assistant Secretary Ricardo V. Paras III as DOJAC Action Officer to: (a) Make representations/coordinate with other government agencies to ensure speedy action on various requests;

(b) Immediately inform the Secretary/Undersecretary-in-charge on important matters brought before the DOJAC; (c) Make sure that all grievances are promptly attended to; and (d) Submit a periodic report to the Office of the Secretary. For a more expeditious action on the various requests, complaints and/or queries from the public, all heads of agencies, bureaus and offices under the DOJ were directed to immediately establish/replicate in their respective agencies, bureaus and offices an Action Center which will network with DOJAC, designating in the process their respective Action Officers and submitting the names of said officers to the Department.

Department Order No. 29 dated 19 January 2005 directed Regional State Prosecutors to constitute and replicate the DOJAC in their respective regions to be headed by the Regional/Provincial Prosecutors with the assistance of the Regional/District Public Attorney to be assisted by one or two personnel of the National Prosecution Service (NPS) to attend to written, phone-in, and walk-in clients.

Department Order No. 282 dated 03 June 2005 directed as well City Prosecutors to constitute and replicate the DOJAC in their respective cities and submit quarterly reports on the clients served reflecting therein the nature of assistance extended.

Statement of Purpose

- Provide/improve access to free legal services, including consultation, mediation, conciliation and arbitration;
- Disseminate information on citizens' rights as a deterrent to abuses.

Statement of Policy

- Services to the public shall be equitable: all clients shall be served regardless of economic, political or social status;
- Response to requests, complaints and inquiries shall be prompt;
- Confidentiality shall be maintained;
- Courtesy shall be exercised at all times.

Department Circular No. 43 dated 13 July 2009 revitalized the DOJAC in order to bring government service closer to the heart of the people and to perform the functions enumerated in Department Order No. 101 dated 03 May 1981 as amended by Department Order No. 204 dated 22 June 1995 with the five (5) named personnel headed by State Prosecutor Romeo D. C. Galvez, District PAO Atty. Rosemarie Gonzales, and three administrative staff being directed to continue with the performance of their duties in DOJAC. To this end, a “no lunch – break” policy was adopted pursuant to Memorandum Circular No. 9 dated 09 July 2009 to give the public a continuous delivery of service with staff to be assigned on rotation basis to take their break on staggered basis from 11:00 a.m. to 12:00 noon and from 12:00 noon to 1:00 p.m.

Department Order No. 570 dated July 11, 2012 designated Commissioner Perla Y. Duque of the Office of the Commission on the Settlement of Land Problems (COSLAP), in addition to her existing duties and responsibilities, as the Program Director of DOJAC vice Assistant State Prosecutor Romeo D. C. Galvez.

Citizen's Charter

**Citizen's Charter
Department of Justice
Department of Justice Action Center**


Type of Frontline Service	Client/ Requesting Party	Documentary Requirements	Steps/Procedure	Forms to Fill Up	Fees	Period/Lead Time in rendering the Requested service	Office/Person Responsible	Comment/ Recommendation/ Inquiries
LEGAL COUNSELLING								
A. Phone-in Clients	Party concerned or has an interest on the subject matter	N/A	1. Get personal information of client, i.e., name, address, age, contact number, nature of inquiries, request, etc.	DOJAC Information Sheet	N/A	10-30 minutes (time may vary depending on the nature and extent of the inquiry/subject matter)	Non-Legal Concerns: DOJAC Staff	
			2. Fill in DOJAC Information Sheet	DOJAC Information Sheet	N/A		Legal Concerns: Program Director or Detailed Public Attorney	
B. Walk-in Clients	Party concerned or has an interest on the subject matter	N/A	1. Fill up DOJAC Visitors' Log- book	DOJAC Visitors' Log- book	N/A	10-30 minutes (time may vary depending on the nature and extent of the inquiry/subject matter)	Non-Legal Concerns: DOJAC Staff	
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A		Legal Concerns: Program Director or Detailed Public Attorney	
			3. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Walk-in Clients	
C. Letter Request/E-Mails	Letter Sender	Letter itself	1. Evaluate nature of request	DOJAC Mailing List Logbook/Receiving Copy of Indorsement	N/A	10-15 days upon receipt of letter request*	DOJAC Staff/Program Director/Detailed Public Attorney	
			2. Indorse/refer to proper office/ agency concerned		N/A			
			3. Respond to DOJAC Feed Back Form		N/A		Walk-in Clients who personally appeared at DOJAC	
D. Endorsement Requests	Requesting Party	Letter-request	1. Evaluate nature of request	DOJAC Mailing List Logbook/Receiving Copy of Indorsement	N/A	10-15 minutes upon receipt of letter request *Preparation and sending of indorsement/referral depends on the urgency of the request, but within 15 days from receipt of letter -request	DOJAC Staff/Program Director/Detailed Public Attorney	

Citizen's Carter

Type of Frontline Service	Client/ Requesting Party	Documentary Requirements	Steps/Procedure	Forms to Fill Up	Fees	Period/Lead Time in rendering the Requested service	Office/Person Responsible	Comment/ Recommendation/ Inquiries
			2.Endorsement/referral to proper office/agency	N/A	N/A		DOJAC Staff/Program Director/Detailed Public Attorney	
			3. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Requestor who personally appeared at DOJAC	
MEDIATION (Legal Matters which maybe subject of mediation)								
A. Request for Mediation	Party concerned or has an interest on the subject matter	Letter/request for mediation indicating therein the concern and problem of requesting party	1. Fill up Visitors' Logbook	DOJAC Visitors' Logbook	N/A	10-30 minutes time may vary depending on the nature and extent of the inquiry and subject matter	Clerical and Non-Legal matter	
			2.Fill in DOJAC Information Sheet and submit letter-request	DOJAC Information Sheet	N/A		DOJAC Staff	
			3. Interview requesting party regarding concern and to evaluate whether matter/concern may undergo mediation	DOJAC Information Sheet	N/A		Legal matters and evaluation: Program Director and Detailed Public Attorney	
			4. Issuance of Notice of Invitation for mediation setting the date and time of mediation		N/A		DOJAC Staff/ Program Director and Detailed Public Attorney	
B. Mediation Proper			1. Fill up Visitors' Logbook	DOJAC Visitors' Logbook	N/A	30 minutes to 1 hour or more every mediation (time and no. of days of mediation may vary depending on the nature and extent of the services required to terminate the case)	Legal matters and evaluation: Program Director and Detailed Public Attorney	
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A		Parties	
			3. Preparation of Compromise Agreement	Receiving copy of Compromise Agreement	N/A		Program Director and/or Detailed Public Attorney	
			4. Minutes of Mediation	N/A	N/A		Program Director and/or Detailed Public Attorney	
			5. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Parties	

Citizen's Carter

Type of Frontline Service	Client/ Requesting Party	Documentary Requirements	Steps/Procedure	Forms to Fill Up	Fees	Period/Lead Time in rendering the Requested service	Office/Person Responsible	Comment/ Recommendation/ Inquiries
LEGAL DOCUMENTS (NON-COMMERCIAL)								
Walk-in Clients	Party concerned or has interest on the subject matter	Certificate of Indigency	1. Fill up Visitors' Logbook	DOJAC Visitors' Logbook	N/A	2 to 3 days (No. of Days may vary depending on the kind of document required and the nature of the case)	Parties	
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A			
			3. Evaluate concern	DOJAC Information Sheet	N/A		DOJAC Staff/Program Director/Detailled Public Attorney	
			4. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Requestor	
LEGAL REPRESENTATION (Inquest/Preliminary Investigation)								
Walk-in Clients	Party concerned or State Prosecutor assigned to hear the case	Certificate of Indigency	1. Fill up DOJAC Visitors' Logbook	DOJAC Visitors' Logbook	N/A	2 to 3 days (No. of days may vary depending on the kind of legal representation and document required and nature of the case)	Indigent Party or Party without Counsel	
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A	N/A	Indigent Party or Party without Counsel	
			3. Evaluate need for legal representation	N/A	N/A	N/A	Detailled Public Attorney	



**NARRATIVE PROCEDURES AND
FLOWCHART IN THE
PROCESSING OF REQUEST
FROM DOJAC WALK-IN
CLIENTS**

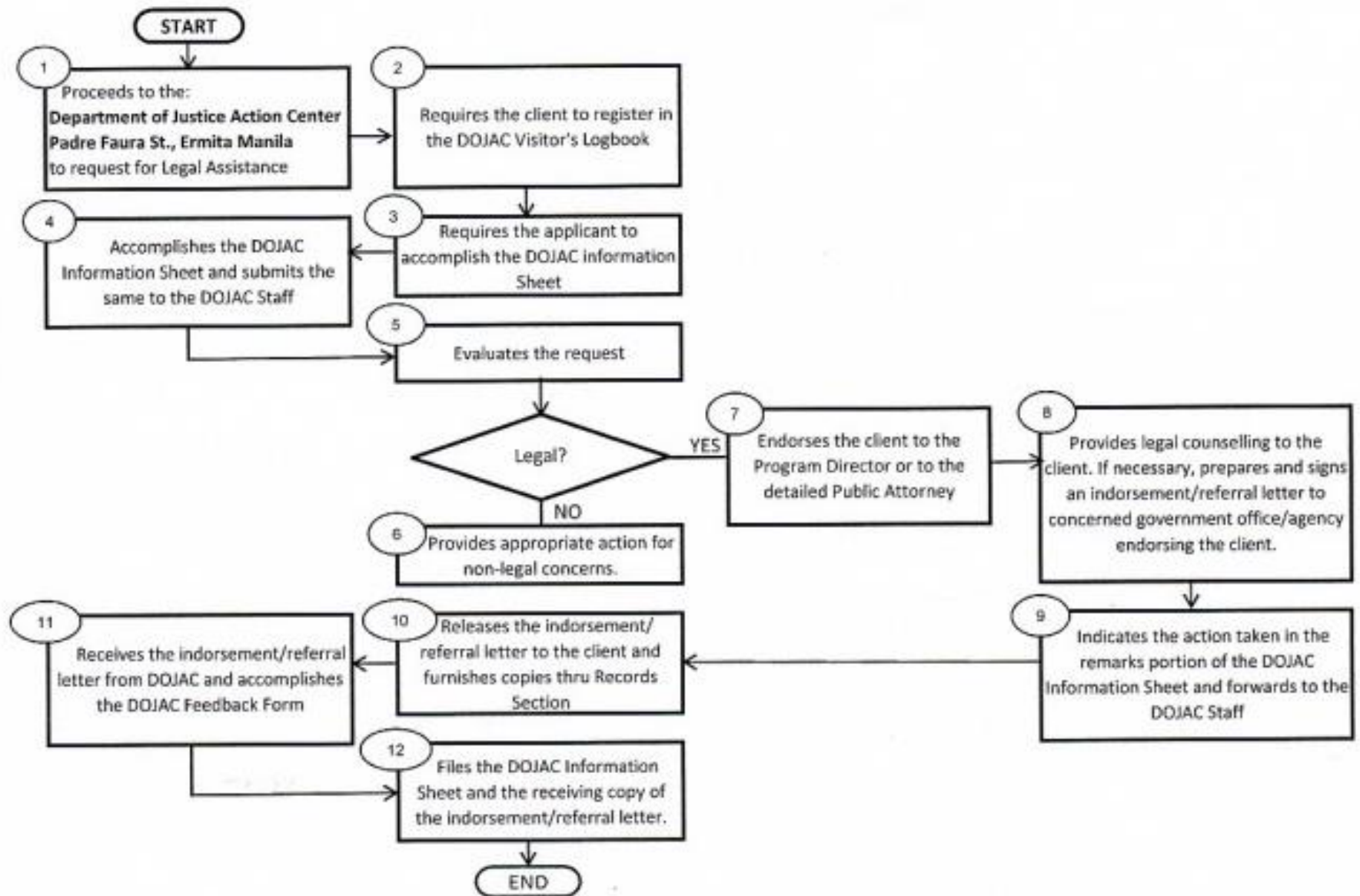
FC No.	Narrative Procedures/Action Required	Person-in-Charge
1	The applicant/client proceeds to the DOJAC Office located at the Padre Faura St., Ermita, Manila to request for legal assistance.	Applicant/Client
2	The DOJAC Staff requires the applicant/client to register in the DOJAC Visitor's Logbook.	Administrative Staff
3	The DOJAC Staff requires the applicant/client to accomplish the DOJAC Information Sheet.	Administrative Staff
4	The applicant/client accomplishes the DOJAC Information Sheet and submits the same to the DOJAC Staff.	Applicant/Client
5	The DOJAC Staff evaluates the applicant/client's request.	Administrative Staff
6	If the request is of non-legal concerns, the DOJAC Staff provides the appropriate action to the applicant/client.	Administrative Staff
7	If the request is of legal concerns, the DOJAC Staff endorses the applicant/client to the Program Director or to the detailed Public Attorney.	Administrative Staff


FC No.	Narrative Procedures/Action Required	Person-in-Charge
8	The Program Director or the detailed Public Attorney provides legal counselling to the applicant/client. If necessary, prepares and sign an indorsement/referral letter to concerned government office/agency endorsing the applicant/client.	Program Director/ Detailed Public Attorney
9	The Program Director or the detailed Public Attorney indicates the action taken in the remarks portion of the DOJAC Information Sheet and forwards to the DOJAC Staff.	Program Director/ Detailed Public Attorney
10	The DOJAC Staff releases the indorsement/referral letter to the applicant/client and furnished copies through the Records Section.	Administrative Officer/Record Officer
11	The applicant/client receives the indorsement/referral letter from DOJAC and accomplishes the DOJAC Feedback Form.	Applicant/Client
12	The DOJAC Staff files the Information Sheet and the receiving copy of the indorsement/referral letter.	Administrative Staff

Applicant

DOJAC Staff

DOJAC Director or
Detailed Public Attorney





**NARRATIVE PROCEDURES AND
FLOWCHART IN THE
PROCESSING OF LETTER-
REQUESTS AND
INDORSEMENTS**

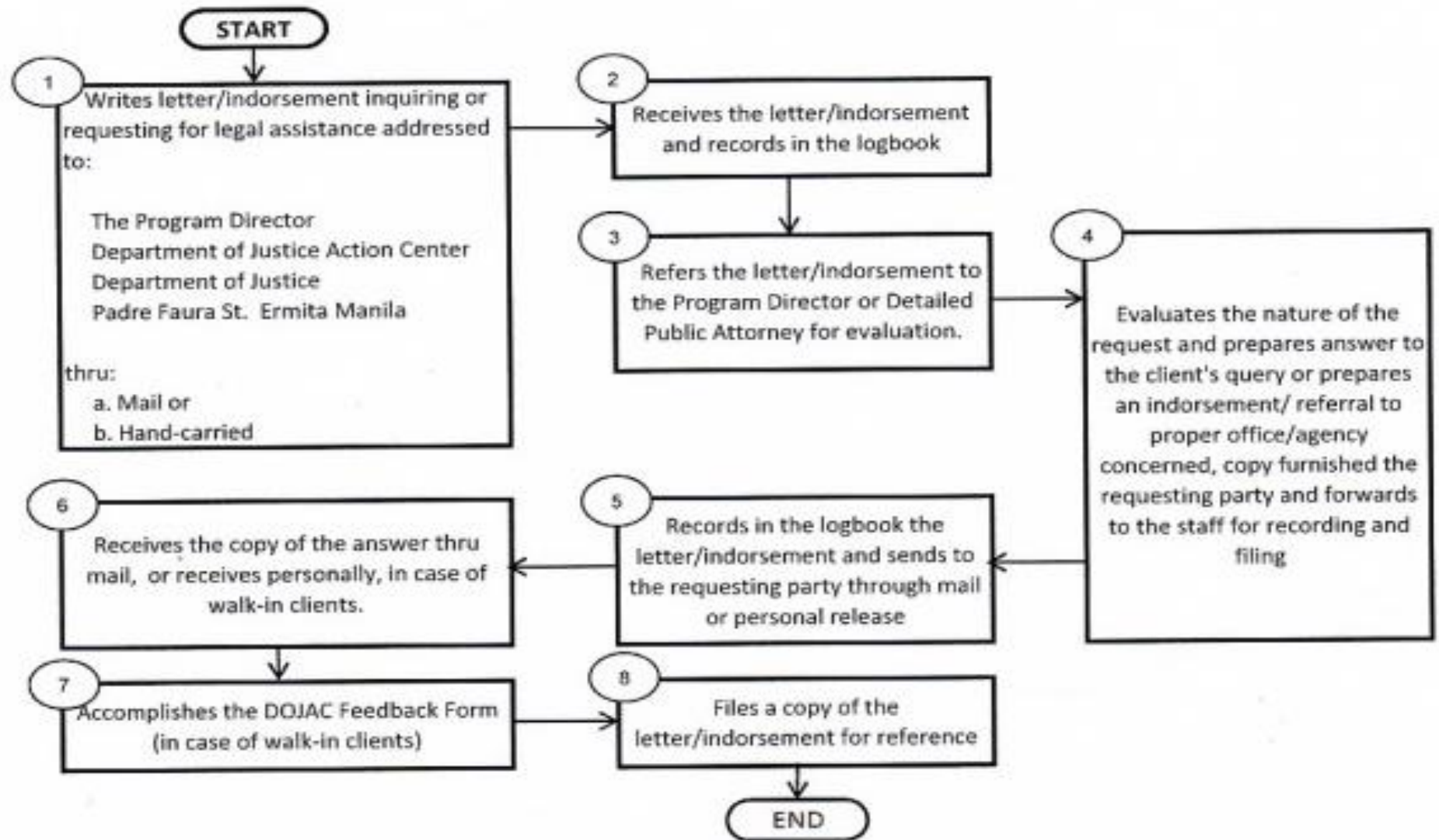
FC No.	Narrative Procedures/Action Required	Person-in-Charge
1	The applicant/requesting party writes letter/indorsement inquiring or requesting for legal assistance addressed to the Program Director of the DOJAC through mail or hand carried.	Applicant/Requesting Party
2	The DOJAC Staff receives the letter/indorsement and records in the logbook.	Administrative Officer/Record Officer
3	The DOJAC Staff refers the letter/indorsement to the Program Director or detailed Public Attorney for evaluation.	Administrative Officer/Record Officer
4	The Program Director or the detailed Public Attorney evaluates the nature of the request and prepares answer to the client's query or prepares an indorsement/referral to proper office/agency concerned, copy furnished the requesting party and forwards to the Staff for recording and filing.	Program Director/ Detailed Public Attorney/ Administrative Staff
5	The DOJAC Staff records in the logbook the letter/indorsement and sends to the requesting party through mail or personal release.	Administrative Staff


FC No.	Narrative Procedures/Action Required	Person-in-Charge
6	The applicant/requesting party receives the copy the answer through mail, or receives personally, in case of walk-in client.	Applicant/Requesting Party
7	The applicant/requesting party accomplishes a DOJAC Feedback Form (in case of walk-in clients).	Applicant/Requesting Party
8	The DOJAC Staff files a copy of the letter/indorsement for reference.	Administrative Staff

Applicant

DOJAC Staff

DOJAC Director or
Detailed Public Attorney

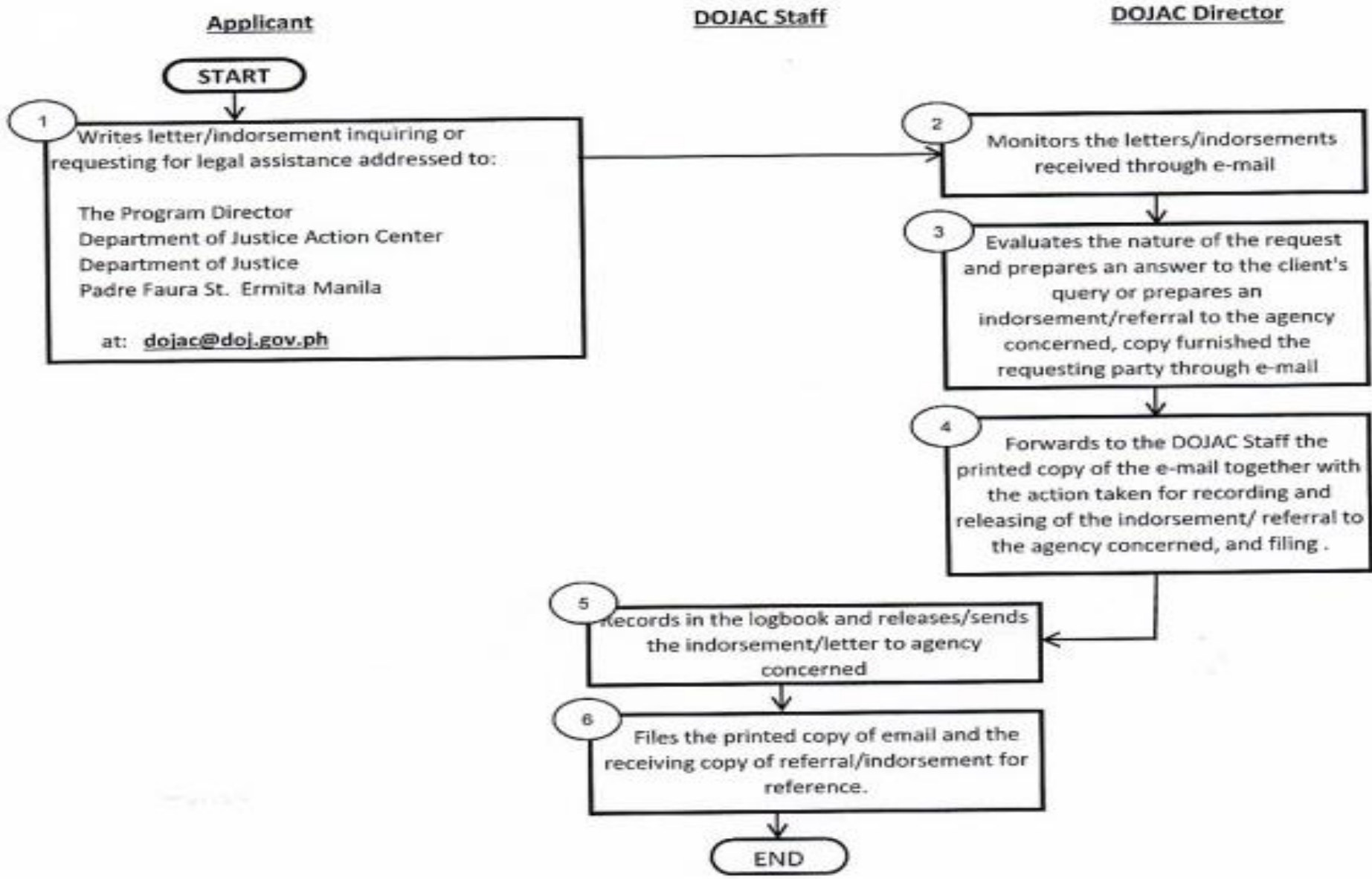




**NARRATIVE PROCEDURES AND
FLOWCHART IN THE
PROCESSING OF LETTER-
REQUESTS AND
INDORSEMENTS SENT
THROUGH E-MAIL**

FC No.	Narrative Procedures/Action Required	Person-in-Charge
1	The applicant/requesting party writes letter/indorsement inquiring or requesting for legal assistance addressed to the Program Director of the DOJAC through e-mail at dojac@doj.gov.ph	Applicant/Requesting Party
2	The Program Director monitors the letters/indorsements received through e-mail.	Program Director
3	The Program Director evaluates the nature of the request and prepares an answer to the client's query or prepares an indorsement/referral to agency concerned, copy furnished the requesting party through e-mail.	Program Director
4	The Program Director forwards to the DOJAC Staff the printed copy of the e-mail together with the action taken for recording and releasing of the indorsement/referral to agency concerned, and filing.	Program Director/ Administrative Officer/ Administrative Staff

FC No.	Narrative Procedures/Action Required	Person-in-Charge
5	The DOJAC Staff records in the logbook and releases/sends the indorsement/referral to agency concerned.	Administrative Officer/Record Officer
6	The DOJAC Staff files the printed copy of e-mail and the receiving copy of referral/indorsement for reference.	Administrative Staff





**NARRATIVE PROCEDURES
AND FLOWCHART IN THE
PROCESSING OF PHONE-IN
QUERIES.**

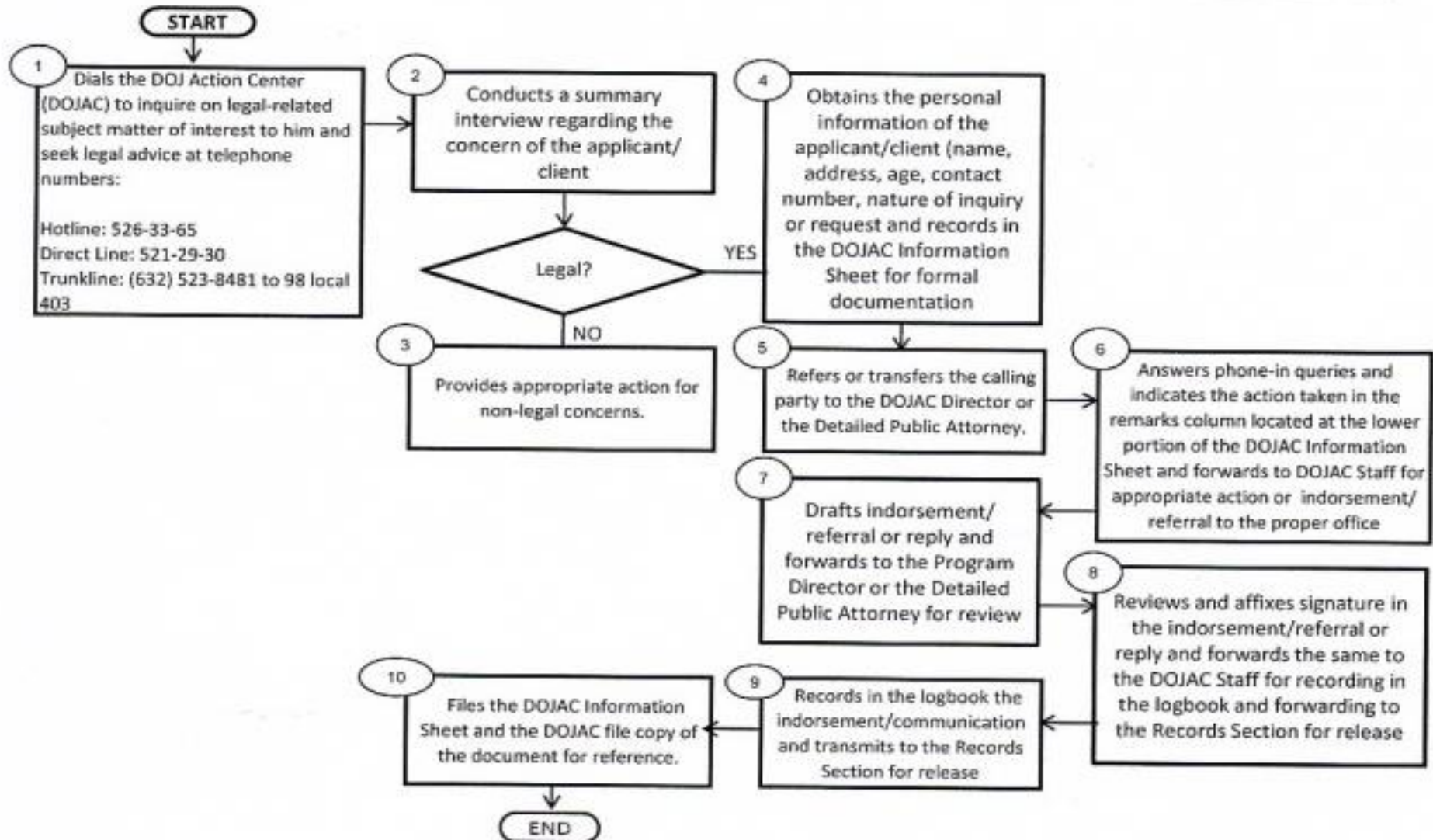
FC No.	Narrative Procedures/Action Required	Person-in-Charge
1	The applicant/client dials the DOJ Action Center's Hotline: 526-3365, Direct Line: 521-2930, or Trunk Line: (632) 523-8481 to 98 local 403 to inquire on legal-related subject matter of interest to him/her and seeks legal advice.	Applicant/Client
2	The DOJAC Staff conducts a summary interview regarding the concern of the applicant/client.	Any available Staff
3	If the concern is non-legal, the DOJAC Staff provides appropriate action.	Any available Staff
4	If the concern is legal, the DOJAC Staff obtains the personal information of the applicant/client name, address, age, contact number, nature of inquiry or request and records in the DOJAC Information Sheet for formal documentation.	Any available Staff
5	The DOJAC Staff refers or transfers the calling party to the Program Director or to the detailed Public Attorney.	Any available Staff

FC No.	Narrative Procedures/Action Required	Person-in-Charge
6	The Program Director or the detailed Public Attorney answers Phone-in queries and indicates the action taken in the remarks portion of the DOJ Information Sheet and forwards to DOJAC Staff for appropriate Action or indorsement/referral to the proper office.	Program Director/ Detailed Public Attorney
7	The DOJAC Staff drafts indorsement/referral or reply and forwards to the Program Director or to the detailed Public Attorney for review.	Administrative Staff
8	The Program Director or the detailed Public Attorney reviews and affixes signature in the indorsement/referral or reply and forwards the same to the DOJ Staff for recording in the logbook and forwarding to the Records Division for release.	Program Director/ Detailed Public Attorney
9	The DOJAC Staff records in the logbook the indorsement/communication and transmits to the Records Section for release.	Administrative Officer/Record Officer
10	The DOJAC Staff files the DOJAC Information Sheet and the DOJAC file copy of the document for reference.	Administrative Staff

Applicant

DOJAC Staff

DOJAC Director or
Detailed Public Attorney





NARRATIVE PROCEDURES AND FLOWCHART IN THE PROCESSING OF REQUESTS FOR MEDIATION

FC No.	Narrative Procedures/Action Required	Person-in-Charge
1	The applicant/client proceeds to the DOJ Action Center located at Padre Faura St., Ermita, Manila to request for mediation	Applicant/Client
2	The DOJAC Staff requires the applicant/client to register in the DOJAC Visitor's Logbook.	Any available Staff
3	The DOJAC Staff requires the applicant/client to accomplish the DOJAC information Sheet and to submit a letter-request for mediation indicating therein their concern/problem.	Any available Staff
4	The Program Director or the detailed Public Attorney interviews the applicant/client and evaluates whether their concern/problem may undergo mediation process.	Program Director/ Detailed Public Attorney
5	If the concern/problem of the applicant/client is not qualified to undergo mediation process, the Program Director or the detailed Public Attorney endorses him/her to the appropriate agency concerned for proper assistance and/or filing of appropriate complaint.	Program Director/ Detailed Public Attorney

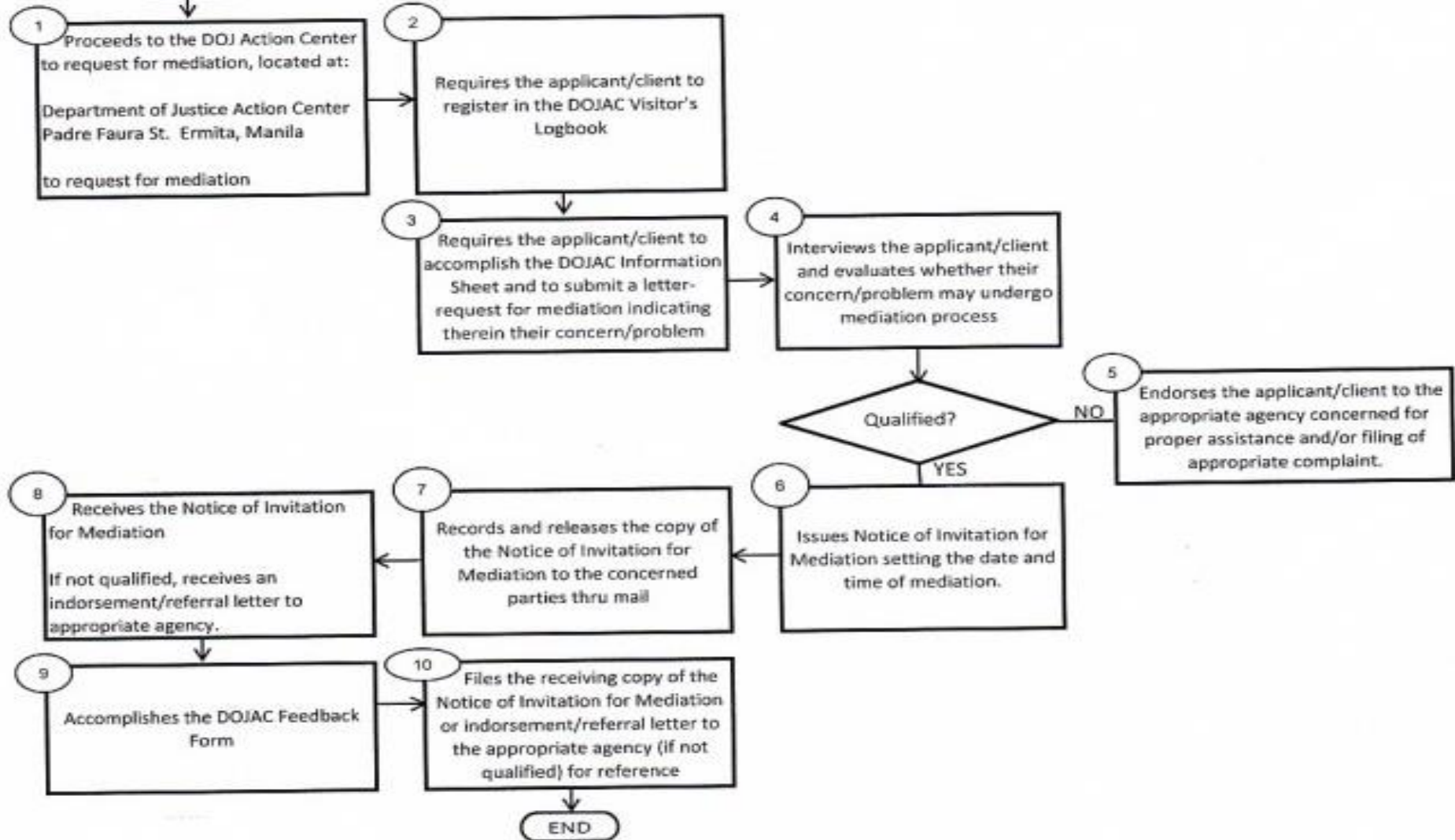
FC No.	Narrative Procedures/Action Required	Person-in-Charge
6	If the concern/problem of the applicant/client is qualified to undergo mediation process, the Program Director or the detailed Public Attorney issues Notice of Invitation for Mediation setting the date and time of mediation.	Program Director/ Detailed Public Attorney
7	The DOJAC Staff records and releases the copy of the Notice of Mediation to the concerned parties through mail,	Administrative Officer/ Administrative Staff
8	The applicant/client receives the Notice of Invitation for Mediation. If not qualified, receives an indorsement/referral letter to appropriate agency.	Applicant/Client
9	The applicant/client accomplishes the DOJ Feedback Form.	Applicant/Client
10	The DOJAC Staff files the receiving copy of the Notice of Invitation for Mediation or indorsement/referral letter to the appropriate agency for reference (if not qualified) for reference.	Administrative Officer/ Administrative Staff

Applicant

DOJAC Staff

DOJAC Director or
Detailed Public Attorney

START





NARRATIVE PROCEDURES AND FLOWCHART IN THE CONDUCT OF MEDIATIONS

FC No.	Narrative Procedures/Action Required	Person-in-Charge
1	The applicant/client process to the DOJ Action Center located at Padre Faura St., Ermita, Manila on the scheduled date of mediation per Notice of Invitation for Mediation for the mediation proper.	Applicant/Client
2	The DOJAC Staff requires the applicant/client to register in the DOJ Visitor's Logbook and to accomplish the DOJAC Information Sheet.	Any available Staff
3	<p>The DOJAC Staff informs the mediator when all parties are already present.</p> <p>If both parties do not arrive on the said schedule, the DOJAC Staff informs the mediator and the same is noted in the mediation folder or logbook.</p>	Any available Staff
4	The Program Director or the detailed Public Attorney conducts the Mediation process.	Program Director/ Detailed Public Attorney

FC No.	Narrative Procedures/Action Required	Person-in-Charge
5	<p>If there are further matter to be discussed, mediation is reset to another date/schedule.</p> <p>If one of the parties refuses to participate, the Minutes of Mediation is prepared indicating the refusal based on the personal or written communication received from the refusing or absent party.</p>	<p>Program Director/ Detailed Public Attorney</p>
*6	<p>If the mediation process ended with a compromise, the Program Director or the detailed Public Attorney prepares Minutes of Mediation and the Compromise Agreement conformed to by the parties signed by the other attendees/witnesses.</p> <p>If there are pending cases with other government agencies, furnished the same with a copy of the Minutes for information and guidance.</p>	<p>Program Director/ Detailed Public Attorney</p>

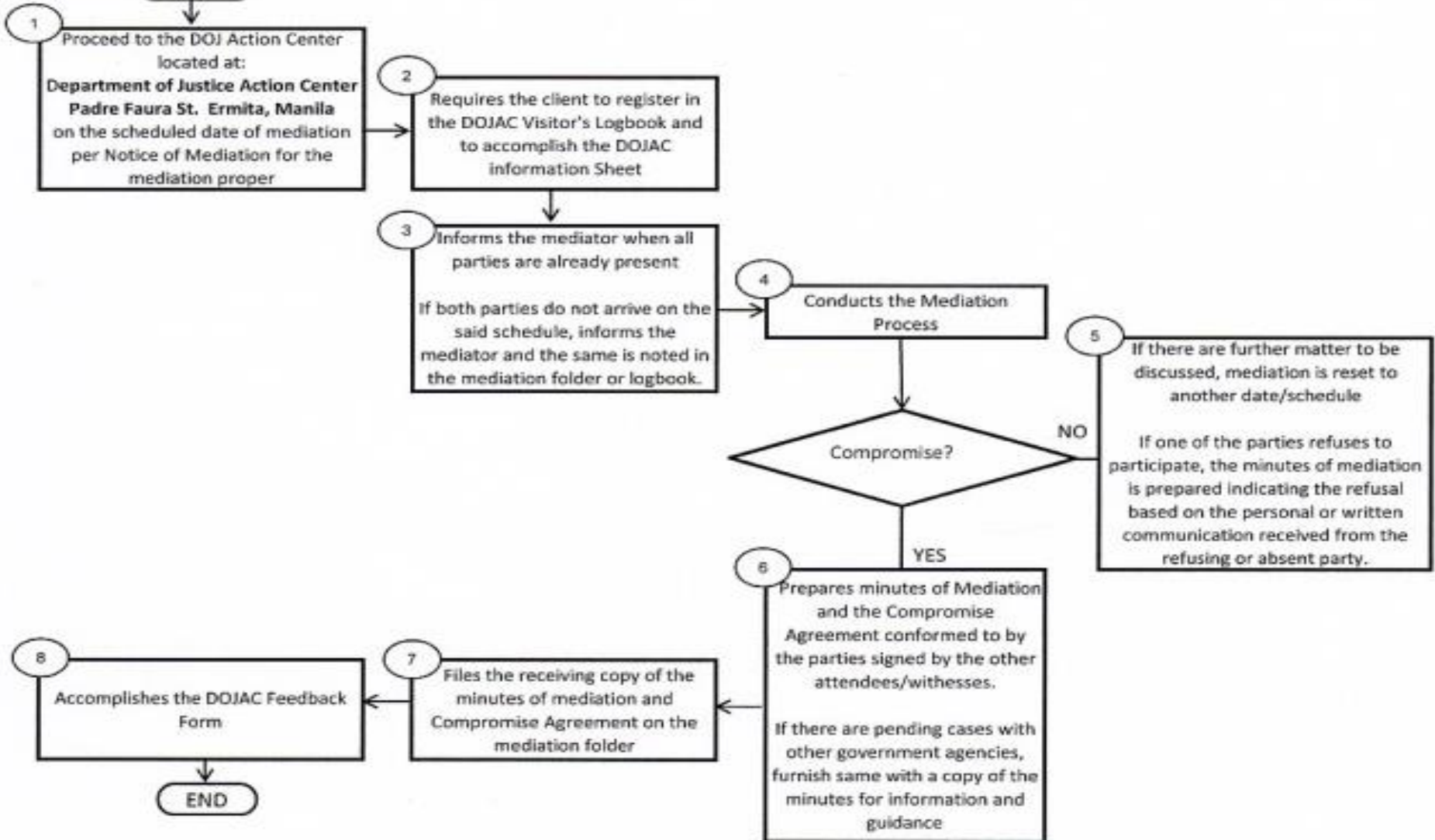
FC No.	Narrative Procedures/Action Required	Person-in-Charge
7	The DOJAC Staff files the receiving copy of the Minutes of Mediation and Compromise Agreement on the mediation folder.	Administrative Officer/Record Officer
8	The applicant/client accomplishes the DOJAC Feedback Form.	Applicant/Client

Applicant

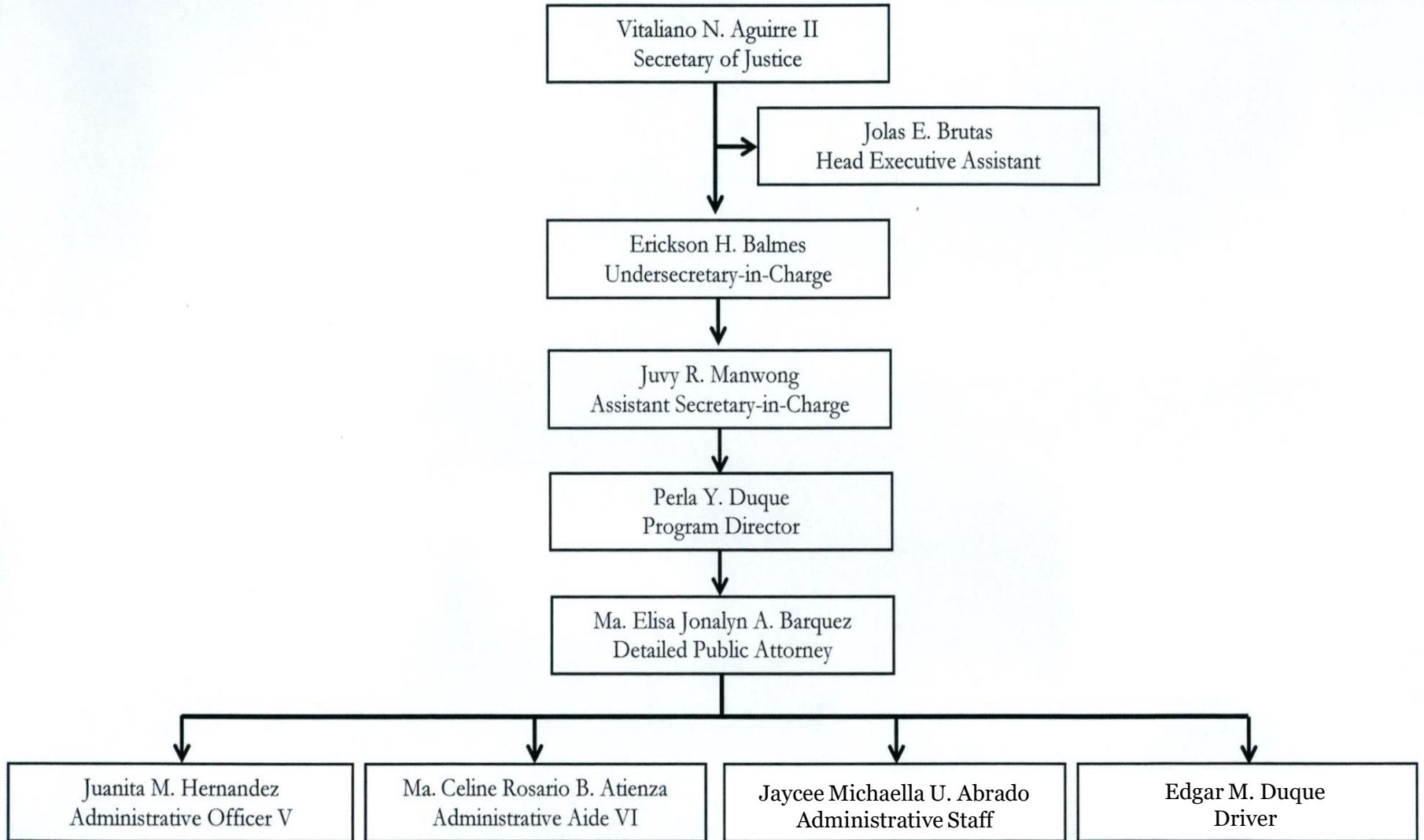
DOJAC Staff

DOJAC Director or
Detailed Public Attorney

START



Organizational Structure



DOJ Action Center Officers/Personnel

Comm. Perla Y. Duque, CPA

Program Director, DOJAC

Atty. Ma. Elisa Jonalyn A. Barquez, CPA

Detailed Public Attorney

Juanita M. Hernandez

Admin. Officer V

Ma. Celine Rosario V. Atienza

Administrative Staff

Jaycee Michaella U. Arbado

Administrative Staff (JO)

Edgar M. Duque

Driver (JO)



**MAJOR ACCOMPLISHMENTS
AND/OR STATUS OF CORE
PROGRAMS/ACTIVITIES/
PROJECTS**

Accomplishment Report for the Year 2016

Month	Clients assisted/counseled
January	1,104
February	910
March	1,123
April	1,011
May	962
June	877
July	1,365
August	1,505
September	1,304
October	1,193
November	1,194
December	787
Total:	13,335

Detailed Accomplishment Report for 2016

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Total No. of Walk-in Clients	502	347	483	443	462	399	528	548	713	428	614	357	5,824
Total No. of Phone Calls	50	82	63	44	70	46	84	86	43	48	37	23	676
Total No. of referrals to other Offices/Agencies	201	185	178	108	121	78	163	136	205	109	140	58	1,682
Total No. of documents prepared	69	70	42	98	47	24	46	41	12	38	71	29	587
Total No. of letter senders	129	150	246	195	203	204	392	574	183	486	191	164	3,117
Total No. of Emails	153	76	111	123	59	126	152	120	148	84	141	156	1,449
Total:	1,104	910	1,123	1,011	962	877	1,365	1,505	1,304	1,193	1,194	787	13,335

Walk-in Clients

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Legal Advise/ Assistance	502	347	483	443	462	399	528	548	713	428	614	357	5,824
Follow-up Petition for Review and Resolution at Prosecution's level	40	37	48	27	35	13	39	33	42	27	53	16	410
Problems involving titles	2	5	2	6	2	3	2	1	1	10	10	2	46
Problems/request with NBI	21	16	36	18	32	19	42	23	93	18	41	4	363
Follow up on pending cases with NLRC	6	1	3	5	3	0	1	4	1	2	5	1	32
Financial Claims	7	12	8	8	5	3	2	7	8	5	8	12	85
Total:	502	347	483	443	462	399	528	548	713	428	578	357	5,788

Phone Calls

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Legal Advise/ Assistance	32	63	49	39	54	38	61	66	36	42	29	20	529
Follow-up Petition for Review and Resolution at Prosecution's level	10	9	6	3	6	4	6	7	1	3	3	1	59
Problems involving titles	2	2	1	0	0	1	3	0	1	0	0	0	10
Problems/request with NBI	0	1	1	0	2	0	1	2	1	0	0	1	9
Follow up on pending cases with NLRC	1	2	0	0	0	0	1	1	0	0	0	1	6
Financial Claims	5	5	6	2	8	3	12	10	4	3	5	0	63
Total:	50	82	63	44	70	46	84	86	43	48	37	23	676

Documents Prepared

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Affidavits, Motion, Etc.	40	37	17	71	9	10	22	17	3	9	54	24	313
Clients assisted during inquest	8	8	9	6	17	6	8	10	7	22	8	2	111
Mediation/ Conciliation	21	25	16	19	21	8	16	14	2	7	9	3	161
Disputes closed without settlement	0	0	0	2	0	0	0	0	0	0	0	0	2
Total:	69	70	42	98	47	24	46	41	12	38	71	29	587

Referrals to Other Government & Private Offices

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
PAO	24	20	37	19	31	13	23	25	32	15	12	6	257
NBI	21	16	36	18	32	18	42	23	93	18	21	4	342
NPS	40	37	48	27	35	13	39	33	42	27	53	16	410
NLRC	6	1	3	5	3	0	1	4	1	2	5	1	32
LRA	2	5	2	3	2	3	2	0	1	9	4	2	35
IBP	3	0	3	2	0	0	2	1	5	2	3	0	21
Others	105	106	46	34	18	31	54	50	31	36	42	29	585
Total:	201	185	178	108	121	78	163	136	205	109	140	58	1,682

Summary of Reports on Senior Citizens, Gender Sensitivity and Persons With Disability for the Year 2016

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
Senior Citizen	72	49	65	81	91	72	86	78	113	76	75	69	927
Gender Sensitivity	9	6	16	21	30	24	53	23	20	23	22	15	262
Person With Disability	4	2	8	6	2	2	-	5	3	2	5	3	42
Total:	85	57	86	108	123	98	139	106	136	101	102	87	1,231