

SUMMARY OF FRONTLINE AND NON-FRONTLINE SERVICES

CITIZEN'S CHARTER HANDBOOK PART II

FRONTLINE/EXTERNAL SERVICES
1. Board of Claims Verification of the Identity of Applicants Before Release of Payments/Checks
2. Cash and Disbursement Section Receipt of Collection
3. Board of Pardons and Parole Request for Issuance of Certificate
4. Office of the Secretary Appeals Management Office Issuance of Certified True Copy of Petition for Review/Motion for Reconsideration Records
5. Legal Processing of Application for Exemption from Anti-Dummy Law pursuant to Ministry Order No. 210, s.180 – Lessen the number of requirements
6. Communication Division Processing of Freedom of Information request
7. Office of Cybercrime Assessing Reports regarding Cybercrime and Cyber related matters Issuance of Preservation Request Request for Data, Statistics, Information, Report and Materials Facilitating Mutual Legal Assistance Request
NON FRONTLINE/INTERNAL SERVICES
1. Administrative Service Leave Section a. Certification of Transfer of Leave Credits b. Processing of Claim for Terminal Leave Benefits c. Online Application for Leave thru DOJ Portal Payroll Section a. Issuance of DOJ Portal accounts b. Issuance of Income Tax Returns (Certification of Compensation Payment /Tax Withheld 2316) c. Issuance of Certificate of Remittances
Training Section Training Implementation
2. General Services Division Records Management Section a. Circulation/Dissemination of Department Issuances; b. Mailing of Official Documents; and c. Personal delivery of documents through liaison officers
Maintenance Section a. Minor repairs and maintenance of DOJ vehicles; b. Use of DOJ vehicles for official travel/business; c. Registration of DOJ vehicles of DOJ Proper; d. Major repairs and maintenance of DOJ vehicles to be undertaken by the supplier and in house mechanic; e. Minor repairs and maintenance of DOJ Bldg and facilities; f. Major repairs and maintenance of DOJ Building and facilities

3. Communication Division

- a. Processing of request for posting in the DOJ's social media accounts
- b. Processing of request for photo/video coverage
- c. Preparation of Information, Education and Communication (IEC) Materials
- d. Organizing press conferences and/or program/event launch)
- e. Preparation and Publication of DOJ Annual Report and Periodic Reports

4. Department Legislative and Liaison Office

- a. Confirmation of representation to congressional hearings and other relevant offices/Agencies;
- b. Provision for duly signed position paper/comments on legislative measures; and
- c. Endorsement/referral of request for position paper /Invitation for Congressional Hearings

5. Financial Service

Preparation of Budget Proposal

6. Planning and Management Service

Processing of OPCR

7. Technical Staff

- a. Evaluation Request for Travel Authority (Official Travel);
- b. Evaluation Request for Authority to Teach;
- c. Evaluation of Request for Authority to Practice Profession, engage in the practice of law or notarial practice;
- d. Evaluation of request for hospitalization of person deprived of liberty;
- e. Evaluation of recommendation to release of PDLs due to expiration of sentence

8. Internal Audit Service

Audit Execution Opening Meeting

Audit Execution Closing Meeting

9. Office of Cybercrime

Conduct of Mobile Forensic Examination

Issuance of Advisory Legal Opinions

Policy Recommendations

10. Office for Competition

- a. Provision of Competition-Related Document, Information, Reference materials;
- Assessment of Leniency Application;
- Provision of Comments and Opinions on Competition-Related Queries/Requests

11. Inter-Agency Council Against Trafficking

Processing of Request to Assist and Rescue of TIP Victim