

SUMMARY OF FRONTLINE AND NON-FRONTLINE SERVICES

CITIZEN'S CHARTER HANDBOOK PART I

FRONTLINE/EXTERNAL SERVICES
1. National Prosecution Services a. Receiving of Criminal Complaint for Inquest Proceeding; b. Receiving of Criminal Complaint for Preliminary Investigation and Other Pleadings; c. Provision of Prosecutor's Clearance; d. Provision of Certified True Copy of Documents; and e. Receiving of Application for Petition for Review
2. Board of Claims Receiving of Application for Victims Compensation
3. Cash and Disbursement Section Payment of Compensation to Victims
4. Legal Staff a. Processing of Application for Exemption from Anti-Dummy Law Pursuant to Ministry Order No. 210, s.1980; b. Issuance of Certification of Not-The-Same-Person"; c. Processing of Non-Immigrant Visa Application Under Section (47) (a)(2) of the Philippine Immigration Act of 1940, as Amended
5. Administrative Service a. Receiving of Application for Employment b. Issuance of Certificate of Employment c. Provision of Certified True Copy of Documents
6. Board of Pardons and Parole a. Receiving of Request for Parole and Executive Clemency; b. Processing of Request for Follow up on the Status of Petition/application for parole/executive clemency
7. Office of the Secretary – Appeals Management Office (OSEC-SAMO) a. Provision of Certification of Case Status on Petitions for Review/Motion for Reconsideration; b. Receiving of Application for Appeal/Petition for Review
8. DOJ Action Center Legal Assistance
9. Office for Alternative Dispute and Resolution a. Accreditation Procedure for Private Alternative Dispute Resolution (ADR) Provider Organizations (APOs); b. Accreditation Procedure for Private Alternative Dispute Resolution Practitioners/Neutrals; c. Accreditation Procedure for Public Alternative Dispute Resolution Programs; and d. Procedure for the Approval for Alternative Dispute Training Programs
NON FRONTLINE SERVICES
1. Administrative Service a. Issuance of Personal Travel Abroad Authority b. Retrieval of Official Documents
2. Financial Service a. Obligation and Disbursement of Funds

3. Planning and Management Services
Processing and Generating of Statistical Report
4. Information and Communications Technology Service
Provision for Technical Support
5. Technical Staff
a. Review of Contract
b. Issuance of Certificate of No Pending Administrative Case