

Department of Justice
Quarterly Report on Priority/Programs/Projects/Activities*
CY 2018 1st Quarter

Agency: Parole and Probation Administration

Projects/Program	Indicator/Target	Actual Accomplishment	Challenges/Constraints	Action/s Taken/Recommended
Streamline frontline processes consistent with the Anti-Red Tape Act and in line with the President's directives	Frontline process streamlining complied as annually validated by the CSC	100% compliance to frontline process streamlining as validated by CSC	None	N/A
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	<p>Developed Single Carpeta System: Investigation and Supervision of Parole and Executive Clemency Information System (PPA Module)</p> <p>Conducted End-User Training for the Single Carpeta System from Feb. 19 to Mar. 20, 2018.</p> <p>Procured and delivered hardware and software requirements for the said system for Visayas and Mindanao Offices</p> <p>Procured the hardware and software requirements for the Single Carpeta</p>	Slow procurement process administered by PS-DBM resulting to delay or non-delivery of the hardware and software requirements of the Luzon Offices.	Frequent follow-up of the status of the procurement through letter-inquiry addressed to PS-DBM

		System for Luzon Offices through PS-DBM		
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, NCR and Region 7 Regional Offices are currently implementing its quality management system towards ISO 9001:2015 Certification which is expected to be secured on the 3 rd Quarter of CY 2018	None	To procure a third-party certifying body in compliance with RA 9184 and applicable rules and regulations
Rationalize core and support processes, and document into systems and procedures manuals	All core and vital support processes with systems/procedure manuals	100% implementation of PPA Service Manual and the rehabilitation program manuals, i.e. Therapeutic Community Ladderized Program Manual, Restorative Justice Manual, and, Volunteerism Manual	None	N/A
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 Regional and Field Offices, including the Central Office, have functional public assistance and complaint desks	None	N/A
Develop and implement public/client feedback mechanisms that will measure client satisfaction and facilitate	Public/client feedback mechanism established for client satisfaction and complaints	Implementing the established Guidelines on	None	N/A


submission/action on complaints for improper services and corruption		Customer Feedback Management and the Customer Feedback Survey Form		
Ensure transparency and freedom of information (FOI) in terms of inclusive and efficient access to public information	Transparency Seal fully complied, and FOI procedure/manual in place	Full compliance with transparency seal FOI Agency Manual and People's Manual already in place and operational	None	N/A
Engage stakeholders particularly in the development/ implementation/evaluation of policies and programs, as applicable	Engagement mechanism/s in place, as mandated or applicable	Stakeholders are engaged in the implementation of PPA's services: Several NGAs, NGOs, and private individuals and entities are tapped in the conduct of rehabilitation programs for the Clients Volunteer Probation Assistants act either as direct supervisors of the Clients or as resource individual	None	N/A
Improve human resource management including competency mapping and development programs, harmonized staffing structure, addressing compensation disparities, and managing performance	Competency, staffing and compensation standards developed/ adopted/ implemented, as possible	Staffing and Compensation Standards in place	None	N/A

		Personnel Development Committee in place		
Raise the efficiency of financial and physical resource management towards optimal utilization and less dependency on local government resources	At least 90% of plantilla position filled;	81.75%	Difficulty in filling-up vacant positions	Continuous recruitment process
	At least 90% budget utilization	95.55%	None	N/A
Support the establishment of unified corrections system and uniform inmate/ offender management standards, systems and procedures, towards effective, efficient, consistent and humane safekeeping and rehabilitation of inmates	Draft Bill and/or position paper/s submitted to Congress; Uniform policy on GCTA; Unified parole and executive clemency procedures	GCTA Manual in place	None	N/A
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Establish temporary shelter/s for criminal offenders granted probation, parole and pardon with parole conditions, especially with drug cases or drug-related offenses	Temporary shelter/s established	Phase I of Halfway House and Livelihood Training Center in the province of Guimaras is operational Phase II is under an on-going construction	The HHLTC is not accessible as there is no means of public transportation at the moment	Coordination with LGU for service vehicles during Therapeutic Community sessions and other activities
Enhance offender reformation programs 1. Impact assessment/monitoring of rehabilitation programs 2. Strengthen offender reintegration programs	Study conducted and completed; Program developed and adopted	No study conducted as of the moment to assess the Therapeutic Community Ladderized Program, Restorative Justice, and Volunteerism	Lack of funds to conduct the impact assessment	The funds for the conduct of impact assessment is included in Tier 2 of the 2019 Budget Proposal of PPA
Establish gender-sensitive, child-friendly and accessible service facilities and procedures including frontline services, public assistance desks and amenity/infrastructure provision	Agency guidelines issued and procedures/facilities established	Not all Regional Offices and Field Offices, including the Central Office have established gender-sensitive,	Lack of enough office space to establish the facilities specially in the Field Offices	Maximize office space

		child-friendly and other service facilities		
Support and sustain 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	Sustained participation in JSCC and joint initiatives	Sustained participation in JSCC activities by all Regional and Field Offices	None	N/A
Other assignments/delegated responsibilities per directives from higher management/authorities		None	N/A	N/A

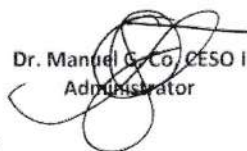
* Including programs/projects/activities specified in the 2017-2022 Philippine Development Plan and/or DOJ Development Plan under Executive Order No. 27 and Department Circular No. 39, S. 2017

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