

XV. DEPARTMENT OF JUSTICE

A. OFFICE OF THE SECRETARY

STRATEGIC OBJECTIVES

MANDATE

The Department of Justice (DOJ) shall provide the government with a principal law agency which shall be both its legal counsel and prosecution arm; administer the criminal justice system in accordance with the accepted processes thereof consisting in the investigation of the crimes, prosecution of offenders and administration of the correctional system; implement the laws on the admission and stay of aliens, citizenship, land titling system, and settlement of land problems involving small landowners and members of indigenous cultural minorities; and provide free legal services to indigent members of the society.

VISION

A just and peaceful society anchored on the principles of transparency, accountability, fairness and truth

MISSION

Towards the effective, efficient and equitable administration of justice

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Justice effectively and efficiently administered

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Enhance the Enforcement of Laws
2. Enhance the Rehabilitation of Offenders
3. Ensure the Adequate and Responsive Delivery of Legal Services

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)BASELINE2016 TARGETS

Justice effectively and efficiently administered

Increase in percentage of successful prosecutions	72.53% (26,883 / 37,063)	At least 75% (30,000 / 40,000)
Reduction of recommitment of parolees and pardonees due to reoffending and other infractions	2.35% (333 / 14,168)	At most 1% (150 / 15,000)
Percentage of legal services rendered within 15 working days from receipt of request	95% (18,264 / 19,223)	At least 97% (24,250 / 25,000)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2016 Targets

MFO 1: LAW ENFORCEMENT SERVICES

Law Enforcement Services

Number of criminal complaints investigated and resolved by prosecutors	320,000
Percentage of prosecutions with favorable judgments	73%
Percentage of criminal complaints for preliminary investigation pending within 120 days	47%

MFO 2: CORRECTION SERVICES

Correction Services

Number of received prisoner/inmate records, applications, petitions and other communications relative to parole and executive clemency acted upon	8,000
Percentage of parolees and pardonees not ordered for recommitment due to reoffending and other infractions	98%
Percentage of resolutions issued within 30 days after Board decision	100%

MFO 3: LEGAL SERVICES

Legal Services

Number of request for legal services acted upon	20,000
Percentage of requests for legal services acted upon within 15 working days from receipt	95%

B. BUREAU OF CORRECTIONS

STRATEGIC OBJECTIVES

MANDATE

The Bureau of Corrections (BuCor) is mandated to accomplish its twin objectives of effective safekeeping and rehabilitation of national prisoners.

VISION

Corrections system that promotes a safer community, adheres to international standards and represents exemplary public service

MISSION

Protect the public and prevent crimes in partnership with stakeholders by providing persons under custody opportunities for reformation, decent environment and secure settings

KEY RESULT AREAS

Just and Lasting Peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

National prisoners effectively and efficiently kept safe and rehabilitated

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Professional and Accountable Corrections Administration
2. Pursue Safe, Secure and Humane Prison Condition
3. Improve Prison Management and Offender Rehabilitation

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
National prisoners effectively and efficiently kept safe and rehabilitated		
Inmates involved in prison violence as a percent of average daily inmate population	.30% (124 / 41,413)	1% reduction in 2016 (435 / 43,484)
Inmates granted Good Conduct Time Allowance as a percent of average daily inmate population	1.35% (559 / 41,413)	3.2% in 2016 (1,391 / 43,484)
Escapees as a percent of average daily inmate population	.20% (82 / 41,413)	.20% (87 / 43,484)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)		2016 Targets

MFO 1: REHABILITATION AND CUSTODIAL SERVICES

Inmates Custody

Average daily number of inmates under management	43,484
Re-offenders admission as a percent of average daily inmate admission	4.96% re-offending rate
Escapees as a percent of average daily inmate population	0.20%
Percentage of qualified inmate carpetas (70% sentenced served) forwarded to BPP	100%

Prison Congestion and Living Condition

Average daily number of inmates in reformation programs	32,271
Inmate involved in prison violence as a percent of average daily inmate population	0.27%
Death due to illness as a percent of average daily inmate population	1.5%
Violent death incidents as a percent of average daily inmate population	0.002%

C. BUREAU OF IMMIGRATION

STRATEGIC OBJECTIVES

MANDATE

The Bureau of Immigration (BI) is principally responsible for the administration and enforcement of immigration, citizenship and alien admission and registration laws in accordance with the provisions of the Philippine Immigration Act of 1940. It also plays a role in the enforcement of RA 9208, also known as the Anti-Trafficking in Persons Act of 2003.

VISION

We are committed to provide the most efficient, innovative, and effective immigration service

MISSION

To control and regulate the movement of persons to, from, and within our country in contributing to national development

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Immigration enforcement and border control effectively and efficiently administered

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Strengthen Measures against Foreign Terrorist and Other Undesirable Aliens through Effective Immigration Enforcement and Border Control Management
2. Professionalization through Personnel Development and Training
3. Implement Good Governance Reforms and Automation of Systems Minimizing Discretion in Immigration Procedures
4. Strengthen Special Protection Measures Relative to Anti-Human Trafficking

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Immigration enforcement and border control effectively and efficiently administered		
Percentage of alien arrivals and departure cleared	99% (19,986,686 / 20,188,571)	At least 99% (29,645,105 / 29,944,550)
Percentage of passengers processed from queue to immigration counter within 25 minutes	90% (18,169,714 / 20,188,571)	At least 90% (26,950,095 / 29,944,550)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets
MFO 1: BORDER CONTROL AND MANAGEMENT SERVICES	
Entry and Exit	
Number of entries and exits processed	29,944,550
Percentage of entry and exit processed upon primary inspection within 40 seconds	99.90%
Documents and Transactions	
Number of immigration and registration documents processed	730,000
Percentage of transactions processed requiring Board action (from filing to implementation)	
within 60 days	92%
Percentage of transactions processed not requiring Board action (from filing to implementation)	
within 6 days	92%
Detection and Apprehension of Violation of Immigration Laws	
Number of intelligence cases processed	2,800
Percentage of intelligence cases disposed (from referral to arrest/dismissal/referral) within 60 days	92%
Percentage of deportation cases disposed (from filing of charges to actual implementation) within 10 days for summary and 5 months for regular	92%

D. LAND REGISTRATION AUTHORITY

STRATEGIC OBJECTIVES

MANDATE

The Land Registration Authority (LRA) protects and implements the Torrens System of land titling and registration.

VISION

A Land Registration Authority that is an independent corporate body exercising quasi-judicial functions with automated systems and modern facilities

MISSION

To issue decrees of registration and certificates of title and to register documents, patents and other land transactions, to provide a secure, stable and trustworthy record of land ownership so as to promote social and economic well-being and contribute to national development

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Land registration services effectively delivered

PERFORMANCE INFORMATION

KEY STRATEGIES

1. Good Governance Reforms
2. Intensified Campaign to Strengthen Integrity of the Torrens System of Land Registration

<u>ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)</u>	<u>BASELINE</u>	<u>2016 TARGETS</u>
Land registration services effectively delivered		
Percentage of titles issued and deeds annotated 20 days after submission of complete documents	85% (857,680 / 1,009,035)	92% (948,520 / 1,031,000)
Percentage of titles issued and deeds annotated without errors	85% (857,680 / 1,009,035)	93% (958,830 / 1,031,000)
<u>MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)</u>		<u>2016 Targets</u>

MFO 1: LAND REGISTRATION SERVICES

Issuance of Certificates of Title (OCT, TCT, CCT)

Number of transactions for issuance of title acted upon	686,000
Percentage of titles issued without any error (no need to reprint)	90%
Percentage of titles issued 20 days after submission of complete documents	92%

Registration of Deeds and Documents

Number of registration transactions acted upon	3,450,000
Percentage of deeds annotated without any error (no need to reprint)	93%
Percentage of deeds annotated 20 days after submission of complete documents	92%

NOTE : Exclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

E. NATIONAL BUREAU OF INVESTIGATION

STRATEGIC OBJECTIVES

MANDATE

The National Bureau of Investigation (NBI) undertakes efficient detection and investigation of crimes and other offenses against the laws of the Philippines upon its own initiative and as public interest may require; renders technical assistance upon request in the investigation and detection of crimes and other offenses; coordinates with other national and local police agencies in the maintenance of peace and order; and establishes and maintains an up-to-date scientific crime laboratory. It acts as a national clearing house of criminal and other information for the use of all prosecuting and law enforcement entities of the Philippines, identification records of identifying marks, characteristics and ownership or possession of all firearms as well as of test bullets fired therefrom.

VISION

A world class investigative institution - dynamic, respected, trusted and committed to the high ideas of law and order

MISSION

To provide quality investigative and forensic services to the people through advanced methods and equipment in the pursuit of truth and justice

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Efficient and effective investigations ensured

PERFORMANCE INFORMATION

KEY STRATEGIES

On Investigation:

1. The NBI plans to closely monitor cases assigned to agents through the implementation of the Case Information and Management System (CIMS). The system will track all cases file with the NBI and the Director, its Directorial Staff and the Chief of the Division can look at the progress of the case investigation on a real time basis. The investigation agent on the other hand can update its case investigation log by going online and update the CIMS even at the crime scene.
2. The approval of the Rationalization Plan of NBI will guide us in the staffing pattern and will give direction as to what kind of cases should the NBI will handle.
3. The management is also looking on the modernizing and organizing the NBI through legislation, the Law that created the NBI was enacted in 1947.

On the Issuance of the NBI Clearance:

4. The NBI envisioned that by 2016 the NBI will be running its own system. In order to increase its issuance the NBI plans to implement the electronic payment and online application to decongest the queuing at the NBI offices. It also plans to coordinate with the local government to bring the clearance system closer to the people.

On the Forensic Investigation:

5. The NBI plans to make the Forensic Crime Laboratory in Cebu be fully operational. To date the NBI is waiting for the completion of the new building being donated by the local government of Cebu to NBI. The forensic laboratory in the Visayas will greatly benefit the public people in the south. It will also increase the cases being examined by NBI.

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Efficient and effective investigations ensured		
Percentage of cases investigated with final recommendation within the specified periods (simple cases - 3 months; medium cases - 6 months; complex cases - 10 months)	42,699	At least 85% annually (41,395)
Increase in the percentage of cases recommended for prosecution upheld (filed in court) by prosecutors and the Ombudsman	973	At least 5% increase in 2016 (1,022)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets
MFO 1: INVESTIGATION SERVICES	
Criminal Records Clearance Services	
Number of applications for clearance processed	5,500,000
Percentage of clients that rate the service as satisfactory or better	95%
Percentage of applications processed within 10 minutes of receipt	96%
Investigation Services	
Number of investigations received, conducted and acted upon	53,700
Percentage of cases recommended for prosecution that were upheld (filed in court) by the National Prosecution Office	55%
Percentage of cases investigated with final recommendation within the specified time (simple cases - 3 months; medium cases - 6 months; complex cases - 10 months)	86%

F. OFFICE OF THE GOVERNMENT CORPORATE COUNSEL

STRATEGIC OBJECTIVES

MANDATE

The Office of the Government Corporate Counsel (OGCC) shall act as the principal law office of all government-owned or controlled corporations, their subsidiaries, other corporate offsprings and government-acquired asset corporations and shall exercise control and supervision over all legal departments or divisions maintained separately and such powers and functions as are now or may hereafter be provided by law. In the exercise of such control and supervision, the Government Corporate Counsel shall promulgate rules and regulations to effectively implement the objectives of the Office.

VISION

The Office of the Government Corporate Counsel (OGCC), as the premier law office of the government-owned or controlled corporations, is committed to uphold justice under the rule of law with integrity, excellence and professionalism

MISSION

Provision of legal services to all government-owned or controlled corporations, their subsidiaries, other corporate offsprings and government-acquired asset corporations

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Efficient legal services for Government Corporations ensured

PERFORMANCE INFORMATION

KEY STRATEGIES

The ABC Formula:

1. Able Lawyers

- a. Mandatory Continuing Legal Education (MCLE) Programs
- b. Arbitration Trainings and Seminars
- c. Instilling the Values of Discipline and Quality Service

2. Better Service

- a. Zero-Backlog Policy
- b. R-to-R (Receipt to Release) Compliance

3. Clearer Rules

- a. Lawyers' Manual
- b. Systems and Procedures Manual

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)

BASELINE

2016 TARGETS

Efficient legal services for Government Corporations ensured

Percentage of pleadings filed within the original period allowed by law or rules, or as directed by the courts or agreed by the parties

100% (1,482 / 1,482)

100% (1,515 / 1,515)

Percentage of contract reviews and legal opinions rendered within the 28-day cycle

87.67% (754 / 860)

80% (552 / 690)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2016 Targets

MFO 1: LEGAL SERVICES FOR GOVERNMENT CORPORATIONS

Legal Representation for GOCCs

Number of cases being handled

4,700

Percentage of cases lost due to mishandling or negligence that resulted to technicality

0%

Percentage of pleadings filed within the original period allowed by law or rules, or as directed by the courts or as agreed upon by the parties

100%

Other Legal Services to GOCCs

Number of contracts reviewed

440

Number of legal opinions rendered

344

Number of contracts reviewed in the last three (3) years that have been disputed

None

Percentage of contracts reviewed and legal opinions rendered within the 28-day cycle

100%

G. OFFICE OF THE SOLICITOR GENERAL

STRATEGIC OBJECTIVES

MANDATE

The Office of the Solicitor General is the law firm of the Republic of the Philippines. It is tasked to represent the People of the Philippines, the Philippine Government, its Agencies and Instrumentalities, Officials and Agents (especially before appellate courts) in any litigation or matter requiring the services of a lawyer.

VISION

To continually champion the Rule of Law in the pursuit of social justice as the People's Tribune and as counsel of the Republic of the Philippines

MISSION

To promote and protect the interest of the Republic of the Philippines and its people in legal proceedings and matters requiring the services of a lawyer

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Effective and efficient administration of justice

PERFORMANCE INFORMATION

KEY STRATEGIES

Strengthen the Rule of Law by Providing Legal Services for the Government, its Agencies and Instrumentalities

ORGANIZATIONAL OUTCOMES (OOs) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Effective and efficient administration of justice		
Action on cases received for the year within thirty (30) days from receipt of first document	90% (23,348 / 25,942)	91% (25,968 / 28,536)
Percentage of Special Committee on Naturalization (SCN) petitions with complete documents, processed within the period allowed by RA 9139	98% (47 / 48)	100% (64 / 64)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets	

MFO 1: LEGAL SERVICES FOR NATIONAL GOVERNMENT AGENCIES

Quality of advocacy, client satisfaction, quality of pleadings as assessed by different appellate courts (Type of data gathering: Survey)

Satisfactory

Percentage of cases acted upon within the period allowed by the rules or by the courts (Formula: Number of cases acted upon within the period allowed by the rules or by the courts divided by number of cases acted upon for the year)	90%
Percentage of petitions resolved (Formula: Number of petitions resolved over total number of petitions received with completed documents)	100%
Percentage of cases acted upon (Formula: Total number of cases acted upon divided by total number of cases received and/or filed for the year)	94%
Percentage of petitions resolved within one year (Formula: Number of petitions resolved with completed documents within one year over total number of petitions resolved with completed documents within the current year)	100%

NOTE : Exclusive of Targets funded from other sources, e.g. Special Account in the General Fund.

H. PAROLE AND PROBATION ADMINISTRATION

STRATEGIC OBJECTIVES

MANDATE

The Parole and Probation Administration (PPA) is mandated to conserve and/or redeem convicted offenders and prisoners who are under the probation or parole system.

VISION

A model component of the Philippine Correctional System that shall enhance the quality of life of its clients through multi-disciplinary programs and resources, an efficient organization, and a highly professional and committed workforce in order to promote social justice and development

MISSION

To rehabilitate probationers, parolees and pardonees and promote their development as integral persons by utilizing innovative interventions and techniques which respect the dignity of man and recognize his divine destiny

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Strengthened Rule of Law

ORGANIZATIONAL OUTCOME

Community-based rehabilitation and re-integration of offenders upgraded

PERFORMANCE INFORMATION

KEY STRATEGIES

Rehabilitation of Offenders in a Community-Based Setting and Reduction of Crime Incidence

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Community-based rehabilitation and re-integration of offenders upgraded		
Percentage of clients' compliance to the terms of their probation and / or parole conditions	47,850	Not less than 98.30% compliance rate (atleast 48,447 of total clients supervised)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)	2016 Targets	
MFO 1: INVESTIGATION, SUPERVISION AND REHABILITATION SERVICES FOR PROBATION AND PAROLE SYSTEM		
Investigation Services		
Number of cases investigated		25,122
Percentage of probation investigation recommendations sustained by the court		95.27%
Percent of investigation reports forwarded to courts or Board of Pardons and Parole within the prescribed period		95%
Supervision Services		
Number of clients supervised		49,285
Percent of clients' compliance to the terms of their probation and/or parole conditions		98.30%
Percent of supervision recommendations sustained by the courts and Board of Pardons and Parole		95%
Rehabilitation Services		
Percent of clients participating in the rehabilitation program		96.56%
Percent of Volunteer Probation Aides mobilized to assist in the rehabilitation program of client		76.00%
Number of rehabilitation and intervention services rendered to clients		295,710

I. PRESIDENTIAL COMMISSION ON GOOD GOVERNMENT

STRATEGIC OBJECTIVES

MANDATE

Under Executive Order No. 1, the Presidential Commission on Good Government (PCGG) is tasked to assist the President in the following: a. The recovery of ill-gotten wealth of former President F.E. Marcos, his immediate family, relatives, subordinates and close associates, whether located in the Philippines or abroad; b. The investigation of such cases of corruption as the President may assign from time to time; c. The adoption of safeguards to ensure that the above practices shall not be repeated, and the institution of adequate measures to prevent the occurrence of corruption.

VISION

The Presidential Commission on Good Government (PCGG) dedicates itself to restore the institution's integrity and credibility, aligning its organization and efforts by recalling the noble intentions for which it was created. To secure its place in history, by creating a legacy built on transparency, integrity and accountability and, in so doing, become the People's Commission, and a model agency and exemplar for good governance. To become the Commission on informed policy analysis and studies on techniques and methods to combat and prevent corruption

MISSION

The Presidential Commission on Good Government (PCGG) dedicates itself to restore the institution's integrity and credibility, aligning its organization and efforts by recalling the noble intentions for which it was created. To secure its place in history, by creating a legacy built on transparency, integrity and accountability, in so doing, become the People's Commission, and a model agency and exemplar for good governance. To become the Commission on informed policy analysis and studies on techniques and methods to combat and prevent corruption

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Ill-gotten wealth effectively and effeciently recovered

PERFORMANCE INFORMATION

KEY STRATEGIES

The Commission Strives to:

1. Push corporations under our care to be more judicious in their operations and to enhance the bottom line by proactively looking for investment opportunities;
2. Improve monitoring of cases at various levels of litigation and be vigilant in protecting the legal interests of the Republic;
3. Investigate and pursue credible leads; and
4. Ensure that we remitted back to the National Treasury more than what we spent.

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)

BASELINE

2016 TARGETS

Ill-gotten wealth effectively and effeciently recovered

Recovered amount and proceeds from administration of assets

P281.694 Million

10% increase over the baseline
(P309.863 Million)

MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)

2016 Targets

MFO 1: RECOVERY AND ADMINISTRATION SERVICES FOR ILL-GOTTEN WEALTH

PI Set Description

Recovered amount and proceeds from administration of assets

P309.863 Million

Amount remitted as a percentage of estimated recovery for the year

100%

Remittance within a specified time

100%

J. PUBLIC ATTORNEY'S OFFICE

STRATEGIC OBJECTIVES

MANDATE

The Public Attorney's Office (PAO) shall be the principal law office of the Government in extending free legal assistance to indigent persons in criminal, civil, labor, administrative and other quasi-judicial cases.

VISION

A government agency that is God-centered and dynamic bureaucracy that is responsive to the ever-growing legal needs of the indigents and oppressed led by highly competent, world-class, development-oriented, honest, dedicated and nationalistic leaders and lawyers

MISSION

The Public Attorney's Office (PAO) exists to provide the indigent litigants, the oppressed, marginalized and underprivileged members of the society free access to courts, judicial and quasi-judicial agencies, by rendering legal services, counselling and assistance in consonance with the Constitutional mandate that "free access to courts shall not be denied to any person by reason of poverty" in order to ensure the rule of law, truth and social justice as components of the country's sustainable development

KEY RESULT AREAS

Just and lasting peace and the rule of law

SECTOR OUTCOME

Rule of law

ORGANIZATIONAL OUTCOME

Accessible, efficient and effective legal service to indigents and other qualified persons assured

PERFORMANCE INFORMATION

KEY STRATEGIES

Enhance the Quantity, Quality and Timeliness of Legal Services for the Government and the Public

ORGANIZATIONAL OUTCOMES (Oos) / PERFORMANCE INDICATORS (PIs)	BASELINE	2016 TARGETS
Accessible, efficient and effective legal service to indigents and other qualified persons assured		
Percentage of cases with favorable judgment	241,591	7% (258,502)
Percentage increase on request for legal assistance / representation acted upon within two (2) working days from date of request	504,998	5% (530,248)
Percentage of clients who rated the legal services of PAO as satisfactory or better	401,672	5% (421,756)
MAJOR FINAL OUTPUTS (MFOs) / PERFORMANCE INDICATORS (PIs)		2016 Targets

MFO 1: FREE LEGAL SERVICES TO INDIGENT CLIENTS AND OTHER QUALIFIED PERSONS

PI Set 1:

Number of cases under management	797,350
Percentage of cases with favorable judgment	73.44%
Percentage of requests for legal assistance/representation acted upon within two (2) working days from the date of request	100%
Percentage of hearings for which no postponement is sought by the PAO legal representative	99.90%

PI Set 2:

Number of clients served (non-judicial)	4,980,013
Number of legal advisories provided	1,871,770
Percentage of clients who rated the legal services of PAO as satisfactory or better	99.99%
Percentage of requests for assistance that are acted upon within two (2) hours	100%