

COMPLAINTS, INFORMATION, AND ASSISTANCE DIVISION

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To effectively address the growing public need for an organized, easily identifiable and responsive public assistance office in the various offices of the National Prosecution Service, you are hereby directed to establish and maintain in your office a Complaints, Information and Assistance Division which shall primarily —

1. Attend to any and all complaints of the public of any nature or kind pertaining to or affecting the functions or operations of your office or any of your Assistants, support staff and personnel;
2. Provide the public any and all information which they may require, including information as to what the Department and your Office are doing to ensure the speedy delivery of services; and distribute and disseminate to them all printed/written information or educational materials whenever they are available; and
3. Assist the public in whatever manner possible so that they may readily obtain redress for their grievances or relief from their problems insofar as they may be provided by your office.

Such Complaints, Information and Assistance Division shall be situated in a prominent, easily accessible location in your office and should be headed by a ranking prosecutor who shall act as division chief thereof. A permanent record shall be kept of the matters attended to by the Division in which shall be entered, among others, the names of the petitioners, the subject matters attended to and the action taken by the division. A monthly report of its activities or accomplishments shall be submitted by the division Chief to the Provincial/City Prosecutor concerned, copy furnished the Regional State Prosecutor and the Chief State Prosecutor.

The Provincial/City Prosecutor may invite NGOs in their areas of jurisdiction to send representative(s) to monitor and/or act as observers in the work or activities of said division.

Strict compliance herewith is enjoined.

Adopted: 10 Oct. 1991

(Sgd.) SILVESTRE H. BELLO III
Acting Secretary

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