OFFICE OF THE SOLICITOR GENERAL
### 134 Amorsolo St., Legaspi Village
Makati City

MINUTES OF THE MEETING
Docket Management Service
Management Review Team

DATE OF MEETING: September 8, 2017

ATTENDEES:

1. NILO ODILON L. PALESTROQUE, OIC, DMS
2. JOSEPHINE M. BAYONGAN, CAO
3. BELMA CENTENO, SAO
4. ARTEMIO A. ESTOQUE, JR., SAO
5. ROGER YRUMA, SAO
6. JOSE ABAD, AO V
7. RICHARD BAUTISTA, AO V
8. EDSEL CAMAZO, AO V
9. MARIEDEL DY, AO V
10. NOEL OROGO, AO V
11. AURELIA BERTODES PADRINAO, AO V
12. DOREEN SURIO, AO V
13. LUCILLE VALDEZ, AO V
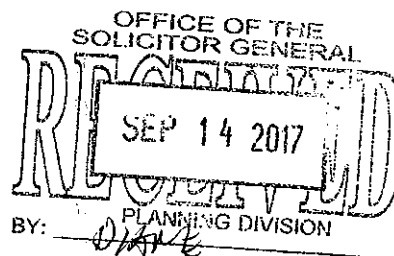
AGENDA:

The meeting started at 9:30 am, at the Document Management Division's conference room, presided by Nilo Odilon L. Palestroque, OIC, Docket Management Service.

The discussion focused on the Audit Findings conducted by the ISO internal audit, where various non-conformities on the procedures and functions of the Docket Management Service were looked into.

Mr. Palestroque opined that uniform policy should be adhered to by the personnel of the DMS as regards to the practice and implementation of various procedures in the Department. Immediate corrective actions must be affirmed and revisions to take effect in the QMS manual.

The group was able to iron-out flaws, among the ten (10) audit findings on the following concerns:

1. ON SCANNING
The group came up with a resolution that a document process procedure must be immediately implemented. The following steps were revised as against the indicated procedures in the QMS:

1. Documents are received from the barcoder for scanning;
2. Scan the document/s;
   ***Only the main pleading should be scanned, with no annexes. Should thick copies be scanned, lawyers' request shall be affirmed.
3. Confirm/ensure the correctness of the scanned documents as to the number of pages appearing from the screen;
4. Save the scanned documents to the local folder;

5. Transmit scanned documents to the server and ensure that these are forwarded per batch/per hour, after 50 items.

***Monitor the scanned documents if all have been processed, at the end of the day.

6. Finished scanning.

2. ON RECEIVING, PER QM-OSG-DMS-ANNEX E9

The MRT decided that this premise shall be deleted from the QMS, since the procedure is already outdated. The DMS is already on electronic receiving/computerized procedure.

3. ON RECEIVING, PER QM-OSG-DMS-ANNEX E9

The procedure is already outdated and revisions shall be looked into.

4. GENERAL, DETAILS OF NON-CONFORMANCE

The DMS Management Review Team (MRT) will request from the HR department an off-site seminar/workshop on Customer Service, specifically for frontliners. A memo shall also be routed to designate official relievers in the Docket window receiving area.

5. ON ENCODING PER QM-OSGD-ANNEX L3

It is recommended that other drop-downs in the system must be removed, that instead of seven (7), it should be reduced into three (3). Encoding should be enforced only on the required fields noted with asterisk (*).

6. ON DISPATCH PER QM-OSGD-ANNEX E13

The Document Management Division shall coordinate with the Case Management Service as to the Steps 1 and 11 in the QMS are concerned. Revision on the manual is inevitable.

7. ON DISPATCH, DETAILS OF NON-CONFORMANCE

The revival of the monitoring system (paper based) over-the-counter (internal clients) was suggested. However, the DMD will coordinate with Norlan of the CMS as to the implementation of a "new" program in the receiving area.

8. ON DISPATCH, DETAILS OF NON-CONFORMANCE

To confer with Diane Perez on the removal of the NC report due to the pending request/inquiry with the Secretariat.

9. ON BARCODING, DETAILS OF NON-CONFORMANCE

The DMS-MRT will coordinate with the CMS to simplify the system o the preparation of the monthly accomplishment report.

10. ON BARCODING PER QM-OSG-DMS-ANNEX E11

Reference on the new cases should be indicated as NEW AND EXISTING CASES ONLY. Update the QMS manual and recommended the removal of procedure #5, which is the Barcoder-Encoder process. Due to the technological enhancement, the now procedure is Barcoder-Scanner-Encoder.

Without any further discussions to undertake, the meeting was adjourned at 11:35am.
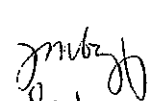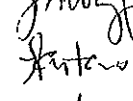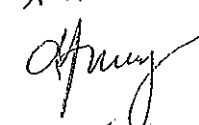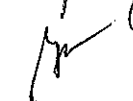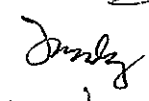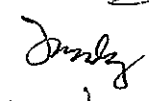
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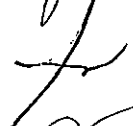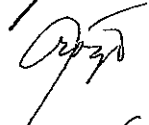
ARTEMIO A. ESTOQUE, JR.
Supervising Administrative Officer

Noted:

MILO ODILON L. PALESTROQUE
OIC, Docket Management Service

ATTENDANCE :

MANAGEMENT REVIEW

1. Josephine M. Bayongan —
2. Bebra D. Centeno —
3. Lucille Valdez —
4. Aurora V. Padreňao —
5. NOEL D. OROGO —

6. Roger B. Yumena —
7. JOSEPH M. ABAD —
8. Richard Bautista —
9. ARTEMIO A. ESTOQUE, JR. —
10. CAMAZO, EDSEL A. —
11. MARKEDEL L. DY —
12. CECILIA DOREEN Y. SURIO —
13. NILO ODILON L. PALESTROQUE —