

## RELEVANT INTERESTED PARTIES

Interested Parties	Needs (Output)	Expectations (Quality Requirement)
Litigants and Counsels (including Office of the Prosecutor [LC])	<ul style="list-style-type: none"> <li>● Issuance of Docket Number</li> <li>● Proof of Payment of Fees</li> <li>● Proof of Receipt of Initiatory Pleading</li> <li>● Division assignment</li> <li>● Case information (CA/LC)</li> <li>● Certified or plain copies of documents (CA/CTA)</li> <li>● Reply to queries (CA/CTA)</li> <li>● Certifications (CTA)</li> <li>● Court clearances (LC)</li> <li>● Release of bond (LC)</li> <li>● Initial Court Resolution</li> </ul>	<ul style="list-style-type: none"> <li>● Fast filing and receiving process</li> <li>● Docket Number is accurate</li> <li>● Competent and courteous staff</li> <li>● Clean, comfortable and well-lighted receiving area (SC/CA/CTA)</li> <li>● Strategic location of Cashier's Office (CTA)</li> <li>● Proper computation of legal fees</li> <li>● Prompt or timely raffle of the case</li> <li>● Prompt and accurate notice of resolution</li> <li>● Timely issuance of requested copies of documents or certifications (CTA)</li> </ul>
Justices/Judges	<ul style="list-style-type: none"> <li>● Case documents</li> <li>● Information</li> </ul>	<ul style="list-style-type: none"> <li>● Timely and/or immediate transmittal of case documents</li> <li>● Proper pagination of case documents</li> <li>● Courteous staff</li> </ul>
Raffle Committee	<ul style="list-style-type: none"> <li>● List of cases for raffle</li> </ul>	<ul style="list-style-type: none"> <li>● Accurate and complete list</li> <li>● On-time preparation of the list</li> </ul>
Office of the Clerks of Court	<ul style="list-style-type: none"> <li>● Case <i>rollo</i></li> <li>● Processing Slip</li> <li>● Soft copy of initiatory pleading</li> </ul>	<ul style="list-style-type: none"> <li>● Accurate, complete and on-time processing of initiatory pleadings</li> </ul>

	and annexes	<ul style="list-style-type: none"> <li>● Properly apportioned case <i>rollos</i></li> <li>● Accurate pagination Bar-coded <i>rollo</i></li> <li>● Complete and proper form of the soft copy of the initiatory pleading and annexes</li> <li>● Neat and courteous staff who will transmit the <i>rollos</i></li> </ul>
Procurement Committee	<ul style="list-style-type: none"> <li>● Supplies</li> </ul>	<ul style="list-style-type: none"> <li>● Timely and complete procurement of required supplies</li> <li>● Good quality supplies</li> </ul>
Case System Administrator	<ul style="list-style-type: none"> <li>● Case Administration System</li> </ul>	<ul style="list-style-type: none"> <li>● Reliable system</li> <li>● Speedy network</li> <li>● Enhanced system</li> </ul>
Other Internal Offices (CA)	<ul style="list-style-type: none"> <li>● Report (CA)</li> <li>● Information (CA)</li> <li>● Reply to queries and verification (CA)</li> </ul>	<ul style="list-style-type: none"> <li>● Timely submission of reports (CA)</li> <li>● Accurate and complete information (CA)</li> <li>● Timely and appropriate response to queries (CA)</li> <li>● Professionalism (CA)</li> <li>● Efficiency (CA)</li> </ul>
Employees (CA)	<ul style="list-style-type: none"> <li>● Payment of salaries and benefits (CA)</li> <li>● Trainings (CA)</li> <li>● Coaching and mentoring (CA)</li> <li>● Guidance and monitoring (LC)</li> <li>● Support and cooperation (LC)</li> </ul>	<ul style="list-style-type: none"> <li>● Timely and accurate payment of salaries and benefits (CA/CTA)</li> <li>● Updates and appropriate training (CTA)</li> <li>● Proper guidance and monitoring (LC)</li> <li>● Transparency and good governance (CA)</li> </ul>
Court branch (LC)	<ul style="list-style-type: none"> <li>● Transmittal of court records of cases</li> </ul>	<ul style="list-style-type: none"> <li>● Timely and complete transmittal of court</li> </ul>

	<p>assigned to the branch (LC)</p> <ul style="list-style-type: none"> <li>● Monthly report of raffled cases (LC)</li> <li>● Distribution of office supplies (LC)</li> </ul>	<p>records (LC)</p> <ul style="list-style-type: none"> <li>● Accurate encoding of case details in the court's system (LC)</li> <li>● Timely and accurate report of raffled cases (LC)</li> <li>● Timely distribution of office supplies (LC)</li> </ul>
Supreme Court (CA)	<ul style="list-style-type: none"> <li>● Performance reports (CA)</li> <li>● Statistical reports (LC)</li> <li>● Financial reports (LC)</li> <li>● Compliance with project requirements (CA)</li> <li>● Remittance of collections (LC)</li> </ul>	<ul style="list-style-type: none"> <li>● Timely submission of reports (CA)</li> <li>● Accurate reports</li> <li>● Project sustainability and compliance with rules/memorandums/ Circulars (CA)</li> <li>● Timely and full remittance (LC)</li> </ul>
Other courts and quasi-judicial agencies (CA)	<ul style="list-style-type: none"> <li>● Records (CA)</li> <li>● Reply to queries and verification (CA)</li> </ul>	<ul style="list-style-type: none"> <li>● Availability of records (CA)</li> <li>● Timely transmittal of records and case information (CA)</li> </ul>
National Government Agencies (e.g., Congress, DBM, NAP) (CA)	<ul style="list-style-type: none"> <li>● Reports (CA)</li> <li>● Resource persons during Congressional hearings (CA)</li> </ul>	<ul style="list-style-type: none"> <li>● Timely, accurate and complete reports (CA)</li> <li>● Transparency and good governance (CA)</li> <li>● Compliance with legal requirements (e.g., appropriation rules and requirements, and disposal of records) (CA)</li> </ul>
Regulatory or auditing bodies (e.g., CSC, COA, BIR) (CA)	<ul style="list-style-type: none"> <li>● Submission of reports and personnel and financial documents, e.g., Income Tax</li> </ul>	<ul style="list-style-type: none"> <li>● Full compliance with legal requirements (CA)</li> <li>● Accurate computation of tax</li> <li>● Timely, complete and</li> </ul>

	Returns (CA/CTA)	accurate reports and personnel and financial documents (CA/CTA)
Government-Owned or - Controlled Corporations (e.g., GSIS, PAG-IBIG, Philhealth) (CA)	<ul style="list-style-type: none"> <li>● Personnel information</li> <li>● Remittance of contributions</li> </ul>	<ul style="list-style-type: none"> <li>● Availability of complete and correct information</li> <li>● Timely remittance of contributions</li> </ul>
Local Government Unit (LC)	<ul style="list-style-type: none"> <li>● Participation in peace and order meetings (LC)</li> <li>● Reports (LC)</li> <li>● Monthly Payroll for Local Government Allowance (LC)</li> </ul>	<ul style="list-style-type: none"> <li>● Regular attendance in meetings (LC)</li> <li>● Timely, accurate and complete reports and payroll (LC)</li> </ul>
Philippine Postal Corporation (CA)	<ul style="list-style-type: none"> <li>● Information as to addressee (CA)</li> <li>● Mail matter (CTA)</li> </ul>	<ul style="list-style-type: none"> <li>● Correct and complete address (CA)</li> <li>● Compliance with form and other rules and regulations re mail matter (CA)</li> </ul>
Suppliers/Service Providers (CA)	<ul style="list-style-type: none"> <li>● Terms of Reference (ToR) (CA)</li> <li>● Contract (CA)</li> <li>● Checklist of requirements/ Technical specifications (CA/CTA)</li> <li>● Payment (CA)</li> </ul>	<ul style="list-style-type: none"> <li>● Clear ToR, checklist and technical specifications (CA/CTA)</li> <li>● Compliance with contractual provisions (CA)</li> <li>● Professionalism (CA)</li> <li>● Compliance with ethical standards (CA)</li> <li>● Transparency and accountability (CA)</li> <li>● Timely payment and other deliverables (CA)</li> </ul>
Land Bank of the Philippines (CTA/LC)	<ul style="list-style-type: none"> <li>● Deposits of daily collections (CTA/LC)</li> <li>● Reconciliation of</li> </ul>	<ul style="list-style-type: none"> <li>● Timely deposit of collections (CTA/LC)</li> <li>● Accurate amount of</li> </ul>

	bank statements (CTA/LC)	deposits (CTA/LC)
Development partners (e.g., USAID, ABA-ROLI, ADB, AusAid, EU, CD Asia) (CTA)	<ul style="list-style-type: none"> <li>● Information</li> <li>● Compliance with terms of reference (CTA)</li> <li>● Monitoring reports (CTA)</li> </ul>	<ul style="list-style-type: none"> <li>● Availability of complete and accurate information</li> <li>● Timely, accurate and complete reports (CTA)</li> </ul>
Media (CA)	<ul style="list-style-type: none"> <li>● Information (CA)</li> </ul>	<ul style="list-style-type: none"> <li>● Transparency and good governance (CA/CTA)</li> <li>● Accessibility (CA)</li> <li>● Accuracy of information(CTA)</li> </ul>
General Public (LC)	<ul style="list-style-type: none"> <li>● Information</li> </ul>	<ul style="list-style-type: none"> <li>● Timely, accurate and complete information</li> <li>● Transparency and good governance</li> </ul>