

RELATED DOCUMENT INFORMATION ON COURT USER/STAKEHOLDER FOCUS

PROCEDURES ON MONITORING AND MAINTAINING CLIENT SATISFACTION

I. OBJECTIVE

The procedure intends to guide the Judiciary's docket offices in monitoring and maintaining the satisfaction of the internal and external client/relevant interested parties to enhance the services rendered by the Judiciary and improve the perception of the client on the dispensation of justice.

II. SCOPE

The client satisfaction survey for this QMS is limited to the activities conducted during the filing of a case until the issuance of the court's initial action on the case.

III. RESPONSIBLE ACTION OFFICERS

Filing of case - Records Officer or Clerk at the Docket-Receiving Section

Follow-up of case status - Lawyer in-charge of case or other appropriate competent personnel in the offices of the Clerks of Court (for the appellate courts) or the Branch Clerk, for the lower courts

Request for initial resolution or order - person authorized to release documents

IV. CLIENTS

Litigants (Parties or Counsels or their representatives)

Suppliers

Service Providers

Co-employees

Other Offices, Divisions, Sections, Units of The Judiciary

Judges and Members of the Court

V. DOCUMENTS REQUIRED

CLIENT SATISFACTION SURVEY FORM

VI. STEPS

1. The responsible action officer shall be well-groomed at all times.
2. He shall see to it that the surroundings are clean and free of any obstruction.
3. When entertaining the client, he shall give the appropriate greetings with a smile. He shall be courteous at all times and shall maintain his composure when dealing with difficult clients.
4. Upon receipt of the initiatory pleadings or documents, he shall immediately examine the same thoroughly and focus his attention to the client and the activity at hand.
5. In case of non-conformity with the requirements in filing a case, the responsible action officer shall inform the client thereof and indicate the non-conformity in the appropriate process slip or checklist for initiatory pleadings or documents filed.
6. When the client becomes unreasonable and verbally abusive, the concerned employee shall politely excuse himself and let another competent employee to deal with the irate client. When the same proves to be unsuccessful, the matter should be escalated to a high ranking officer of the office.
7. For requests for initial action of the court which could not be immediately produced due to unavailability of records or of the approving official, the responsible action officer shall inform the client of the timeline necessary, if it can be ascertained, to prepare the requested action.
8. Before the client leaves, the responsible officer shall end the interaction with the appropriate gesture and encourage the client to accomplish the client Satisfaction Survey Form (CSS Form).

9. The CSS Form shall be collated daily by the responsible action officer for concerns raised therein by the clients which require immediate attention. Otherwise, the CSS Form will be evaluated periodically for purposes of improving the delivery of service of the Judiciary. The results of the evaluation may be used to recognize employees who consistently get the highest appreciation from the clients.

10. The CSS Form shall be kept in the files of the office and will be disposed pursuant to the period specified in the Records Disposition Schedule of the court or office.

END OF PROCESS

