

**CITIZEN CHARTER  
OFFICE OF THE CITY LEGAL OFFICER**

The **Office of the City Legal Officer**, otherwise known as the Office of Legal Services, is the chief legal counsel for the City Government of Pasig it is mandated to formulate measures for the consideration of the local legislature and provide legal assistance and support to the Local Chief Executive in carrying out the delivery of basic services to the public.

**1. Rendering Written Legal Opinion**

As the city's legal counsel, the various departments and offices of the city may seek written legal opinion from the Legal Officer on issues involving interpretation or applicability of the law. The office renders the requested legal opinion based on the existing laws and the particular set of facts set forth in the written query.

<b>Office or Division:</b>	Office of the City Legal Officer				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government				
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. City Mayor/City Vice Mayor/SP Members/City officials;</li> <li>2. Punong Barangay/Lupon or Pangkat/other Barangay Officials;</li> <li>3. Public in general</li> </ol>				
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>				
Written query	Not Applicable				
<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Submits written query to the receiving clerk.	1. Receives and record written query for legal opinion.	NONE	10 minutes	Ronnel Mendiola, Olivia Vega

2	Wait for the receiving copy.	<p>2. Submits to CLO for assessment and work assignment.</p> <p>3. Routes the document to the designated lawyer</p> <p>4. Prepares written Opinion.</p> <p>5. Reviews /approves the legal opinion.</p>	NONE	<p>25 Minutes</p> <p>2 Days</p> <p>2 Days</p> <p>2 Days</p>	<p>Olivia Vega</p> <p>Mary Joy Nañez, Jennifer B. Cruz, Liza Bocuya, Magelita Tentativa</p> <p>Karyl Padagdag / Atty. Martin, Atty. Mansujeto, Atty. Mendoza, Atty. Coralde</p> <p>Atty. Josephine C. Lati-Bagaoisan</p>
3.	Receives the legal opinion.	6. Records and release of the	None	25 Minutes	Olivia Vega, Liza Bocuya

		legal opinion			
TOTAL:			<b>None</b>	<b>7 Days</b>	

## 2. Request for Legal Advice

The Office renders service to constituents by giving free **legal advice**. It aims to give clients possible relief on their legal queries as well as the steps that the client needs to undertake.

<b>Office or Division:</b>	Office of the City Legal Officer
<b>Classification:</b>	Simple/Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Whom available:</b>	1. Public in general; 2. Punong Barangay/Lupon or Pangkat/other Barangay Officials.
<b>CHECKLIST OF RE</b>	<b>WHERE TO SECURE</b>

<b>Q U I R E M E N T S</b>	
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No ne	Not Applicable
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#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration in the CLO client's log book.	1. Interview the client to know the purpose of visiting the office.	NONE	10 Minutes	Ronnell Mendiola
		2. Refer to designated lawyer (Officer of the day).		15 Minutes	Ronnell Mendiola
2.	Client proceeds to lawyer (Officer of the Day).	3. Interview the client; render legal advice.	NONE	35 Minutes	Atty. Martin, Atty. Mansujeto, Atty. Mendoza, Atty. Coralde (Officer of the day).
<b>TOTAL</b>			<b>NONE</b>	<b>1 HOUR</b>	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence: Email Address: <a href="mailto:clopasig@gmail.com">clopasig@gmail.com</a> Telephone Numbers: (02) 8643 – 1115
How feedback is processed	Feedback and complaints are gathered and processed by the offices concerned and monitor and respond to feedbacks received.
How to file a complaint	Clients are encouraged to Fill up a complaint form drop or submit the same at the office of the UGNAYAN SA PASIG (USAP). Administrative Complaints shall be filed in accordance to the 2017 Rules on Administrative Cases of the Civil Service Commission.
How complaints are processed	Administrative Complaints are evaluated in accordance to the 2017 Rules on Administrative Cases of the Civil Service Commission.
Contact Information	Email Address: <a href="mailto:clopasig@gmail.com">clopasig@gmail.com</a> Telephone Numbers: (02) 8643 – 1115