

**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 of the City Government of Pasig it is primarily mandated to formulate measures for the consideration of the local legislature, provide legal assistance and support to the Local Chief Executive in carrying out the delivery of basic services to the public, develop plans and strategies related to Legal Services and implement the same after approval of the Local Chief Executive, represent the city in all civil actions and special proceedings and render Legal Opinion in any questions of law.

1. Legal Representation in all Civil actions and Special proceedings

The office represent the Local government Unit in all civil actions and special proceedings wherein the local government unit or any official thereof, in his official capacity, is a party.

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| Office or Division: | Office of the City Legal Officer |
| Classification: | Complex |
| Type of Transaction: | G2G – Government to Government |
| Who may avail: | 1. City Mayor/City Vice Mayor/SP Members/City officials and employees in their official capacity. |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Request for Legal Representation | City Government Department/Office seeking Legal Representation |
| Supporting Documents/Records | City Government Department/Office seeking Legal Representation |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|--|--|-----------------|-----------------|---|
| 1 | Submit the required documents to the Receiving Section | 1. Receive the required documents and check for completeness | NONE | 10 minutes | Chris Del Rosario, Olivia Vega |
| 2 | Wait for the receiving copy. | 2. Submits to CLO for assessment and work assignment. | NONE | 25 Minutes | Olivia Vega |
| | | 3. Routes the document to the designated lawyer | | 1 Day | Mary Joy Nañez, Liza Bocuya, Magelita Tentativa |
| | | 4. Gather additional information/documents if necessary | | 2 Days | Atty. Mansujeto, Atty. Mendoza, Atty. Coralde |
| | | 5. Prepares required Pleading/documents | | 3 Days | Atty. Josephine C. Lati-Bagaoisan |
| TOTAL: | | | None | 7 Days | |

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.

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| Office or Division: | Office of the City Legal Officer |
| Classification: | Complex |
| Type of Transaction: | G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government |
| Who may avail: | 2. City Mayor/City Vice Mayor/ SP Members/ City officials; 3. Punong Barangay/Lupon or Pangkat/other Barangay Officials; 4. Public in general |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Written query | City Government Department, Office, person seeking Legal Opinion |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|---|---|-----------------|-----------------|---|
| 1 | Submits written query to the receiving clerk. | 1. Receives and record written query for legal opinion. | NONE | 10 minutes | Chris Del Rosario, Olivia Vega |
| 2 | Wait for the receiving copy. | 2. Submits to CLO for assessment and work assignment. 3. Routes the document to the designated lawyer 4. Gather additional information/documents if necessary 5. Prepares written Opinion. 6. Reviews/approves the legal opinion. | NONE | 25 Minutes | Olivia Vega |
| | | | | 1 Days | Mary Joy Nañez, Liza Bocuya, Magelita Tentativa |
| | | | | 1 Day | Atty. Mansujeto, Atty. Mendoza, Atty. Coralde |
| | | | | 2 Days | Atty. Mansujeto, Atty. Mendoza, Atty. Coralde |
| | | | | 1 Day | Atty. Josephine C. Lati-Bagaoisan |
| 3. | Receives the legal opinion. | 7. Records and release of the legal opinion | None | 25 Minutes | Olivia Vega, Liza Bocuya |
| TOTAL: | | | None | 7 Days | |

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.

| Office or Division: | | Office of the City Legal Officer | | | |
|----------------------------------|---|--|-----------------|-----------------|---|
| Classification: | | Simple/Complex | | | |
| Type of Transaction: | | G2C – Government to Citizens G2G – Government to Government | | | |
| Who may avail: | | 1. Public in general; 2. Punong Barangay/Lupon or Pangkat/other Barangay Officials. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
| None | | None | | | |
| # | 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 | Chris R. Del Rosario |
| | | 2. Refer to designated lawyer (Officer of the day). | | 15 Minutes | Chris R. Del Rosario |
| 2. | Client proceeds to lawyer (Officer of the Day). | 3. Interview the client; render legal advice. | NONE | 35 Minutes | Atty. Mansujeto, Atty. Mendoza, Atty. Coralde (Officer of the day). |
| TOTAL | | | NONE | 1 HOUR | |

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
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| 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: clopasig@gmail.com 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: legal@pasigcity.gov.ph Telephone Numbers: (02) 8643 – 1115 |