

**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.

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.

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	
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