
	LOCAL GOVERNMENT OF QUEZON CITY City Legal Department Quality Management System INTRODUCTION	Doc Ref No.:	CLD-QM-T01
		Effective Date:	
		Revision No.:	0
		Page No.:	1 of 5

a. Citizen's Charter

NOTATION AND ASSIGNMENT OF: 1.REQUESTS FOR LEGAL OPINION AND REPRESENTATION; AND 2.ADMINISTRATIVE COMPLAINTS

Schedule of Availability of Service	:	
Days	:	Monday – Friday
Hours	:	8:00 a.m. – 5:00 p.m. without noon break
Who May Avail of the Service	:	Quezon City Government officials, employees and concerned parties
Documentary Requirements	:	1.Written request for Legal Opinion/Representation or Administrative Complaint pursuant to Revised Rules on Administrative Complaints in the Civil Service 2. Supporting Documents/Records
Processing Period	:	Within 1.5 days*
How to Avail of the Service	:	Proceed to Receiving Area

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submission of request for legal opinion/representation or Administrative Complaint	<ul style="list-style-type: none"> Receiving of request 	5 minutes	Receiving Clerk	None	None
2		<ul style="list-style-type: none"> Recording and Notation 	<p>Communications received in the morning shall be accomplished until 12 noon.</p> <p>Communications received in the afternoon shall be recorded and notated until 5 pm.</p>	<p>Records Section Staff</p> <p>Records Officer</p>		
3		<ul style="list-style-type: none"> Notation 	Until 2pm if received by 12 noon from the Records Section.	Assistant City Legal Officer		

	LOCAL GOVERNMENT OF QUEZON CITY City Legal Department Quality Management System INTRODUCTION	Doc Ref No.:	CLD-QM-T01
		Effective Date:	
		Revision No.:	0
		Page No.:	2 of 5

			Until 10am if received by 5pm from the Records Section.			
4		<ul style="list-style-type: none"> • Notation, Instruction and Assignment 	<p>Until 12 noon the following day if received in the afternoon from the Assistant City Legal Officer.</p> <p>Until 5pm if received in the morning from the Assistant City Legal Officer.</p>	City Legal Officer		
5		<ul style="list-style-type: none"> • Dissemination to assigned lawyer/staff 	The next office hour from release	Assigned Staff		
END OF TRANSACTION						

* Note: Time will vary depending on inevitable considerations of equally important official matters

REQUEST FOR CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

Schedule of Availability of Service

Days : Monday – Friday
Hours : 8:00 a.m. – 5:00 p.m.
without noon break

Who May Avail of the Service
Documentary Requirements

: Quezon City Government officials and employees
:
1. Notarized Request form
2. Two (2) photocopies of valid ID
3. Latest appointment paper (for General Clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan)
4. RTC, MeTC, OCP Clearance (for retirement, terminal leave, resignation and transfer)

Processing Period

How to Avail of the Service

: 2 hours*
:
Proceed to Receiving Area




LOCAL GOVERNMENT OF QUEZON CITY
City Legal Department
Quality Management System

INTRODUCTION

Doc Ref No.:	CLD-QM-T01
Effective Date:	
Revision No.:	0
Page No.:	3 of 5

Step	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submission of requirements	<ul style="list-style-type: none"> Receiving of application Interview applicant Issue Claim Stub with contact number 	10 minutes	Receiving Clerk	None	Request for Certification and Signing of General Clearance Form Request for Clearance/ Certification Form (Landbank)
2		<ul style="list-style-type: none"> Verification of office records for pending administrative case, if any 	60 minutes	Records Staff		
3		<ul style="list-style-type: none"> Preparation of Clearance/Certification 	15 minutes	Records Staff		
4		<ul style="list-style-type: none"> Review of Certification 	10 minutes	Records Officer/ Designated Officer		
5		<ul style="list-style-type: none"> Signing of Certification 	15 minutes	City Legal Officer/ Authorized Signatory		
6	Receiving of released documents	<ul style="list-style-type: none"> Recording and Releasing of documents 	10 minutes	Receiving Clerk		
END OF TRANSACTION						

* Note: If the signing authority is attending other official matters, all requests received in the morning will be released by 12 noon the following day while those received in the afternoon will be released by 5pm the following day.

	LOCAL GOVERNMENT OF QUEZON CITY City Legal Department Quality Management System INTRODUCTION	Doc Ref No.:	CLD-QM-T01
		Effective Date:	
		Revision No.:	0
		Page No.:	4 of 5

REQUEST FOR FREE LEGAL ADVICE

Schedule of Availability of Service


Days	:	Monday – Friday
Hours	:	8:00 a.m. – 5:00 p.m. without noon break
Who May Avail of the Service	:	Quezon City Constituents
Documentary Requirements	:	NONE
Processing Period	:	50 minutes
How to Avail of the Service	:	Proceed to Receiving Area

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Registration in the PALAO log book	• Interview of client	5 minutes	Receiving Clerk	None	
2	Filling up of PALAO Form		5 minutes	Legal Researcher		PALAO Assessment Form
3		• Refer to designated officer for assignment	5 minutes	Receiving Clerk		
4		• Evaluation of request for referral	5 minutes	Assistant City Legal Officer/ Designated Officer		
5		• Rendering of Legal Advice	30 minutes	Assigned Lawyer		
END OF TRANSACTION						

REQUEST FOR AFFIDAVIT OF CIRCUMSTANCES OF DEATH

Schedule of Availability of Service

Days	:	Monday – Friday
Hours	:	8:00 a.m. – 5:00 p.m. without noon break
Who May Avail of the Service	:	Quezon City Constituents
Documentary Requirements	:	1.Accomplished Death Certificate form 2.Two (2) photocopies of valid ID
Processing Period	:	40 minutes
How to Avail of the Service	:	Proceed to Receiving Area

	LOCAL GOVERNMENT OF QUEZON CITY City Legal Department Quality Management System INTRODUCTION	Doc Ref No.:	CLD-QM-T01
		Effective Date:	
		Revision No.:	0
		Page No.:	5 of 5

Step	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Register in the PALAO log book	<ul style="list-style-type: none"> Interview of client 	5 minutes	Receiving Clerk		
2	Fill up PALAO Assessment Form		5 minutes	Receiving Clerk		PALAO Assessment Form
3		<ul style="list-style-type: none"> Preparation of Affidavit 	5 minutes	Receiving Clerk		Affidavit of Circumstances of Death Form
4		<ul style="list-style-type: none"> Referral assignment for 	5 minutes	Assistant City Legal Officer/ Designated Officer		
5		<ul style="list-style-type: none"> Notarization 	10 minutes	Assigned Notary Public	None	
6		<ul style="list-style-type: none"> Release of affidavit 	10 minutes	Receiving Clerk		
END OF TRANSACTION						

Source: Section 19 and 20, Commonwealth Act 502 (October 12, 1939), Sections 28 & 29, Article IX, Republic Act No. 537 (June 16, 1950), Section 19 of Republic Act 5185 (September 12, 1967), Quezon City Council Ordinance 9983, S-73 (August 7, 1973), Section 481 of the Local Government Code of 1991 (October 10, 1991), Quezon City Council Ordinance No. SP-244, S-94, Quezon City Council Resolution No. SP-1717, S-2002, amending Resolution No. SP-1148, S-99 (January 22, 2002); Citizen's Charter

Prepared by:

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