



CITY LEGAL DEPARTMENT
(OFFICE OF THE CITY ATTORNEY)

CITIZEN'S CHARTER
2021 Edition



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I. Mandate:

The City Legal Department is the chief legal counsel of the Quezon City Government. As such, it is tasked to represent the local government unit and to advise the City Mayor and other City Officials in any litigation or matter under Section 481 of the Local Government Code of 1991.

II. Vision:

City Legal Department's vision is to be the epitome of quality legal service, pursuer of justice and champion of the rule of law.

III. Mission:

The City Legal Department's mission is to provide excellent, professional, ethical and efficient legal services to the Mayor, the City Council and other City Officials in relation to their official duties and functions.



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Central / Head Office

External Services



INVESTIGATION AND HEARING OF ADMINISTRATIVE COMPLAINTS

The City Legal Department (Office of the City Attorney) shall investigate or cause to investigate any Quezon City Government official or employee for administrative offense and recommend appropriate action to the City Mayor. (*Art. 11, Section 481(b)(3)(iv) of the Local Government Code; Section 9 of 2017 Rules on Administrative Cases in the Civil Service*)

Office or Division:	City Legal Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service		Client		
Supporting Documents/Records		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Health Declaration Form	1. Record in the visitor's log book	None	1 Minute	Security Guard City Legal Department
2. Submit the required documents to the Receiving Section	2. Receive and evaluate the completeness of the documents	None	19 Minutes	Receiving Clerk City Legal Department
TOTAL:		None	20 Minutes	



RENDERING LEGAL ADVICE

The City Legal Department (Office of the City Attorney) shall give free legal advice to Quezon City constituents. The client will register and be interviewed by the receiving clerk. A PALAO Assessment Form will be given to be properly accomplished by the client and thereafter, be assigned to the appropriate lawyer. (*Quezon City Ordinance No. NC-83, S-89; Ordinance No. SP-2024, S-2010 (amending NC-80, S-89)*)

Office or Division:	City Legal Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Health Declaration Form	1. Record in the log book	None	1 Minute	<i>Security Guard</i> City Legal Department
2. Register in the PALAO log book	2. Interview the client	None	4 Minutes	<i>Receiving Clerk</i> City Legal Department
3. Fill out the PALAO form				
	3. Refer to the designated officer for assignment	None	2.5 Minutes	<i>Receiving Clerk</i> City Legal Department



	4. Evaluate the request for assignment	None	2.5 Minutes	<i>Assistant City Attorney/ Designated Officer City Legal Department</i>
	5. Review of facts of the request	None	5 Minutes	<i>Attorney City Legal Department</i>
	6. Rendering of legal advice	None	30 Minutes	<i>Assigned Lawyer City Legal Department</i>
TOTAL:		None	45 Minutes	



ISSUANCE OF AFFIDAVIT OF CIRCUMSTANCES OF DEATH

In this process, the client will register and be interviewed by the receiving clerk. A PALAO Assessment Form will be given to be properly accomplished by the client. The affidavit will be prepared and thereafter, notarized by the assigned notary public. (*Quezon City Ordinance No. NC-83, S-89; Ordinance No. SP-2024, S-2010 (amending NC-80, S-89)*)

Office or Division:	City Legal Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Quezon City Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Death Certificate form		City Legal Department		
Photocopies of valid ID of informant/affiant (2 copies)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Health Declaration Form	1. Record in the visitor's log book	None	1 Minute	Security Guard City Legal Department
2. Register in the PALAO log book	2. Interview the client	None	4 Minutes	Receiving Clerk City Legal Department
3. Fill out the PALAO form				
	3. Refer the assignment to a notary public	None	5 Minutes	Receiving Clerk City Legal Department



	4. Prepare the affidavit	None	10 Minutes	<i>Legal Researcher/ Attorney City Legal Department</i>
	5. Notarization	None	5 Minutes	<i>Assigned Notary Public City Legal Department</i>
	6. Release of affidavit	None	5 Minutes	<i>Receiving Clerk City Legal Department</i>
TOTAL:		None	30 Minutes	



Central / Head Office

Internal Services



RENDERING LEGAL OPINIONS AND LEGAL REPRESENTATION IN COURT AND QUASI-JUDICIAL BODIES

The City Legal Department (Office of the City Attorney) shall represent the Quezon City Government in all civil actions and special proceedings wherein the local government unit or any official or department head thereof, in his official capacity, is a party; and render opinion in writing on any question of law when requested to do so by the City Mayor, the *Sangguniang Panlungsod* and other City Officials. (Art. 11, Section 481(b)(3)(i) and (iii) of the Local Government Code; Quezon City Ordinance SP-244, S-94 (November 29, 1994); Quezon City Council Resolution No. SP-1717, S-2002 (amending Resolution No. SP-1148, S-99))

Office or Division:	City Legal Department			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Quezon City Government Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request for Legal Opinion or Representation		Quezon City Government Department/Office seeking Legal Opinion/Representation		
Supporting Documents/Records		Quezon City Government Department/Office seeking Legal Opinion/Representation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Health Declaration Form	1. Record in the visitor's log book	None	5 Minutes	Security Guard City Legal Department
2. Submit the required	2. Receive and evaluate the			Receiving Clerk City Legal Department



documents to the Receiving Section <i>OR</i> Email the required documents to <i>citylegal@quezoncity.gov.ph</i>	completeness of the documents			<i>OR</i> <i>Designated Email Administrator</i> City Legal Department
	3. Acknowledge receipt either by stamping "RECEIPT" on the documents or through email reply		5 Minutes	<i>Receiving Clerk</i> City Legal Department <i>OR</i> <i>Designated Email Administrator</i> City Legal Department
TOTAL:		None	10 Minutes	



ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

For requests by Quezon City Government employees or officials seeking Certifications of No Pending Administrative Case for clearance or loan purposes. (*Art. 11, Section 481 (b) (3) (iv) of the Local Government Code; Section 9 of 2017 Rules on Administrative Cases in the Civil Service*)

Office or Division:	City Legal Department	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Quezon City Government Officials and Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Notarized request form - Request for Clearance/Certification Form (<i>for general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan</i>) or Request for Certification and Signing of General Clearance Form (<i>for retirement, terminal leave, resignation or transfer</i>)	City Legal Department	
Photocopies of valid ID (2 copies)	Client	
Latest appointment paper	Client	
Regional Trial Court Clearance	Regional Trial Court	
Metropolitan Trial Court Clearance	Metropolitan Trial Court	
Office of the City Prosecutor Clearance	Office of the City Prosecutor	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Health Declaration Form	1. Record in the visitor's log book	None	1 Minute	<i>Security Guard City Legal Department</i>
2. Submit the required documents to the Receiving Area	2. Receive and evaluate the completeness of the documents 2.1 Interview the applicant and issue a Claim Stub with contact number	None	9 Minutes	<i>Receiving Clerk City Legal Department</i>
	3. Record verification for pending administrative case, if any	None	Up to 1 Day	<i>Records Staff City Legal Department</i>
	4. Preparation of Clearance/Certification	None	30 Minutes	<i>Records Staff City Legal Department</i>
	5. Review of Certification	None	15 Minutes	<i>Records Officer/Designated Records Officer City Legal Department</i>
	6. Signing of Certification	None	Up to 1 Day	<i>City Attorney/ Authorized Signatory</i>



				City Legal Department
	7. Recording and releasing of documents	None	10 Minutes	<i>Receiving Clerk</i> City Legal Department
TOTAL:		None	1 to 3 Days	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit a feedback and drop it at the designated drop box located in the Office of the City Attorney.
How feedbacks are processed	The feedback box is collected and opened by the relevant office.
How to file a complaint	File a complaint with the Office of the City Attorney.
How complaints are processed	The concerned office will evaluate the complaint and start the investigation.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



LIST OF OFFICE/S

Office	Address	Contact Information
Central/Head Office	7/F High Rise Building, City Hall Compound, Quezon City	8988 – 4242 loc. 8700 <i>citylegal@quezoncity.gov.ph</i>