



CITY LEGAL DEPARTMENT

CITIZEN'S CHARTER 2025 Edition

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.

Vision

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

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.

Service Pledge

We pledge to serve the Quezon City Government with Candor, Loyalty, and Dignity.

Committed in providing quality legal services to the Quezon City Government.

Loyal to the mandate of the Quezon City Government and in upholding the rule of law.

Defend the rights of the Quezon City Government.



INVESTIGATION, HEARING, AND RESOLUTION OF ADMINISTRATIVE COMPLAINT/CASE

The City Legal Department 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:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Quezon City Government officials, employees, and other relevant interested parties.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint-Affidavit pursuant to <i>2017 Rules on Administrative Cases in the Civil Service</i> .		Client		
Supporting Documents/Records		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits verified complaint-affidavit with documentary attachments.	Receives the verified complaint-affidavit and checks completeness of documentary attachments.	None	5 minutes	Receiving Clerk
	Records and classifies the complaint-affidavit received.	None	5 minutes	-Assigned staff -Designated Officer <i>Records and Information Management Division</i>
	Assigns and raffles the administrative complaint to the handling lawyer/ investigating officer.	None	5 minutes	-Designated Officer/Personnel



				<i>Records and Information Management Division</i>
	Conducts the administrative proceedings* based on the 2017 RACCS.	None	Period prescribed by the 2017 RACCS, subject to exceptions under <u>*meritorious circumstances.</u>	-Legal Secretary and Monitoring Assistant (LSMA) -Handling lawyer/ Investigating Officer -Hearing Officer (Atty. IV or V) -Public Prosecutor (Atty. II or III) -City Attorney -City Mayor
		TOTAL: NONE	15 minutes <i>(From receipt of the verified administrative complaint up to its assignment and raffle.)</i> Total turnaround time for the administrative proceedings shall be based on the period prescribed by the 2017 RACCS, subject to exceptions under meritorious circumstances*.	

**Handling lawyer conducts the investigation, hearing, and resolution of the administrative complaints/cases based on the procedures prescribed by the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS), as follows: a. Preliminary Investigation (Rule 4); b. Formal Charge (Rule 5); c. Formal Investigation (Rule 8); d. Decision (Rule 9).*

**Period prescribed by 2017 RACCS, subject to exceptions under *meritorious circumstances, such as:*

- a. Either of the parties files motion for extension of time to file Answer, or to submit additional documentary evidence or witness or to secure services of a counsel;*
- b. Postponement of administrative proceedings due to cancellation of work day;*
- c. Unavailability of parties or counsel;*
- d. Difficulty in serving notices.*



PROVISION OF FREE LEGAL ADVICE

The City Legal Department shall give free legal advice to Quezon City constituents (QCitizens). 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 (<i>QCitizens</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the PALAO Assessment Form.	Receives the filled out PALAO Form.	None	2 minutes	Receiving Clerk
	Endorses the request for legal advice to the Lawyer of the day.	None	30 minutes	-Assigned staff -LSMA
	Interviews requesting party and renders legal advice.	None	30 minutes	Assigned Lawyer
	Collates completed PALAO Form for recording and filing.	None	3 minutes	-Assigned staff <i>Legal Aid and Enforcement Division</i>
	TOTAL:	NONE	1 hour and 5 minutes	



ISSUANCE OF LEGAL OPINION

The City Legal Department shall 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)(vi) 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:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Quezon City Government Officials and other relevant interested parties.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request for issuance of legal opinion thru transmittal or endorsement		Quezon City Government Department/Office requesting legal opinion		
Supporting documents/records		Quezon City Government Department/Office requesting legal opinion		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the letter-request/correspondence requesting the issuance of legal opinion.	Receives the letter-request/correspondence for legal opinion and checks completeness of attachments.	None	3 minutes	Receiving Clerk
	Records and classifies the letter-request/correspondence received.	None	3 minutes	-Assigned staff -Designated Officer <i>Records and Information Management Division</i>



	Assigns and raffles the request for legal opinion to the handling lawyer.	None	5 minutes	-Designated Officer/Personnel -LSMA <i>Records and Information Management Division</i>
	Prepares the legal opinion.	None	20 working days, <i>may be extended for an additional 20 working days when necessary.</i>	Assigned Lawyer
	Reviews the prepared legal opinion and recommends approval.	None	15 working days; <i>subject to revisions</i>	-Chief, Opinion and Research Division -Assistant City Attorney
	Approves and signs the recommended legal opinion.	None	7 working days; <i>subject to revisions</i>	City Attorney
Receives the requested legal opinion.	Releases and furnishes copy of the approved legal opinion	None	3 minutes	Releasing clerk
	TOTAL:	NONE	42 working days and 12 minutes	

**Section 9 (b)(1) of Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires government offices to streamline processes and complete simple transactions within three (3) days, complex transactions within seven (7) days, and highly technical applications and requests within twenty (20) days, from the date the request and/or complete application or request was received.*

**The turnaround time for the issuance and release of the legal opinion varies depending on the inevitable considerations of equally important matters pertinent to this procedure. Depending on the complexity of the legal issue subject of the inquiry, the assigned/handling lawyer may conduct meetings or conferences with other departments/offices and stakeholders for discussion and clarification before the formulation of the requested legal opinion.*



PROVISION OF LEGAL REPRESENTATION

The City Legal Department 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. (Art. 11, Section 481(b)(3)(vi) 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:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Quezon City Government Officials and other relevant interested parties.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request for legal representation thru transmittal or endorsement		Quezon City Government Department/Office requesting legal representation		
Supporting documents/records		Quezon City Government Department/Office requesting legal representation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter-request/ correspondence requesting for legal representation.	Receives the letter-request/ correspondence or court orders/notices.	None	3minutes	Receiving Clerk
	Records and classifies the request-letter/ correspondence or court orders/notices received.	None	3 minutes	-Assigned staff -Designated Officer <i>Records and Information Management Division</i>
	Assigns and raffles the request for legal representation to the handling lawyer.	None	3 minutes	-Designated Officer/Personnel <i>Records and Information</i>



				<i>Management Division</i>
	Renders the necessary legal representation and prepares the required responsive pleadings or correspondence.	Turnaround time will vary depending on the inevitable considerations pertinent to this procedure. Expected outputs are likewise dependent on the external factors such as those judicial and quasi-judicial proceedings covered by the procedures prescribed and mandated by the Rules of Court, and other relevant statutory provisions and regulations which are beyond the control of the process owner. Assigned lawyer renders the legal representation necessary or as required: a) Answer/Pleadings/Motions b) Pre-trial <i>i. Submission of Pre-trial Brief</i> c) Mediation, <i>if applicable</i> d) Trial proper e) Judgment <i>i. Execution (sheriff)</i> f) Case Appealed <i>i. Execution (sheriff)</i>		Assigned Lawyer
	Reviews and approves the appropriate and required pleadings or correspondence prior filing and submission.	None	3 working days	-Chief, Trial and Investigation Division -Assistant City Attorney -City Attorney
	Furnishes and files approved and signed pleadings or correspondence.	None	1 hour	-LSMA -Messengerial staff -Releasing Clerk <i>Records and Information Management Division</i>
	TOTAL:	NONE	3 working days, 1 hour and 9 minutes <i>(Exclusive of the turnaround time for the procedures beyond the control of the process owner.)</i>	



ISSUANCE OF CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

For requests by the Quezon City Government officials or employees 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:	G2C - Government to Citizen			
Who may avail:	Quezon City Government officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized request form: 1) <i>Request for Clearance/Certification Form</i> (for general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan) or 2) <i>Request for Certification and Signing of General Clearance Form</i> (for retirement, terminal leave, resignation or transfer).		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submits notarized Request form with complete documentary requirements.	Receives and checks completeness of request and documentary requirements.	None	5 minutes	Receiving Clerk
	Encodes in the Docket and generates Receiving Code.	None	3 minutes	-Assigned staff, <i>Records and Information Management Division</i>
	Scans and uploads the documents received.	None	3 minutes	-Assigned scanner operator <i>Records and Information Management Division</i>
	Verifies records and prepares Certification.	None	3 minutes <i>(May get extended if the concerned personnel has a recorded case or a pending/ active administrative case. In such instances, further verification as to the current status of the case is made and the requesting party is informed.)</i>	-Assigned staff, Administrative Cases Section, <i>Records and Information Management Division</i>
	Initials on the Certification and endorses to the City Attorney for signature.	None	5 minutes	-Designated Officer, <i>Records and Information Management Division</i>
	Approves and signs the Certification.	None	1 to 2 working days	-City Attorney -Alternate signatories
Receives the requested Certification.	Releases the Certification to the requesting party.	None	2 minutes	Releasing Clerk



	TOTAL:	NONE	2 working days and 21 minutes	
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**Section 9 (b)(1) of Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 requires government offices to streamline processes and complete simple transactions within three (3) days, complex transactions within seven (7) days, and highly technical applications and requests within twenty (20) days, from the date the request and/or complete application or request was received.*

**The City Legal Department aims to issue the Certificate on the same day as the request was received. However, if the signing authority or alternate signatories are unavailable, the Certificate will be released by 12 noon the next business day for requests received in the morning, and by 5 pm the next business day for requests received in the afternoon. If the signatories are still unavailable on the next business day, the same schedule will be applied to the following business day, ensuring that the Certificate is released within three business days from the date of the request.*

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	➤ Answer the Client Satisfaction Measurement (CSM) Survey Form and drop it at the suggestion box in front of the receiving area of the City Legal Department.
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 City Legal Department.
How complaints are processed	➤ The concerned office will evaluate the complaint and start the investigation.
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> ➤ ARTA: complaints@arta.gov.ph 84785093 ➤ PCC: 8888 ➤ CCB: 0908-881-6565 (SMS)