



CITY LEGAL DEPARTMENT

CITIZEN'S CHARTER

2020 (1st Edition)



Republic of the Philippines
Quezon City

OFFICE OF THE CITY ATTORNEY

7/F Main Building
City Hall Compound
1100 Quezon City
8988-4242 loc. 8718
citylegal@quezoncity.gov.ph



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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:

The 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.

IV. Core Values:

L – egacy
E – xcellence
G – allantry
A – ccountability
L – eadership



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Central / Head Office

External Services



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FILING OF ADMINISTRATIVE COMPLAINTS

For the filing of administrative complaints against Quezon City Government officials or employees.

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. Submit the required documents to the Receiving Section	1. Receive the required documents and check for completeness	None	20 Minutes	<i>Receiving Clerk</i> City Legal Department
TOTAL:		None	20 Minutes	



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REQUEST FOR FREE LEGAL ADVICE

The City Legal Department gives 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. The form will be the basis of the Assistant Legal Officer in referring the client to the appropriate lawyer.

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. Registration in the PALAO log book	1. Referral of assignment	None	5 Minutes	<i>Receiving Clerk</i> City Legal Department
2. Filling up of PALAO form	2. Interview of client	None	10 Minutes	<i>Legal Researcher</i> City Legal Department
	2. Refer to designated officer for assignment	None	5 Minutes	<i>Receiving Clerk</i> City Legal Department
	4. Evaluation of request for assignation	None	10 Minutes	<i>Assistant City Attorney/ Designated Officer</i> City Legal Department



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	5. Review of facts of the request	None	1 Hour	<i>Attorney</i> City Legal Department
	6. Rendering of legal advice	None	30 Minutes	<i>Assigned Lawyer</i> City Legal Department
TOTAL:		None	2 Hours	



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REQUEST FOR AFFIDAVIT OF CIRCUMSTANCES OF DEATH

In this process, clients will be interviewed by the receiving clerk and then fill up the PALAO Assessment Form. The affidavit will be prepared and then notarized by the assigned notary public.

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 (2 copies)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the PALAO log book	1. Interview of client	None	10 Minutes	Receiving Clerk City Legal Department
2. Filling up of PALAO form		None		
	2. Referral of assignment	None	5 Minutes	Assistant City Attorney/ Designated Officer City Legal Department
	3. Preparation of affidavit	None	5 Minutes	Legal Researcher/ Attorney City Legal Department



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	4. Notarization	None	10 Minutes	<i>Assigned Notary Public</i> City Legal Department
	6. Release of affidavit	None	10 Minutes	<i>Receiving Clerk</i> City Legal Department
TOTAL:		None	40 Minutes	



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Central / Head Office

Internal Services



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SUBMISSION OF REQUESTS FOR LEGAL OPINIONS AND REPRESENTATION

For requests seeking legal opinion and/or representation, the concerned party must submit a written request with supporting documents.

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. Submit the required documents to the Receiving Section OR Email the required documents to <i>citylegal@quezoncity.gov.ph</i>	1. Receive the required documents and check for completeness	None	5 Minutes	<i>Receiving Clerk</i> City Legal Department OR <i>Designated Email Administrator</i> City Legal Department
TOTAL:		None	5 Minutes	



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REQUEST FOR 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.

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
<i>For general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan</i>	
Notarized request form - Request for Clearance/Certification Form	City Legal Department
Photocopies of valid ID (2 copies)	Client
Latest appointment paper	Client
<i>For retirement, terminal leave, resignation and transfer</i>	
Notarized request form - Request for Certification and Signing of General Clearance Form	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



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Office of the City Prosecutor Clearance		Office of the City Prosecutor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Receiving Area	1. Receive the required documents and check for completeness ; interview the applicant and issue Claim Stub with contact number	None	10 Minutes	<i>Receiving Clerk</i> City Legal Department
	2. Verification of office records for pending administrative case, if any	None	Up to 1 Day	<i>Records Staff</i> City Legal Department
	3. Preparation of Clearance/Certification	None	30 Minutes	<i>Records Staff</i> City Legal Department
	4. Review of Certification	None	15 Minutes	<i>Records Officer/Designated Records Officer</i> City Legal Department
	5. Signing of Certification	None	Up to 1 Day	<i>City Attorney/ Authorized Signatory</i> City Legal Department



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



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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)



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Office	Address	Contact Information
Central/Head Office	7/F Main Building, City Hall Compound, Quezon City	8988 – 4242 local 8700

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