



**CITY LEGAL DEPARTMENT
(Office of the City Attorney)**

**CITIZEN'S CHARTER
2023 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



LIST OF SERVICES

Central/Head Office

External Services

Investigation, Hearing, and Disposition of Administrative Complaints

Rendering of Free Legal Advice

Internal Services

Issuance of Legal Opinion

Rendering of Legal Representation in judicial and quasi-judicial bodies

Issuance of Certification of No Pending Administrative Case

Feedback and Complaints Mechanism

List of Office/s



Central/Head Office

EXTERNAL SERVICES



INVESTIGATION, HEARING, AND RESOLUTION OF ADMINISTRATIVE COMPLAINT/CASE

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:	Quezon City Government officials, employees, and other relevant interested parties.			
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
Submits verified complaint-affidavit together with documentary attachments	Receives and evaluates submitted complaint-affidavit for completeness of information and submitted documentary attachments.	NONE	5 minutes	Receiving Clerk
	Scanning of the documents received for digitized copy in the Document tool.		3 minutes	Assigned staff, Records Section



	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff
	Raffle or assignment of the administrative complaint to the lawyer		3 minutes	Acting Records Officer
	<p>Action of the handling lawyer on administrative complaint pursuant to 2017 RACCS:</p> <ul style="list-style-type: none"> <i>i. Preliminary Investigation (Rule 4)</i> <i>ii. Formal Charge (Rule 5)</i> <i>iii. Formal Investigation (Rule 8)</i> <i>iv. Decision (Rule 9)</i> 		Period prescribed by 2017 RACCS, subject to exceptions under meritorious circumstances.	Handling lawyer
	TOTAL:	NONE	_____	



RENDERING OF FREE LEGAL ADVICE

The City Legal Department (Office of the City Attorney) 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 PALAO Assessment Form	Receives filled out PALAO Form.	NONE	2 minutes	Receiving Clerk
	Refers client to assigned staff/legal secretary for assistance and endorsement to the assigned lawyer		3 minutes	Assigned staff / Legal Secretary
	Assigned lawyer interviews the requesting party and renders appropriate legal advice on the legal issue raised		30 minutes	Assigned lawyer



	Assigned lawyer notes the legal advice and/or recommendation stated on the Form and signs the same		3 minutes	Assigned lawyer
	Collate completed PALAO Form for recording purposes		2 minutes	Assigned staff, Records Section
	TOTAL:	NONE	40 minutes	



Central/Head Office

INTERNAL SERVICES



ISSUANCE OF LEGAL OPINION

The City Legal Department (Office of the City Attorney) 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:	Simple			
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 request for issuance of legal opinion either thru transmittal or indorsement from departments/offices concerned, and other relevant interested parties	Receives and evaluates request as to completeness of information and submitted requirements	NONE	3 minutes	Receiving Clerk
	Scanning of the documents received for digitized copy		3 minutes	Assigned staff



	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff/Designated personnel
	Raffle or assignment of the request or court order/notice to the lawyer who will render appropriate legal opinion		3 minutes	Releasing clerk
	Action of the assigned lawyer on the request for legal opinion		<p>The legal opinion shall be issued and released within the period prescribed by the Local Government Code, subject to exceptions under meritorious circumstances.</p> <p>This includes issues that are complex which shall necessitate a longer period of time for further study and evaluation.</p>	Assigned lawyer
	Review of the legal opinion prepared by the assigned lawyer thru the Document tool		The legal opinion shall be issued and	City Attorney / Assistant City Attorney



			released within the period prescribed by the Local Government Code, subject to exceptions under meritorious circumstances.	
	Approval and signature of the legal opinion		3 minutes	City Attorney
Receives the requested legal opinion.	Releasing of the approved and signed legal opinion to the requesting party		3 minutes	Releasing clerk
	TOTAL:	NONE		



PROVISION OF LEGAL REPRESENTATION

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. (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:	Simple			
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 request for provision of legal representation either thru transmittal or indorsement from departments/offices concerned	Receives and evaluates request as to completeness of information and submitted requirements	NONE	3 minutes	Receiving Clerk



	Scanning of the documents received for digitized copy		3 minutes	Assigned staff
	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff / Designated personnel
	Raffle or assignment of the request or court order/notice to the lawyer who will render appropriate legal representation		10 minutes	Assigned staff / Designated personnel
	Action of the assigned lawyer on the request for legal representation		<p>The legal representation shall be rendered within the period prescribed by the law, subject to exceptions under meritorious circumstances.</p> <p>Assigned lawyer renders the legal representation necessary or as required.</p> <p>a) Answer/Pleadings /Motions b) Pre-trial i. Submission of Pre-trial Brief c) Mediation, if applicable d) Trial proper e) Judgment</p>	Assigned lawyer



			i. Entry of judgment ii. Execution (sheriff) iii. Entry of satisfaction of judgment f) Case Appealed i. Entry of judgment from appellate court ii. Entry of judgment iii. Execution (sheriff) iv. Entry of satisfaction of judgment	
	Related documents are kept for Records filing.		5 minutes	Assigned staff / Designated personnel
	TOTAL:	NONE		



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. 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:	Quezon City Government officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized request form- Request for Clearance/Certification Form (for general clearance, Landbank loan, KAPAMALQ and KEMPCO membership/loan) or Request for Certification and Signing of General Clearance Form (for retirement, terminal leave, resignation or transfer).		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits verified complaint-affidavit together with documentary attachments	Receives and evaluates submitted complaint-affidavit for completeness of information and submitted documentary attachments.	NONE	5 minutes	Receiving Clerk



	Scanning of the documents received for digitized copy in the Document tool.		3 minutes	Assigned staff, Records Section
	Actual hard copy is endorsed to Records Section for classification of the document and for recording in the master/unified logbook		3 minutes	Assigned staff
	Research of concerned personnel's records		3 minutes; May get extended if the concerned personnel has a recorded case. In such instances, further verification as to the current status of the case is made and the requesting party is informed.	Assigned staff, Records Section
	Printing of Certificate and endorsement for Signature		5 minutes	Assigned staff, Records Section
	Approval and Signature of CLO		3 minutes	City Attorney / Assistant City Attorney
Requesting party receives the Certificate.	Release of Certificate		2 minutes	Releasing Clerk
	TOTAL:	NONE	24 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	➤ Answer the Client Service Experience 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 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 84785093 ➤ PCC: 8888 ➤ CCB: 0908-881-6565 (SMS)