



## 1. 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.

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Quezon City Government Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the Receiving Section  <i>OR</i>  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  <i>OR</i> <i>Designated Email Administrator</i> City Legal Department
<b>TOTAL:</b>		<b>None</b>	<b>5 Minutes</b>	

## 2. FILING OF ADMINISTRATIVE COMPLAINTS

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

<b>Office or Division:</b>	City Legal Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service		Client		
Supporting Documents/Records		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the Receiving Section	1. Receive the required documents and check for completeness	None	20 Minutes	Receiving Clerk City Legal Department
<b>TOTAL:</b>		<b>None</b>	<b>20 Minutes</b>	

### 3. 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.

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



for Certification and Signing of General Clearance Form				
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. 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 City Legal Department</i>
	2. Verification of office records for pending administrative case, if any	None	Up to 1 Day	<i>Records Staff City Legal Department</i>
	3. Preparation of Clearance/Certification	None	30 Minutes	<i>Records Staff City Legal Department</i>
	4. Review of Certification	None	15 Minutes	<i>Records Officer/Designated Records Officer City Legal Department</i>
	5. Signing of Certification	None	Up to 1 Day	<i>City Attorney/ Authorized Signatory City Legal Department</i>
	6. Recording	None	10 Minutes	<i>Receiving Clerk</i>



	and releasing of documents			City Legal Department
<b>TOTAL:</b>		<b>None</b>	<b>1 to 3 Days</b>	

#### 4. 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.

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	5. Review of facts of the request	None	1 Hour	<i>Attorney</i> City Legal Department
	6. Rendering	None	30 Minutes	<i>Assigned Lawyer</i> City Legal



	of legal advice			Department
<b>TOTAL:</b>		<b>None</b>	<b>2 Hours</b>	

## 5. 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.

<b>Office or Division:</b>	City Legal Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Quezon City Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Death Certificate form		City Legal Department		
Photocopies of valid ID (2 copies)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	4. Notarization	None	10 Minutes	Assigned Notary Public City Legal Department



	6. Release of affidavit	None	10 Minutes	<i>Receiving Clerk</i> City Legal Department
<b>TOTAL:</b>		<b>None</b>	<b>40 Minutes</b>	