



OFFICE OF THE CITY PROSECUTOR

Citizen's Charter Handbook 2024 (2nd Edition)





OFFICE OF THE CITY PROSECUTOR

CITIZEN'S CHARTER

2024 (2nd Edition)



I. Mandate:

The Department of Justice (DOJ) derives its mandate primarily from the Administrative Code of 1987 (Executive Order No. 292). It carries out this mandate through the Department Proper and Department's attached agencies under the direct control and supervision of the Secretary of Justice.

Under Executive Order (EO) 292, the DOJ is the government's principal law agency. As such, the DOJ serves as the government's prosecution arm and administers its criminal justice system by investigating crimes, prosecuting offenders and overseeing the correctional system.

The DOJ, through its offices and constituent/ attached agencies, is also the government's legal counsel and representative in litigations and proceedings requiring the services of a lawyer; implements the Philippines' laws on the admission and stay of aliens within its territory; and provides free legal services to indigent and other qualified citizens.

II. Vision:

A just and peaceful society anchored on the principles of transparency, accountability, fairness and truth

III. Mission:

Effective, efficient and equitable administration of Justice

IV. Service Pledge:

We undertake to provide every person equal access to justice, to faithfully safeguard constitutional rights and ensure that no one will be deprived of due process of law.

Our commitment is to advocate for reforms in partnership with our stakeholders, to simplify existing processes and to re-engineer systems to best serve our constituents.

We shall work with honor and integrity for the institution, for God and Country.



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Receiving Criminal Complaints for Preliminary Investigation



1. Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division:	Office of the City Prosecutor QC
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Complaint- affidavit/sworn- statement of witness/es of private complainant/victim (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Complainant
2. Affidavit/sworn- statement of witness/es (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Witness/es
3. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	
a. Certificate to File Action (for offenses covered by the katarungan Pambarangay Law)		Barangay Hall
b. Medical Certificate (for frustrated or attempted homicide, murder, parricide, and physical injuries cases)		Hospital/ Health Services of Philippine National Police (PNP)/ Crime Laboratory of PNP
c. Police Investigation Report		PNP
d. Police Sketches (for vehicular collision case)		PNP
e. Photographs (for vehicular collision case)		PNP
f. Inventory/ List of articles/Items subject of the offense with their respective values (for theft, robbery, Anti-Piracy and Anti-Highway Robbery, and Anti-Fencing Law cases)		PNP



Document		No. of Copies	Where to Secure
g.	Actual gambling paraphernalia or in case of its unavailability, the photograph of the subject item, if any, item/cash money (bet/wager) (for illegal gambling case)		PNP
h.	Certification (for Anti- Car napping Law case)		Traffic Management Group / Land Transportation Office
i.	Certification (for illegal possession of firearms, ammunitions and explosives cases)		Firearms and Explosive Office
j.	Certification of Non- Licensee or Non-Holder of Authority (for illegal recruitment case)		Philippine Overseas and Employment Authority
k.	Chemistry Report/ Laboratory examination report signed by forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)		Hospital/ Health Services of Philippine National Police (PNP)/ Crime Laboratory of PNP Narcotics Command Operative
l.	Death Certificate (for parricide, murder, homicide cases)		Philippine Statistics Authority
m.	Authority to File Complaint (for violation of the Tariff and Customs Laws or National Internal Revenue Code, respectively)		Bureau of Customs/ Bureau of Internal Revenue
n.	Birth Certificate; or dental chart accompanied by the certificate of the attending dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender (for minor victim/offender)		Philippine Statistics Authority / Dentist
o.	Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act", in cases where the offender is 15 years old and below 18 years old)		Department of Social Welfare and Development
4.	Investigation Data Form (1 original copy, 1 photocopy)	2	Office of the City Prosecutor of QC



PROCEDURES				
CLIENT STEPS	AGENCY ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Submit the documentary requirements properly bound, arranged, labeled and paged.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If incomplete, return all documents.	None	5 minutes	Receiving Staff/ Docket Section
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complainant/ witness(es) affidavit/s	None	5 minutes	Receiving Staff/ Docket Section
3. Certify under oath the information contained in the IDF and complaint/witness/es affidavits	Administer the Oath	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Receiving Staff/ Docket Section
	Write or stamp the assigned NPS docket number on the IDF.		5 minutes	Receiving Staff/ Docket Section
	Record the complaint in the appropriate logbook and electronic database, if any.		5 minutes	Receiving Staff/ Docket Section
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook				
			35 minutes	



Receiving Criminal Complaints for Inquest Proceedings



2. Receiving Criminal Complaints for Inquest Proceedings

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be charged in Court.

Office or Division:	Office of the City Prosecutor QC
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Affidavit of Arrest/Apprehension (and Affidavit of Turn-over if citizen's arrest) (1 original copy, 4 + number of respondent/s photocopies)	5 + number of respondent/s	Law Enforcement Authority
2. Investigation Report (1 original copy, 4 + number of respondent/s photocopies)	5 + number of respondent/s	Law Enforcement Authority
3. Affidavit of Complainant/s and witness/es (1 original copy, 4 + number of respondent/s photocopies)	5 + number of respondent/s	Complainant/s and Witness/es
4. Supporting Documents (1 original copy, 4 + number of respondent/s photocopies):	5 + number of respondent/s	Law Enforcement Authority, Complainant/s and Witness/es and Other Government
a) Murder, Homicide & Parricide		
i. certified true/machine copy of death certificate of the victim		Philippine Statistics Authority (PSA)
ii. autopsy report and certificate of post-mortem examination, if already available;		Law Enforcement Agency
iii. marriage contract (Parricide Case)		PSA
b) Frustrated or Attempted Murder, Homicide, Parricide and Physical Injuries		
i. Medical certificate of complaining witness showing the nature or extent of the injury and duration of healing;		Hospital



<ul style="list-style-type: none"> ii. duration of treatment or medical attendance; iii. Certification or statement as to the duration of incapacity for work; iv. Marriage contract in frustrated or attempted parricide cases 		<p>Hospital</p> <p>Hospital</p> <p>PSA</p>
<ul style="list-style-type: none"> c) Violation of the Dangerous Drugs Law/Comprehensive Dangerous Drugs Act of 2002 (R.A. 9165) <ul style="list-style-type: none"> i. Chemistry report or certificate of laboratory examination duly signed by the forensic chemist, if available, the field test result on the seized drugs, as attested to by a PNP Narcotics Command operatives or other competent person ii. Machine copy or photograph of the buy-bust money, if available iii. Affidavit of poseur buyer, if any 		<p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p>
<ul style="list-style-type: none"> d) Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery (PD 532) and Violation of the Anti- Fencing Law (PD 1612) <ul style="list-style-type: none"> i. List/inventory of the articles subject of the offense; ii. Statement of their respective values 		<p>Law Enforcement Agency or complainant</p> <p>Law Enforcement Agency or complainant</p>
<ul style="list-style-type: none"> e) Rape, Seduction and Forcible Abduction with Rape <ul style="list-style-type: none"> i. Medico legal report (living case report), if the victim submitted herself for medical or physical examination 		<p>Law Enforcement Agency</p>



<p>f)</p> <p>Violation of the Anti-Carnapping Law (R.A. 6539, as amended by R.A. 10883)</p> <p>i. Machine copy of the certificate of motor vehicle registration</p> <p>ii. Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle;</p> <p>iii. Photograph of the vehicle, if readily available</p> <p>iv. Certification from the Traffic Management Group/Land Transportation Office</p> <p>v. Other evidence of ownership</p>		<p>Law Enforcement Agency, or Land Transportation Office</p> <p>Law Enforcement Agency, or Land Transportation Office</p> <p>Law Enforcement Agency or complainant</p> <p>Law Enforcement Agency, or Land Transportation Office</p> <p>Land Transportation Office or Complainant</p>
<p>g)</p> <p>Violation of Illegal Gambling (P.D. 1602)</p> <p>i. Gambling paraphernalia</p> <p>ii. Photograph of gambling paraphernalia, if any</p> <p>iii. Cash money, if any</p>		<p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p> <p>Law Enforcement Agency</p>
<p>h)</p> <p>Illegal Possession of Firearms, Ammunitions and Explosives (P.D. 1866, as amended by R.A. 8294 as further amended by R.A. 10591)</p> <p>i. Chemistry report duly signed by the forensic chemist</p> <p>ii. Photograph of the explosives, if readily available</p> <p>iii. Ballistic report, if readily available</p>		<p>Law Enforcement Agency</p> <p>Firearms Explosives Office</p> <p>Law Enforcement Agency</p>



<p>i) Violation of R.A. 9262 (VAWC)</p> <p>i. Marriage contract, or affidavit/evidence of "dating relationship", if applicable</p> <p>ii. Barangay protection order (BPO), if any</p> <p>In case the victim/offender is a minor, the inquest prosecutor shall require the submission of the following:</p> <p>i. Birth certificate, or</p> <p>ii. Dental chart accompanied by a certification from the attending dentist, or</p> <p>iii. Affidavits of any of the parents/disinterested parties</p> <p>iv. Certificate of discernment from the Local Social Welfare Development (LSWD) in cases covered by R.A. 9344 (Juvenile Justice and Welfare Act)</p>		<p>PSA</p> <p>Barangay where the complainant resides</p> <p>PSA</p> <p>Dentist where the complainant-minor was treated or referred</p> <p>Any of the parents/disinterested parties</p> <p>Department of Social Welfare and Development</p>
<p>j) Violation of R.A. 7610 (Child Abuse)</p> <p>i. Birth certificate of minor victim/offender</p> <p>ii. Dental chart accompanied by a certification from the attending dentist, or</p> <p>iii. Affidavits of any of the parents/disinterested parties</p> <p>iv. Certificate of discernment from the Local Social Welfare Development (LSWD) in cases covered by R.A. 9344 (Juvenile Justice and Welfare Act)</p>		<p>PSA</p> <p>Dentist where the complainant-minor was treated or referred</p> <p>Any of the parents/disinterested parties</p> <p>Department of Social Welfare and Development</p>
<p>5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest, or the complainant</p>	<p>2</p>	<p>Office the Provincial or City Prosecutor</p>



PROCEDURES				
CLIENT STEPS	AGENCY ACTION	Fees to be Paid	Processing Time	Person Responsible
1. The law enforcement officer submits the documentary requirement properly bound, arranged, labeled and paged.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If no Affidavit of Arrest and IDF, return all documents	None	5 minutes	Duty Inquest Prosecutor
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath th IDF and the complainant/ witness/es affidavit/s	None	5 minutes	Duty Inquest Prosecutor
3. Certify under oath the information contained in the IDF and complaint/witness/es affidavits	Administer the Oath	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Receiving Staff/ Docket Section
	*Write or stamp the assigned NPS docket number on the IDF.		5 minutes	Receiving Staff/ Docket Section
	*Record the complaint on the official logbook and electronic database, if any.		5 minutes	Receiving Staff/ Docket Section
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook				
			35 minutes	



Provision of Prosecutor's Clearance and/or Certification



3. Provision of Prosecutor's Clearance and/or Certification

A Prosecutor's Clearance is a document issued to an individual for purposes of local or foreign employment, travel, firearm license, permit to carry firearms, and retirement. This basically assures that an individual has no pending case/s.

Office or Division:	Office of the City Prosecutor QC
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Request Form or documents with case information	1	Office of the City Prosecutor - QC
2. Valid government-issued identification card with photo	1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.

PROCEDURES				
CLIENT STEPS	AGENCY ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit the request form together w/ the photocopy of ID at the front desk (Admin. Div.) for initial assessment. * Make sure to secure the Order Payment that will be issued	Check the documentary requirements for completeness	P50.00	5 minutes	Receiving Staff Admin Division
	After assessment, issue Order of Payment		5 minutes	Receiving Staff Admin Division
	Verify the status of case (NOTE: verification of status takes additional time if the client has crim. records and/or pending cases		10-15 minutes	Records Clerk (Records & Docket Section)



<p>2. Payment of the required fees at the Cashier (Treasurer's Office) by showing the Order of Payment.</p> <p>* Applicants are advised to wait for the issuance of the Official Receipt (OR).</p>	<p>Accept the payment and issued OR</p>		<p>5-10 minutes</p>	<p>Cashier (Treasurer's Office)</p>
<p>3. Present the OR to the Front Desk</p>	<p>Wait for the release of clearance and/or certification as the same will be processed by the staff of Admin. Division after verification.</p>		<p>10-15 minutes</p>	<p>Staff- Admin Division</p>
<p>4. Receive the clearance/or Certification and sign in the docket book</p>			<p>5 minutes</p>	<p>Front Desk Staff</p>
			<p>50-55 minutes</p>	

*** Note:**

In exceptional circumstances such as constraints in manpower/resources and access to information/records, a longer period not exceeding three (3) working days can be allowed for provision of clearance, certification, and other documents, provided that the requesting party is duly informed of the appropriate date and time of release.



Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents



4. Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents

A copy of primary/original document that has been certified to prove that such is the true copy of the original document.

Office or Division:	Office of the City Prosecutor QC
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Request Form or documents with case information	1	Office of the City Prosecutor - QC
2. Valid government-issued identification card with photo	1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.

PROCEDURES				
CLIENT STEPS	AGENCY ACTION	Fees to be Paid	Processing Time	Person Responsible
1. Fill out and submit the request form together with ID to Docket Section for initial assessment. * Make sure to secure the Order Payment that will be issued	Check the documentary requirements for completeness	P50.00	5 minutes	Verification Staff Docket Section
	Verify the status of the case.		10 minutes	Verifying Custodian Docket Section
	Issue the Order of Payment if the record is available to be paid at the Treasurer's Office		5 minutes	
	Start processing the request		15 minutes	Records Custodian In-Charge
2. Pay the required fees at the Cashier (Treasurer's Office) by showing the Order of Payment * Make sure to secure Official Receipt that will be issued upon Payment.	Check the official receipt and attach on the requested documents. 50 pesos/page (to be paid at the City Treasurer's Office)		5 minutes	Records Custodian Docket Section



3. Return to the Docket Section for the processing and release of certification and present the official receipt to the incharge	Issue the CTC to the requesting Party			Records Records Officer Docket Section
4. Receive the certification from the staff incharge				
			40 mintes	



Feedback and Complaints Mechanisms



CLIENT STEP		Agency Action	Person/Office Responsible
Frontline Service	Contact Information		
A. Feedback			
1. How to file a feedback?			
a. Accomplish the Client's Feedback Form at the Frontline Service			
b. Place/drop the accomplished Clients Feedback Form into the designated drop box at the Public Assistance and Complaints Desk (PACD)/Frontline Service		a. Compiles the Client's Feedback Form and Submit to the head of office.	Administrative Officer/ Docket Section
2. How feedback is processed?			
		b. Tabulate, summarize and evaluate the feedback forms.	Administrative Officer/ Docket Section
		c. Submit the report to the head office for appropriate action copy furnished the Quality Management Representative (QMR) for reference. *Feedback requiring answers are forwarded to the relevant offices within 3 days upon receipt of the feedback for explanation.	Administrative Officer/ Docket Section
		d. Relay the answer to the client.	Administrative Officer/ Docket Section



B.			
1. How to file a complaint?			
<p>a. Go to Public Assistance and Complaint Desk (PACD) and submit/report the complaint in writing/verbal with the following information:</p> <ul style="list-style-type: none"> ▪ Full name, address, and contact details of the complainant ▪ Details of the act complained of ▪ Person(s) charged, ▪ Name of agency of the person(s) charged, if applicable, and ▪ Evidence of such violation 	<p>a. Contact the following information:</p> <ul style="list-style-type: none"> • Head of the Regional/Provincial/ City Prosecution Office • ARTA- complaints@arta.gov.ph 1-ARTA (2782) • Presidential Complaints Center- pcc@malacañang.gov.ph 8888 • CSC Contact Center ng Bayan- 09085-881-6565 csc.gov.ph 	<p>a. Receive and record the complaint in the logbook.</p>	<p>Administrative Officer/ PACD</p>
2. How complaints are processed?			
		b. Evaluate the complaint.	Administrative Officer/ Docket Section
		c. Submit/ transmit the complaint to the relevant office/unit for explanation.	Administrative Officer/ Docket Section
		d. Submit the report to the head of office for appropriate action.	Administrative Officer/ Docket Section
		e. Send the feedback of the head of office to the client.	Administrative Officer/ Docket Section

For more information please visit our website at www.doj.gov.ph

VIMAR M. BARCELLANO
City Prosecutor