



## **City Legal Office Frontline Services**



## 1. Legal Consultation

The City Legal Office provides free legal consultation/advice to walk-in clients, City/Barangay Officials and employees. Client's concerns/problems are responded to and acted upon with legal advice.

|  |   |                        |                        |   |
|--|---|------------------------|------------------------|---|
| <b>Office or Division:</b>   | City Legal Office   |                        |                        |   |
| <b>Classification:</b>   | Highly Technical  |                        |                        |   |
| <b>Type of Transaction:</b>  | G2C - Government to Citizens  |                        |                        |   |
| <b>Who may avail:</b>  | All   |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   | <b>WHERE TO SECURE</b> |                        |   |
| None   |   | Not Applicable         |                        |   |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Fill-out the logbook and state the purpose of the visit   | 1. Assists client in filling-out the logbook and conducts preliminary interview (fillout the Daily Legal Consultation Form) | None                   | 3 Hours                | <i>Administrative Staff</i><br>City Legal Office                  |
| 2. Wait for the endorsement of case to the assigned legal officer/authorized officer.  | 2. Refers client to the legal officer/authorized officer for consultation of the client's problem/concern.                  | None                   | 1 Hour                 | <i>Administrative Staff</i><br>City Legal Office                  |
| 3. Narrates the problem/concern by providing honest and relevant/factual information and/or present necessary supporting documents | 3. Interviews and validates/ review the facts presented.<br><br>3.1 Renders legal advice                                    | None                   | 4 Hours                | <i>Legal Officer/<br/>Authorized Officer</i><br>City Legal Office |



|                              |               |             |                |  |
|------------------------------|---------------|-------------|----------------|--|
| 3.1 Receive the legal advice |               |             |                |  |
|                              | <b>TOTAL:</b> | <b>None</b> | <b>8 Hours</b> |  |



## 2. Legal Assistance

The City Legal Office provides free legal assistance to walk-in clients. The assistance provided to clients includes the drafting of legal instruments (formal sworn statement of facts, signed by the affiant and/or witnesses).

|   |   |   |                        |  |
|---|---|---|------------------------|--|
| <b>Office or Division:</b>  | City Legal Office   |   |                        |  |
| <b>Classification:</b>  | Highly Technical  |   |                        |  |
| <b>Type of Transaction:</b>   | G2C - Government to Citizens  |   |                        |  |
| <b>Who may avail:</b>   | All   |   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   | <b>WHERE TO SECURE</b>  |                        |  |
| For the drafting of Legal Instruments: (Affidavits/Special Power of Attorney), please present the following:              |   |   |                        |  |
| a. Competent Evidence of Identity (Government Issued ID card);  |   | Client's ID from issuing Government Office<br>Example: Philippine Identification (PhilID), GSIS UMID, PRC, SSS, COMELEC, LTO, DFA Passport, BIR, SSS, Pag-IBIG, Senior Citizen ID, Government employee's ID |                        |  |
| if needed in the requested legal instrument/s)  |   |   |                        |  |
| b. Other supporting documents original/certified true copy  |   | Client's file copy  |                        |  |
| c. Credible witness/es (A witness who has personal knowledge or who can attest to a fact or event of the affiant/client.) |   | Client's witness  |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                        |
| 1. Fill-out the logbook state the purpose of the visit.   | 1. Assists client in filling-out the logbook and conducts preliminary interview and refers client to the legal assistant/ Administrative Staff. | None  | 3 Hours                | <i>Administrative Staff</i><br>City Legal Office |



|   |  |             |                |   |
|---|--|-------------|----------------|---|
| 2. Provide honest and relevant information. | 2. Interview/clarify the information provided by the client/witness, validates/review the documents presented, prepares the legal instruments for review and approval of the Legal Officer/ Administrative Officer | None        | 4 Hours        | <i>Legal Assistant/<br/>Legal Officer/<br/>Authorized Officer<br/>City Legal Office</i> |
| 3. Claims the requested legal instrument    | 3. Records and releases the requested legal instrument   | None        | 1 Hour         | <i>Legal Assistant /<br/>Administrative Staff<br/>City Legal Office</i>                 |
|   | <b>TOTAL:</b>  | <b>None</b> | <b>8 Hours</b> |   |



### 3. Issuance of Certification of No Pending Case

The Certificate of No Pending Case is issued to officials and employees of the City Government of Panabo. The certificate states that he/she has no pending case filed before the Administrative Investigation Committee.

|   |  |   |                        |  |
|---|--|---|------------------------|--|
| <b>Office or Division:</b>                                  | City Legal Office  |   |                        |  |
| <b>Classification:</b>                                      | Simple   |   |                        |  |
| <b>Type of Transaction:</b>                                 | G2G – Government to Government   |   |                        |  |
| <b>Who may avail:</b>                                       | Officials and Employees of the City Government of Panabo                   |   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                            |  | <b>WHERE TO SECURE</b>  |                        |  |
| Request letter and stating its purpose                      |  |   |                        |  |
| Photocopy of valid ID<br>(Government Issued Identification) |  | Client's ID from issuing Government Office<br>Example: Philippine Identification (PhilID), GSIS UMID, PRC, SSS, COMELEC, LTO, DFA Passport, BIR, SSS, Pag-IBIG, Senior Citizen ID, Government employee's ID |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. Request and submit the required documents                | 1. Receive and check the required documents.                               | None  | 30 minutes             | <i>Administrative Staff</i><br>City Legal Office                   |
|   | *Advise the client/employee to return on the next day.                     |   |                        |  |
|   | 1.1 Verification of office records for pending administrative case, if any |   | 4 hours                | <i>Administrative Staff (AIC secretariat)</i><br>City Legal Office |
|   | 1.2 Preparation of Clearance/ Certification                                |   | 1 hour                 | <i>Administrative Staff (AIC secretariat)</i><br>City Legal Office |



|   |  |             |                                   |   |
|---|--|-------------|-----------------------------------|---|
|   | 1.3 Review and signing of Certification                    |             | 2 hours                           | <i>City Legal Officer<br/>(AIC Chairperson)<br/>City Legal Office</i>                   |
| 2. Receive the certificate/certification of No Pending Case | 2. Records and releases the Certificate of No Pending Case | None        | 1 Hour                            | <i>Legal Assistant/<br/>Legal Officer/<br/>Authorized Officer<br/>City Legal Office</i> |
|   | <b>TOTAL:</b>  | <b>None</b> | <b>8 Hours and<br/>30 Minutes</b> |   |