



**CITY LEGAL OFFICE**  
OLONGAPO CITY

**CITIZEN'S CHARTER**  
2023 (3rd Edition)

**I. Mandate**

Formulate measures for the consideration of the Sanggunian and provide legal assistance and support to the mayor, as the case maybe, to carry out the delivery of basic services and provisions of adequate facilities as provided under section 17 of this case.

**II. Vision**

To be the standard in the dispensation of legal advice and services for the guidance of every management action, but likewise extending services to the people of Olongapo.

**III. Mission**

Renders legal opinion, represents the LGU in all civil actions and special proceedings.

To be the spearhead in the direction, objectives and policies of the City of Olongapo through reliable, sound, efficient and timely delivery of legal services advice.

**IV. Service Pledge**

The office of the city legal performs management and administration services, supports the activities of the office of the city mayor and assists the city mayor in the efficient and effective dissemination and implementation of the governing policies, rules, laws and regulations of Olongapo City LGU.

## **LIST OF SERVICES**

### **City Legal Office**

#### **External Services**

1. Issuance of Affidavit
2. Legal Consultation
3. Letter Requests

#### **Internal Services**

1. City Council Resolutions and City Ordinances
2. Contract / Appointment of Employees

#### **Feedback and Complaint Mechanism**

**City Legal Office**  
**External Services**

## 1. Issuance of Affidavit

|  |  |                        |                        |                                    |
|--|--|------------------------|------------------------|------------------------------------|
| <b>Office or Division:</b>   | Office of the City Legal   |                        |                        |                                    |
| <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> |                                    |
| Valid Identification (1 photocopy, 1 original)                     |  |                        | Client                 |                                    |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>          |
| 1. Submit documents for preparation/ notarization with attachments | 1.1 Give the logbook to the client/s for them to fill-up his personal identity | None                   | 5 minutes              | Receiving staff                    |
|  | 1.2 Receive the required documents and check for completeness                  | None                   | 5 to 10 minutes        | Receiving staff                    |
|  | 1.3 Preparation of documents   | None                   | 10 to 20 minutes       | Assigned staff to prepare document |
| 2. Proof reading of document                                       | 2.1 Ask the clients to check/ read the prepared affidavit for them to sign;    | None                   | 5 to 10 minutes        | Staff who prepared the document    |
|  | 2.2 Notarize the document  | None                   | 5 minutes              | City Legal Officer                 |
| 3. Received the documents  | 3.1 Issue the documents to the client/s and keep a file copy                   | None                   | 2 to 3 minutes         | Legal Staff                        |

## 2. Legal Consultation

|                                  |   |                        |                        |   |
|----------------------------------|---|------------------------|------------------------|---|
| <b>Office or Division:</b>       | Office of the City Legal  |                        |                        |   |
| <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> |   |
| Legal Advice Form                |   |                        | City Legal Office      |   |
| <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 legal advice form    | 1.1 Give form and instruction to client                                   | None                   | 5 minutes              | Receiving staff   |
|                                  | 1.2 Interview client/s and ask the concern for consultation               | None                   | 5 minutes              | Legal staff   |
|                                  | 1.3 Refer for legal advise  | None                   | 5 minutes              | Legal staff   |
|                                  | 1.4 Giving of legal advice  | None                   | 10 to 30 minutes       | City Legal Officer<br>Attorney II<br>Attorney I<br>Legal Consultant |
|                                  | 1.5 Referral to other Government agency if necessary to assist the client | None                   | 3 to 5 minutes         | Authorized person to give advice                                    |

### 3. Letter Requests

|   |  |                        |  |                           |
|---|--|------------------------|--|---------------------------|
| <b>Office or Division:</b>                                      | Office of the City Legal   |                        |  |                           |
| <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>   |                           |
| Contract / MOA / Request / Letters or other documents           |  |                        | Concerned Department / Office  |                           |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>  | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b> |
| 1. Endorse Contracts, MOA, Requests, Letters or other documents | 1.1. Received the documents and record/s in the log book for incoming documents and returned their copy upon receiving | None                   | 3 minutes  | Legal Staff concerned     |
|   | 1.2. Endorse the document to City Legal Officer, Attorney I and Attorney II  | None                   | 2 minutes  | Staff                     |
|   | 1.3. Review/Comment on the document  | None                   | 20 to 30 minutes and or one (1) day – it depends on the availability of the City Legal Officer | City Legal Officer        |
|   | 1.4. Record in the log book (for outgoing) and return to the department concerned                                      | None                   | 5 to 10 minutes  | Legal staff concerned     |
|   | <b>TOTAL</b>   | <b>None</b>            | <b>30 minutes to 1 day</b>   |                           |

**City Legal Office**  
**Internal Services**

## 1. City Council Resolutions, City Ordinances

|   |   |                        |   |                           |
|---|---|------------------------|---|---------------------------|
| <b>Office or Division:</b>                                | Office of the City Legal  |                        |   |                           |
| <b>Classification:</b>                                    | Simple  |                        |   |                           |
| <b>Type of Transaction:</b>                               | G2G – Government to Government  |                        |   |                           |
| <b>Who may avail:</b>                                     | Office / Department   |                        |   |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |   |                        | <b>Where to secure</b>                  |                           |
| Resolutions and Ordinances                                |   |                        | Office of the City Mayor / City Council |                           |
| <b>CLIENT STEPS</b>                                       | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b>                  | <b>PERSON RESPONSIBLE</b> |
| 1. Endorse City Resolutions and Ordinance for countersign | 1.1. Received the documents and records in the log book and returned their copy upon received | None                   | 3 to 5 minutes                          | Legal Staff concerned     |
|   | 1.2. Endorse to the City Legal Officer  |                        | 3 minutes                               | City Legal Officer        |
|   | 1.3. Record in the logbook and return to concerned department                                 |                        | 3 to 5 minutes                          | Legal staff concerned     |
|   | <b>TOTAL</b>  | <b>None</b>            | <b>9-13 minutes</b>                     |                           |



## 2. Contract / Appointment of Employees

|  |   |                       |  |                           |
|--|---|-----------------------|--|---------------------------|
| <b>Office or Division:</b>   | Office of the City Legal  |                       |  |                           |
| <b>Classification:</b>   | Simple  |                       |  |                           |
| <b>Type of Transaction:</b>  | G2G – Government to Government  |                       |  |                           |
| <b>Who may avail:</b>  | Office / Department   |                       |  |                           |
| <b>CHECKLIST OF REQUIREMENTS</b>   |   |                       | <b>Where to secure</b>   |                           |
| Contract / Appointment   |   |                       | Human Resource Department  |                           |
| <b>CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEE TO BE PAID</b> | <b>PROCESSING TIME</b>   | <b>PERSON RESPONSIBLE</b> |
| 1. Endorse contract or appointment of employees for renewal or newly-hired employees | 1. Received the documents   | None                  | 5 to 10 minutes or more and or it depends upon the volume of documents | Legal staff concerned     |
|  | 2 Endorse the documents for the City Legal Officer's signature /countersign         | None                  | 5 to 10 minutes and or it depends on the availability of the superior  | City Legal Officer        |
|  | 3. Records in the log book to be returned to the offices concerned (Human Resource) | None                  | 5 to 10 minutes and it depends upon the volume of documents            | Legal staff concerned     |
|  | 4. Send to Human Resource department for receiving                                  | None                  | 5 to 10 minutes  | Legal staff concerned     |
|  | <b>TOTAL</b>  | <b>None</b>           | <b>20 to 40 minutes</b>  |                           |

## FEEDBACK AND COMPLAINTS MECHANISM

|                                       |  |
|---------------------------------------|--|
| How to send a feedback?               |  |
| How feedbacks are processed?          |  |
| How to file a complaint?              |  |
| How complaints are processed?         |  |
| Contact Information of ARTA, PCC, CCB | ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br>1-ARTA (2782)<br>PCC: 8888<br>CCB: 0908-881-6565 (SMS) |