

CGPP Citizens' Charter

Table 14. Office of the City Legal Officer

SERVICE STANDARDS

FRONTLINE SERVICES	STEPS/PROCEDURES		DOCUMENTARY REQUIREMENTS	FEES (P)	PROCESSING TIME	RESPONSIBLE PERSON
	Applicant/Client	Service Provider				
1. Rendering of legal opinion	<p>1. Submit letter-request/ referral & supporting papers, if necessary, to the CLO.</p> <p>2. See to it that client's copy has been properly stamped "RECEIVED" bearing the date, time and signature of the Receiving Officer.</p> <p>3. Receive the approved legal opinion</p>	<p>1. Receive and record letter-request/ referral for legal opinion.</p> <p>2. Check supporting papers as stated and submit to CLO or ACLO for assessment and work assignment</p> <p>3. Conduct research and start drafting the legal opinion. Advise the client the release date of the document</p> <p>4. Review, finalize and approve the legal opinion</p> <p>5. Record and release the approved legal opinion</p>	Letter-request	None	1 hour- 3 days	<p>Divina O. Fernandez/ Rosa Katherine J. Angeles Divina O. Fernandez/ Rosa Katherine J. Angeles</p> <p>Reynaldo O. Abordo</p> <p>CLO Atty. Gregorio Q. Austria/ACLO Atty. Shirley R. Daganta Lopel B. Zapanta/ Divina O. Fernandez/ Rosa Katherine J. Angeles</p>
2. Legal counseling	<p>1. Proceed to the City Legal Office</p>	<p>1. Acknowledge the presence of the Client and know the purpose of visiting the office.</p>		None	30 minutes- 1 hour	<p>Lopel B. Zapanta/ Divina O. Fernandez/ Rosa Katherine J. Angeles</p>

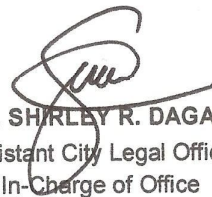
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	Applicant/Client	Service Provider				
	<p>2. Make an appointment with the Frontline Service Officer regarding the availability of the CLO/ACLO on a "FIRST COME, FIRST SERVE BASIS"</p> <p>3. Sign the visitor's logbook before leaving the office</p>	<p>2. Advise client on the availability of the CLO/ACLO on a "FIRST COME, FIRST SERVE BASIS"</p> <p>3. Provide legal assistance</p> <p>4. Request client to sign the visitor's logbook before leaving the office</p>				<p>Lopel B. Zapanta/ Estelita T. Calilung</p> <p>CLO Atty. Gregorio Q. Austria/ ACLO Atty. Shirley R. Daganta/ Reynaldo Abordo Melfe Alvarez</p>
3. Issuance of various legal instruments (affidavits/ deeds/ contracts)	<p>1. Inform the Frontline Service Officer about the purpose of the visit to the CLO and present the required IDs and CTC</p> <p>2. Provide honest and relevant information</p> <p>3. Sign the requested legal instrument</p>	<p>1. Acknowledge the presence of the client and ask the client the needed legal document</p> <p>2. Advise client to wait while the document is being prepared</p> <p>3. Request client to sign the document</p>	<p>1. Two (2) valid ID's</p> <p>2. Community Tax Certificate</p>		30 minutes-1 hour	<p>Lopel B. Zapanta/ Divina O. Fernandez/ Florencio M. Fernandez Jr/ Estelita T. Calilung/ Rosa Katherine J. Angeles</p>

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	4. Receive the notarized legal instrument	4. Notarize and release the requested legal instrument				CLO Atty. Gregorio Q. Austria/ ACLO Atty. Shirley R. Daganta

Approved by:


ATTY. SHIRLEY R. DAGANTA
 Assistant City Legal Officer
 In-Charge of Office