



# **CITY LEGAL OFFICE**

## **Services**



## Legal Advice

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Advice or Inquiry			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's request and queries initially determined within 5 minutes upon approval	Client is referred to the City Legal Office within 5 minutes upon arrival	None	10 mins.	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
2. Client's request for documentary legal service referred to the Legal Officer	Legal advice/counseling rendered within the day of consultation	None	1 hour	<i>City Legal Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 10 mins</b>	

## Documentary Legal Services

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Documentary Services			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request for documentary legal services with all the pertinent files necessary	Documentary legal services prepared to clients within 10 days upon receipt of request together with all the necessary papers	None	10 days	<i>City Legal Officer</i>
<b>TOTAL:</b>		<b>None</b>	<b>10 days</b>	



## Legal Opinion

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Legal Inquiry/Aid			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for legal opinions received and referred to the Legal Officer	Legal opinion rendered within 30 days upon receipt of request/instruction together with the necessary documents.	None	30 days	<i>City Legal Officer</i>
	Legal opinion filed within the day after rendition by the legal officer	None	10 mins.	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 days and 10 mins</b>	

## Litigation

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Legal Aid			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pleadings/motions/Memoranda for all active cases	Necessary pleadings/Motions/me-	None	1 hour	<i>Administrative Aide VI</i>



received and referred to the Legal Officer	moranda for all active cases prepared before the deadline with no omission			
2. Necessary pleadings/ Motions/memoranda for all active cases prepared before the deadline with no omission	Scheduled hearing of all active cases attended to	None		City Legal Officer Attorney IV
<b>TOTAL:</b>		None	<b>1 hour</b>	

### Preliminary Investigation on Complaints against City Employees

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Legal Aid			
<b>Who may avail:</b>	Residents of the City of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Preliminary Investigation on complaints against City Employees	Preliminary Investigation on complaints against City Employees commenced within 15 days from receipt of Local Chief Executive's instruction and terminated within 20 days therefrom	None	15 days	City Legal Officer Attorney IV
	Minutes of Preliminary Investigation recorded and transcribed within 3 days after each proceeding	None	3 days	Administrative Aide VI Administrative Aide IV
	Preliminary Investigation report prepared within 5 days from the termination of the Preliminary Investigation	None	5 days	Administrative Aide VI Administrative Aide IV



<b>TOTAL:</b>		<b>None</b>	<b>23 days</b>	
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### Formal Investigation on Complaints against City Employees

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Legal Aid			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formal Investigation on complaints against City Employees	Formal Investigation on complaints against City Employees commenced within 15 days from receipt of Local Chief Executive's instruction and terminated within 30 days therefrom	None	15 days	<i>City Legal Officer</i>
	Minutes of Formal Investigation recorded and transcribed within 3 days after each proceeding	None	3 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
	Formal Investigation report prepared within 15 days from the termination of the Preliminary Investigation	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
<b>TOTAL:</b>		<b>None</b>	<b>33 days</b>	



## Show Cause Orders/Closure/Lift of Closure Orders of Business Establishments

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Public/Administrative Transaction			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show cause orders/closure orders/lift of closure orders of business establishments	Show cause orders/closure orders/lift of closure orders of business establishments received and referred to the Legal Officer upon receipt of endorsement from Permits and Licenses Division/Mayor's Office/ City Health Office with no omission	None	15 days	Administrative Aide VI Administrative Aide IV
	Show cause orders/closure orders/lift of closure orders of business establishments prepared, recorded, filed within 15 days upon receipt of the endorsement	None	15 days	Administrative Aide VI Administrative Aide IV
	Show cause orders/closure orders/lift of closure orders of business establishments	None	15 days	Administrative Aide VI Administrative Aide IV



	released within 15 days to task force			
<b>TOTAL:</b>		<b>None</b>	<b>45 days</b>	

### Demand Letters / Notice to Vacate

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Public/Administrative Transaction			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Demand Letters/Notice to Vacate	Demand letters/notice to vacate received and referred to the Legal Officer	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
	Demand letters/notice to vacate prepared, recorded, and filed within 15 days from receipt of endorsements from the CTO/Mayor's Office with no omission	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>City Legal Officer</i> <i>Attorney IV</i>
	Demand letters/notice to vacate released to task force/concerned offices within 15 days from receipt of endorsements from the CTO,	None	15 days	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>



	Mayor's Office with no omission			
<b>TOTAL</b>		<b>None</b>	<b>45 days</b>	

### Review of MOAs/MOUs/Contracts/Draft Ordinances

<b>Office or Division:</b>	City Legal Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Public/Administrative Transaction			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide a copy of the MOAs/MOUs/Contracts/Draft Ordinances as necessary documents in the request for review	MOAs/MOUs/Contracts/Draft Ordinances reviewed received within 5 minutes and referred to the Legal Officer	None	5 mins	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
	MOAs/MOUs/Contracts/Draft Ordinances reviewed within 7 working days upon receipt of request/instruction and referred to the appropriate office within the day	None	7 day	<i>City Legal Officer</i> <i>Attorney IV</i>
	Reviewed MOAs/MOUs/Contracts/Draft Ordinances referred to the appropriate office within the day	None	1 day	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
<b>TOTAL</b>		<b>None</b>	<b>8 days and 5 mins</b>	

### Preparation / Submission of Unit Work Plan/ IPCR/ DPCR/ Targets

<b>Office or Division:</b>	City Legal Office
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<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Public/Administrative Transaction			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation/ Submission of Unit Work Plan/IPCR/DPCR/ Targets	Unit/Office work plan prepared, reviewed, discussed, finalized and submitted 15 days before due date with no omissions	None	15 days before due date	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>City Legal Officer</i> <i>Attorney IV</i>
	IPCR/DPCR prepared, reviewed, finalized and submitted 15 days before due date with no omission	None	15 days before due date	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i> <i>City Legal Officer</i> <i>Attorney IV</i>
<b>TOTAL</b>		<b>None</b>	<b>30 days</b>	

**Incoming and Outgoing Communications/ Request/ Legal Opinion/ Motions/ Orders/ Pleadings/ MOA, etc.**

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<b>Type of Transaction:</b>	Public/Administrative Transaction			
<b>Who may avail:</b>	Residents of the City of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	AGENCY ACTIONS	FEES TO	PROCESSING	PERSON



CLIENT STEPS		BE PAID	TIME	RESPONSIBLE
1. Incoming and outgoing communications/Request for legal opinion/motions/orders/Pleadings/MOAs, etc.	Incoming documents/communications recorded, filed and forwarded/acted upon within 2 hours upon receipt of request/instruction with no omission	None	2 hours	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
	Outgoing documents/communications dispatched/recorded/ filed within 8 hours upon instruction	None	8 hours	<i>Administrative Aide VI</i> <i>Administrative Aide IV</i>
<b>TOTAL</b>			<b>10 hours</b>	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through the client's form
How feedbacks are processed	Through the client's form
How to file a complaint	Submission of Letter Complaint from clients
How complaints are processed	The Officer-in-charge evaluates each complaint. Upon evaluation, the said officer shall forward the complaint to the City Legal Officer for their action. Thereafter, the Officer-in-Charge will give feedback to the client.
Contact Information of CCB, PCC, ARTA	<p>Brgy. 13 – Ilawod West, Rizal Street 2<sup>nd</sup> floor, City Hall Compound, Albay, Philippines</p> <p><b>ATTY. IVY-LYNN M. RAGUINDIN- DE LEOZ</b> City Legal Officer</p> <p><b>ATTY. RAPHAELA G. ALBOR</b> Attorney IV</p>



Office	Address	Contact Information
City Legal Office	City Hall Compound, Old Albay District, Legazpi City	<a href="mailto:legazpicitylegaloffice@gmail.com">legazpicitylegaloffice@gmail.com</a>