



OFFICE OF THE CITY PROSECUTOR

Manila

CITIZEN'S CHARTER

2019 (1st Edition)



I. Mandate

The Office of the City Prosecutor, under the Department of Justice is to tasked to investigate the commission of crimes, violation of penal laws, statutes and ordinances, and the prosecution of cases in fifty-six (56) Regional Trial Courts and thirty (30) Metropolitan Trial Courts. Corollarily, the prosecutors render inquest duties on a 24-hour basis everyday including Saturdays, Sundays and Holidays, and night court duties during weekdays. It has a personnel complement consisting of one hundred sixty-seven (167) city-paid employees who constitute the administrative support staff and one hundred fifty (150) nationally paid prosecutors.

II. Vision

To constitute as a competent and effective personnel complement in the pursuit by the Manila Prosecution Office of its primary duty to render impartial justice to all.

III. Mission

Serve as an effective personnel competent support complement of the prosecutors of the Manila Prosecution Office in the expeditious resolution of cases and actions on all matters brought for its consideration, especially in the fulfillment of its primary duty to render justice to all.

IV. Service Pledge

To ensure expeditious investigation and successful prosecution of criminal cases in court.



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1. Filing of Criminal Complaint/s for:
a. Preliminary Investigation (Regular Case/s)

Office or Division:	Complaints and Docket Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of complaint/s and supporting documents, such as annexes & exhibits		Complainant		
2. Investigation Data Form DOJ-NPS Investigation Form No. 1.		Complaints and Docket Section		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window 3: 1. Get DOJ-NPS Investigation Data Form No.1. 2. Comply the required number of copies. 3. Swear complaint/s before any Assistant City Prosecutor 4. Submit complaints/s and documents/annexes for docketing at Window 3.	Receive and docket criminal complaint/s.	None	30 minutes	Receiving Personnel Complaints and Docket Section
	TOTAL	None	30 minutes	



Filing of Criminal Complaint/s for:

b. Inquest (Under Arrest Case/s)

Office or Division:	Inquest Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Transmittal to OCP. 2. Booking Sheet & Arrest Report. Other supporting documents, such as annexes and exhibits.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Comply the required number of copies. 2. Submit the letter/transmittal and required documents/annexes at Window 3 for docketing. 3. Submit the docketed letter/transmittal and required documents/annexes to the Inquest Prosecutor for appropriate action.	Receive and docket criminal complaint/s.	None	30 minutes	Inquest Division
	TOTAL	NONE	30 minutes	



3. Queries as to Status of Inquest/Under Arrest Cases

Office or Division:	Inquest Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verification/ Inquiry Slip		Inquest Division		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Room 343: 1. Ask inquiries and/or questions. 2. Give/provide information/s: date apprehended; name/s of complainant/s or name/s of respondent/s; and name of assigned/duty Inquest Prosecutor.	1. Get the information from the inquirer. 2. Check in the computer. 3. Answer inquiries. a. If disposed, proceed to concerned Section (RTC, MTC, Dropped, or Office of CP-No Bail Cases). b. If pending (for review of the Chief Inquest/for preparation of Information), come back to follow-up after five (5) days.		15 minutes	Inquest Division
	TOTAL	NONE	15 minutes	



4. Receiving of Motions:

- a. Early Resolution of Cases
- b. Inhibition of Prosecutors
- c. Postponement of Preliminary Investigation
- d. Reconsideration of Resolution in Preliminary Investigation
- e. Reduce Bail
- f. Release of Cash Bail
- g. Release of Motor Vehicle
- h. Reopen/Reinvestigation
- i. Special Proceedings Requiring Appearance of Prosecutors

Office or Division:	Communications and Pleadings Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Document/s or Motion duplicate (copy furnished) (for letter a-h only)				
Duplicate copy of document/pleadings For letter I only)				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window A, submit document/ Motion.	1. Receive/record document/s. 2. Give records/document s to the City Prosecutor. 3 . Give records/document s to the assigned Prosecutor for approval.	None	15 minutes	Communications and Pleadings Section
	TOTAL	NONE	15 minutes	



5. Receiving of Appeals/Petitions for Review:

- a. To the Regional State Prosecutors
- b. Motion for Reconsideration of the Resolution of Regional State Prosecutors
- c. To the Chief State Prosecutor/Secretary
- d. Motion for Reconsideration of the Resolution of the Chief State Prosecutor/Secretary

Office or Division:	Communications and Pleadings Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Document/s (copy furnished).				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window A, submit document.	1. Receive/record document/s. 2. Transmit records/documents to DOJ.	None	15 minutes	Communications and Pleadings Section
	TOTAL	NONE	15 minutes	



6. Receiving of Other Relevant Documents:

a. Court Pleadings (Civil Case)

b. Mediation/Conciliation

c. Other Inquiries or Correspondence

d. Memo /Circular/Letters and Other Communications

Office or Division:	Communications and Pleadings Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Document/s (copy furnished).				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window A, submit document.	<ol style="list-style-type: none"> 1. Receive/record document/s. 2. Give records/documents to the assigned Prosecutor for approval. 	None	15 minutes	Communications and Pleadings Section
	<ol style="list-style-type: none"> 1. Receive/record document/s. 2. Give records/documents to the addressee/ concerned. 			
	TOTAL	NONE	15 mins.	



7. Request for Certification of :
a. Pending or No Pending Criminal Case
b. Status of Case/s

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form and if: Personal, photocopy of valid I.D. Representative: 2. Authorization letter or Birth (if parent/child)/Marriage (if spouse) Certificate. 3. Photocopy of valid I.D. of the Requestor and the Representative.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. At Window 1: Get Request Form. 2. Accomplish and submit the Request Form. 3. Secure approval. 4. a. 1. If with payment, get Order of Payment. a. 2. Pay at the Tax Payer's Lounge. a. 3. Submit O.R. and provide documentary stamp at Window 1. b. If free of charge, go back to Window 1 and submit the approved Request Form. 5. Get Claim Stub.	1. Receive accomplished Request Form. 2. Confirm approval of request. 3. Verify records. 4. Prepare certification. 5. Sign and release certification.	P 15.00	3 days	Index and Clearance Section
	TOTAL	P 15.00	3 days	



8. Request for Prosecutor's Clearance Certificate for:

- a. Adoption
- b. Bank/Loan
- c. Bar Examination
- d. Business Permit

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate 2. NBI Clearance 3. Application Form for Prosecutor's Clearance 4. Documentary Stamp 5. Clearance Certificate		City Treasurer's Office National Bureau of Investigation This Office Concerned Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. At Window 1 : Present the requirements.	1. Receive Application Form.		3 days	Index and Clearance Section
2. Get Application Form.	2. Verify records			
3. Get Order of Payment.	3. Process clearance	P 20.00		
4. Pay at the Tax Payer's Lounge.	4. Release clearance.	P 25.00		
5. Fill-out the Application Form (sign and place thumb mark).				
6. Submit the accomplished Application Form, O.R. and all the requirements.				
7. Get Claim Stub.				
	TOTAL	45.00	3 days	



**8. Request for Prosecutor's Clearance Certificate for :
e. cancellation of ACR**

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate 2. NBI Clearance 3. Application Form for Prosecutor's Clearance 4. Alien Certificate of Registration (ACR) 5. Documentary Stamp 6. Clearance Certificate		City Treasurer's Office National Bureau of Investigation This Office Bureau of Immigration Concerned Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. At Window 1 : Present the requirements.	1. Receive Application Form.	P 100.00	3 days	Index and Clearance Section
2. Get Application Form.	2. Verify records			
3. Get Order of Payment.	3. Process clearance			
4. Pay at the Tax Payer's Lounge.	4. Release clearance.			
5. Fill-out the Application Form (sign and place thumb mark).				
6. Submit the accomplished Application Form, O.R. and all the requirements.				
7. Get Claim Stub.				
	TOTAL	Php 100.00	3 days	



8. Request for Prosecutor's Clearance Certificate for :

- f. Change of Name**
- g. Local Employment**
- h. Foreign Employment**
- i. Firearms License**
- j. Firearms (Permit to Carry)**
- k. Housing Requirement**
- l. Marriage Requirement**

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate 2. NBI Clearance 3. Application Form for Prosecutor's Clearance 4. Documentary Stamp 5. Clearance Certificate		City Treasurer's Office National Bureau of Investigation This Office Concerned Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. At Window 1 : Present the requirements.	1. Receive Application Form.		3 days	Index and Clearance Section
2. Get Application Form.	2. Verify records			
3. Get Order of Payment.	3. Process clearance			
4. Pay at the Tax Payer's Lounge.	4. Release clearance.	Php 20.00		
5. Fill-out the Application Form (sign and place thumb mark).		Php 100.00		
6. Submit the accomplished Application Form, O.R. and all the requirements.		Php 20.00		
7. Get Claim Stub.				
	TOTAL	Php	3 days	



8. Request for Prosecutor's Clearance Certificate for :

m. Naturalization

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate 2. NBI Clearance 3. Application Form for Prosecutor's Clearance 4. Alien Certificate of Registration (ACR) 5. Documentary Stamp 6. Clearance Certificate		City Treasurer's Office National Bureau of Investigation This Office Bureau of Immigration Concerned Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window 1 : 1. Present the requirements 2. Get Application Form. 3. Get Order of Payment. 4. Pay at the Tax Payer's Lounge. 5. Fill-out the Application Form (sign and place thumb mark). 6. Submit the accomplished Application Form, O.R. and all the requirements. 7. Get Claim Stub.	1. Receive Application Form. 2. Verify records 3. Process clearance 4. Release clearance.	Php 300.00	3 days	Index and Clearance Section
	TOTAL	Php 300.00	3 days	



8. Request for Prosecutor's Clearance Certificate for :
n. NBI Requirement
o. Passport Requirement

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate 2. NBI Clearance 3. Application Form for Prosecutor's Clearance 4. Documentary Stamp 5. Clearance Certificate		City Treasurer's Office National Bureau of Investigation This Office Concerned Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. At Window 1 : Present the requirements.	1. Receive Application Form.	Php 20.00	3 days	Index and Clearance Section
2. Get Application Form.	2. Verify records			
3. Get Order of Payment.	3. Process clearance			
4. Pay at the Tax Payer's Lounge.	4. Release clearance.			
5. Fill-out the Application Form (sign and place thumb mark).				
6. Submit the accomplished Application Form, O.R. and all the requirements.				
7. Get Claim Stub.				
	TOTAL	Php	3 days	



8. Request for Prosecutor's Clearance Certificate for:

p. Probation

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window 1, submit letter request.	1. Receive letter request. 2. Verify records. 3. Process clearance. 4. Release clearance.	None	3 days	Index and Clearance Section
	TOTAL	NONE	3 days	



8. Request for Prosecutor's Clearance Certificate for:

q. Resignation/ Retirement/Terminal (personal request)

r. Travel Abroad (personal request)

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate 2. NBI Clearance 3. Application Form for Prosecutor's Clearance 4. Documentary Stamp 5. Clearance Certificate		City Treasurer's Office National Bureau of Investigation This Office Concerned Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. At Window 1: Present the requirements. 2. Get Application Form. 3. Get Order of Payment. 4. Pay at the Tax Payer's Lounge. 5. Fill-out the Application Form (sign and place thumb mark). 6. Submit the accomplished Application Form, O.R. and all the requirements. 7. Get Claim Stub.	1. Receive Application Form. 2. Verify records. 3. Process clearance. 4. Release clearance.	P 20.00 P 60.00	3 days	Index and Clearance Section
	TOTAL		3 days	



8. Request for Prosecutor's Clearance Certificate for:

s. Resignation/Retirement/Terminal (requested by the office)

t. Travel Abroad (requested by the office)

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request from the Office			Mother Unit	
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window 1, submit letter request.	1. Receive letter request. 2. Verify records. 3. Process clearance. 4. Release clearance.	None	3 days	Index and Clearance Section
	TOTAL	None	3 days	



8. Request for Prosecutor's Clearance Certificate for:

u. Certified Xerox Copy of Prosecutor's Clearance

Office or Division:	Index and Clearance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form and if: a. Personal, photocopy of valid I.D. b. Representative 2. Authorization letter or Birth (if parent/child)/Marriage (if spouse) Certificate 3. Photocopy of valid I.D. of the Requestor and the Representative.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Window 1: 1. Get Request Form 2. Submit accomplished Request Form and the Prosecutor's Clearance to be certified. 3. Get Order of Payment. 4. Pay at the Tax Payer's Lounge. 5. Submit O.R.	1. Receive accomplished Request Form and the Prosecutor's Clearance to be certified and get/borrow original clearance. 2. Certify the xerox/photocopy the document. 3. Release certified xerox copy of the document.	P15.00/ document	30 minutes	Index and Clearance Section
	TOTAL	P15.00	30 minutes	



9. Request for Release of Evidence/s

Office or Division:	Sixth Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request. 2. Referral letter for comment of the concerned ACP. 3. I.D. w/ picture of requesting party. 4. Picture/s of the evidence/s sought to be released with police certification at the back. 5. Affidavit of undertaking that the evidence/s will be presented, if and when required by the Court or this Office. 6. Other document/s that may be required depending on the nature of case or item involved.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
At Room 321 submit and comply all the documentary requirements	1. Receive and assess all the documentary requirements submitted. 2. Release as per requested evidence/s.	None	3 days	Sixth Division
	TOTAL	None	3 days	



- 10. Request for Photocopy or Certified Photocopies of Records of :**
- a. Cases filed with Regional Trial Court (RTC)
 - b. Cases filed with Metropolitan Trial Court (MTC)
 - c. Dropped/dismissed cases

Office or Division:				
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form and if: a. Personal, photocopy of valid I.D. b. Representative 2. Authorization letter or Birth (if parent/child)/Marriage (if spouse) Certificate 3. Photocopy of valid I.D. of the Requestor and the Representative.				
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Get Request Form. 2. Accomplish the Form. 3. Get Order of Payment 4. Pay at the Tax Payer's Lounge. 5. Submit O.R.	1. Receive accomplished Form. 2. Verify. 3. Receive O.R. 4. Photocopy record/s. 5. Release the requested document/s.	P5.00/page + P15.00/ document	4 hours/ transaction	
At Room 207				RTC Section
At Window B				MTC Section
At Window 7				Dropped Section



VI. Feedback and Complaints Mechanism

List of Offices

For inquiries, suggestion, comment and recommendation, please call 310-2041.	
	JOSELITO D.R. OBEJAS Deputy City Prosecutor Officer-In-Charge (Per Department Order No. 676, dated October 12, 2018)
OFFICES/DIVISION/SECTION	LOCATION/AREA
Complaints and Docket Section Inquest Division	Room 207, Window 3 Room 343
Monitoring/Disposition Section	Room 207, Public Assistance & Complaints Desk
Inquest Division	Room 343
Communications and Pleadings Section	Room 207, Window A
Index and Clearance Section	Room 207, Window 1
Sixth Division	Room 321
RTC Section MTC Section Dropped Section	Room 207 Room 207, Window B Room 206-B, Window 7