



# **OFFICE OF THE CITY SHERIFF**

## **CITIZEN'S CHARTER**

(2019 1<sup>ST</sup> EDITION)



**I. Mandate:**

The Office of the Sheriff is a support agency provided by the City of Manila to the Judiciary. It is under the Law, mandated to serve court order, writs and processes emanating from the Regional Trial Courts and Metropolitan Trial Courts or issued by any Judge thereof and to make a return thereon to the Court.

**II. Vision:**

The Office of the Sheriff being the only existing Sheriff's Office which is under the Local Government Unit will be of great help to the speedy Administration of Justice through its effective and efficient delivery of services especially to the constituents of Manila.

**III. Mission:**

The Office is charged with the duty of servicing various kinds of writs and processes emanating from the different courts of the Philippines diligently and without delay and as an auxiliary office of the Office of the Clerk of Court provides support to the office and the courts.

**IV. Service Pledge:**

The Office of the Sheriff pledge to serve various kinds of Court Orders, writs Courts of Manila and relevant to the vision of the Chief Executive of Manila, in pursuit for Service Excellence, promote efficiency and transparency restoration of peace and order and pursuant to the vision of the Supreme Court towards rendering efficient, effective and satisfactory service for the speedy administration of justice to the public.



## LIST OF SERVICES

Receives all kinds of Court Processes and Communications coming from Regional Trial Courts and Metropolitan Trial Courts.	<b>158</b>
Serves Court Processes in assigned areas.	<b>158</b>
Return Court Notices served to Court of Origins.	<b>158</b>
Provides Security Assistance to Court Premises, Judges, Highly, Technical Personnel especially on high profile cases.	<b>158</b>



# **Office of the Sheriff**

## **Writs and Criminal Process Division**



## Social Services – Peace and Order

Office or Division		Criminal and Writ Enforcement Division		
Classification		Simple		
Type of Transaction		G2G National Government (Judiciary)		
Who May Avail		RTC and MTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Court Personnel (RTC & MTC) brings all Court Processes for service	Receives all kinds of Court Processes	None	30 minutes	Docket Section Staff
	Serves Court Processes in assigned areas	None	4-6 hours	Security Officers II & III, Sheriffs, Process Servers and Bailiffs
	Return Court Notices served to Court of Origins	None	3-4 hours	Docket Section RTC and MTC
2. Request for Security especially on High Profile Cases	Provides security assistance to court premises, Judges and highly technical personnel especially on high profile cases	None	Depends on hearing time	Security Officers II & III, Sheriffs, Processes Servers and Bailiffs



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	All Courts Orders and Processes served are segregated according to court branches and duly checked as to date of hearings and returned back to court of origins.
<b>How feedbacks are processed</b>	Every Court Orders and Processes served has an attachment at the back of each documents citing the manner by which it was served ( served personally, substituted service, not served, etc..) duly signed by servers and under oath.
<b>How to file a complaint</b>	If Court Processes are not delivered to the Courts of Origin three days before or on the scheduled hearing a show cause order will be issued to the server concern.
<b>How complaint are processed</b>	The Judge will issue a show cause order, ordering to explain in writing why such court orders and processes are not delivered on a specific time by concerned servers or will be made to explain in an open court.

Office	Address	Contact Information
<b>Office of the Sheriff</b>	5th Floor Room 502	
	Manila City Hall	
	Ermita, Manila	
1. Administrative Division		53102165
2. Public Assistance and Complaint Desk		83100488