



OFFICE OF THE CITY LEGAL OFFICER

CITIZEN'S CHARTER

2019 (1st Edition)



I. Mandate

The Chief Legal Officer of the City of Manila is mandated to be the Chief Legal Adviser of the City and all of its Offices and Departments pursuant to Republic Act No. 409 or the Revised Charter of the City of Manila. The Office of the City Legal Officer is created pursuant to Ordinance No. 6485.

The Office of the City Legal Officer represents the city in all legal proceedings, whether civil, criminal, or administrative. Likewise, it renders legal opinions on various legal issues referred by the City Mayor as well as the various departments, bureaus, and offices of the city Government of Manila. The office also draws ordinances, contracts and other documents involving the interest of the city.

II. Vision

The Office of the City Legal Officer visualizes itself as a **pervasive and dynamic partner** of all City Departments, Bureaus and Offices in the **Joint performances of duties in the collaborative pursuit of the city's ideals**, following the rule of law, guided by justice and fairness in the services of the City Government of Manila and its Constituents.

III. Mission

The Office of The City Legal Officer holds sacred its three-fold missions:

- 1) To **provide legal service to the City Government of Manila** and its constituents,
- 2) To **safeguards and defend the City's interests** in an efficient, economical and effective manner, and
- 3) To **uphold the rule of law**, all in the utmost degree of government service.

IV. Service Pledge

The Office of the City Legal Officer pledges to serve with a high level standard of excellence and dedication to uphold fairness and justice for all and at all times.

The officers and personnel of the Offices of the City legal Officer commit to look, act and speak professionally in the performance of their duties and functions within and outside the office premises. They will ensure to maintain a professional work environment. They will have a positive attitude and will be service oriented. They commit to treat to everyone in an open, fair, helpful and equal manner.



V. List of Service

External Service	Page Number
Free Legal Assistance	129



FREE LEGAL ASSISTANCE SERVICES

Office or Division:	Free Legal Assistance Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Manila Indigent Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Government issued I.D e.g. voters ID		COMELEC		
2. Cert. of Indigency		Respective Barangays		
3. OCLO FLAS Information form		Office of the City Legal Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up information i.e. name, address contact number and other personal details	1. Assists applicant to fill up the form	None	5 minutes	FLAS Division Administrative Officer
2. Presents ID and Certificate of Indigency	1. Validate the presented documents	None	5 minutes	FLAS Division Administrative Officer
	1.1 Refers the Client to the Lawyer of the Day	None	5 minutes	FLAS Division Administrative Officer
3. Relays Concerns/Inquiry	1.2 Clients concerns are responded to and acted upon with legal advise	None	30 minutes	Lawyer of the Day
	1.3 Notes action taken and recommendations in relation to the case	None	15 minutes	Lawyer of the Day
	1.4 Submits the Information and Action Sheet to FLAS Division Administrative Officer	None	2 minutes	Lawyer of the Day
	1.5 Scans the Info Sheet and Inputs the Client's details in the OCLO FLAS Database	None	10 minutes	OCLO FLAS Division Administrative Officer
4. Concern or inquiry	1. Clients inquiries are responded and acted upon with legal advise	None	15 minutes	Lawyer of the Day
	Total:	None	1 hour, 27 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Write a comment at our official Facebook page http://www.facebook.com/clomnl or call 8527-0912; 2. Send an email to citylegalmanila@gmail.com; and/or 3. Fill up a complaint or feedback form at the City Legal Office
How feedbacks are processed	Designated Lawyers and Administrative Officers are tasked to monitor and respond to complaints and feedbacks received
How to file a complaint	Administrative Complaints shall be filed in accordance to the 2017 Rules on Administrative Cases of the Civil Service Commission
How complaints are processed	Administrative Complaints are evaluated in accordance to the 2017 Rules on Administrative Cases of the Civil Service Commission
Contact Information of CCB, PCC, ARTA	Info @arta.gov.ph.Tel.8478-5091/ 8487-5093/8478-5099