

CITY LEGAL DEPARTMENT

VISION

An enlightened and harmonious community well-informed of their rights and obligations conveyed by a responsible, knowledgeable workforce of the Caloocan City Legal Department.

MISSION

1. To provide basic legal services to the constituents of the City Government of Caloocan.
2. To enlighten each constituent of their basic rights and obligations.
3. To formulate measures for consideration of the Sangguniang Panlungsod.
4. To provide legal assistance and support to the City Mayor in the delivery of basic services, and the achievement of his administrative policies.

FRONTLINE SERVICE	PUBLIC LEGAL ASSISTANCE
STEP 1A	<ul style="list-style-type: none"> – Clients approach the front desk. – Inform the receiving staff in-charge of the type of assistance needed. – Fill-out forms for assistance/ interview.
STEP 1B	<ul style="list-style-type: none"> – Receive accomplished form. – Refer to lawyers available for legal assistance/ advice.
SERVICE PROVIDER/S	- JANICE ALTAMERA - MARISSA S. MISLANG
TIME FRAME	3 minutes (depending on the assistance/ advise needed)
REQUIRED DOCUMENT/S	Supporting documents
STEP 2	Provide legal assistance/ advice.
SERVICE PROVIDER/S	- Atty. ROGELIO D. GABUCAN, JR. - Atty. JESSAMINE-JARED S. NAS - Atty. MA. CRISTINA N. SANCHEZ - Atty. VANESSA DS. ASUNCION - Atty. MA. FILIPINAS M. AGUILAR - Atty. BENJAMIN C. ROQUE - Atty. JOSELITO L. PLACIDES - Atty. HONEY VANESSA S. PASCUAL
TIME FRAME	2 – 5 minutes (depending on the assistance/ advise needed)
REQUIRED FEES	None

FRONTLINE SERVICE	RENDERING OF LEGAL OPINION/S
STEP 1A	Clients submit written query for legal opinions.
STEP 1B	<ul style="list-style-type: none"> – Receive and record request for legal opinions. – Refer to the City Legal Officer for proper disposition of request.
SERVICE PROVIDER/S	- IRENE C. DAGALEA - CESARE GENE S. CHAVEZ
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	1. Written query duly endorsed by other offices/ departments or directly submitted to the department 2. Necessary information
STEP 2	Interview client conducted by the City Legal Officer. Assign document preparation to concerned lawyers.
SERVICE PROVIDER/S	Atty. FRANCIS CARLO D. TAPARAN
TIME FRAME	1 hour

FRONTLINE SERVICE	RENDERING OF LEGAL OPINION/S (cont.)
STEP 3	Prepare and provide all necessary information and documents.
SERVICE PROVIDER/S	- Atty. ROGELIO D. GABUCAN, JR. - Atty. JESSAMINE-JARED S. NAS - Atty. MA. CRISTINA N. SANCHEZ - Atty. VANESSA DS. ASUNCION - Atty. MA. FILIPINAS M. AGUILAR - Atty. BENJAMIN C. ROQUE - Atty. JOSELITO L. PLACIDES - Atty. HONEY VANESSA S. PASCUAL
TIME FRAME	1 hour
STEP 4	Record and release appropriate legal opinion provided by the City Legal Officer to the client.
SERVICE PROVIDER/S	- IRENE C. DAGALEA - CESARE GENE S. CHAVEZ
TIME FRAME	2 minutes
REQUIRED FEES	None

FRONTLINE SERVICE	ADDRESSING INTERNAL COMPLAINTS AGAINST CITY EMPLOYEES
STEP 1A	Clients submit written complaint to the receiving staff in-charge.
STEP 1B	– Receive and record complaint. – Refer to the City Legal Officer for proper disposition of complaint.
SERVICE PROVIDER/S	IRENE C. DAGALEA
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Written complaint by the aggrieved party/ies
STEP 2	Prepare and serve notices/ memoranda for scheduled meeting/ hearing to all concerned parties.
SERVICE PROVIDER/S	- Atty. ROGELIO D. GABUCAN, JR. - Atty. JESSAMINE-JARED S. NAS - Atty. MA. CRISTINA N. SANCHEZ - Atty. VANESSA DS. ASUNCION - Atty. MA. FILIPINAS M. AGUILAR - Atty. BENJAMIN C. ROQUE - Atty. JOSELITO L. PLACIDES - Atty. HONEY VANESSA S. PASCUAL
TIME FRAME	1 day
STEP 3A	Issue necessary resolutions or recommendations.
STEP 3B	Record resolutions or recommendations provided by the City Legal Officer to the concerned parties.
SERVICE PROVIDER/S	- Atty. ROGELIO D. GABUCAN, JR. - Atty. JESSAMINE-JARED S. NAS - Atty. MA. CRISTINA N. SANCHEZ - Atty. VANESSA DS. ASUNCION - Atty. MA. FILIPINAS M. AGUILAR - Atty. BENJAMIN C. ROQUE - Atty. JOSELITO L. PLACIDES - Atty. HONEY VANESSA S. PASCUAL
TIME FRAME	1 day
REQUIRED FEES	None
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FRONTLINE SERVICE	REVIEW OF CONTRACTS, ORDINANCES AND OTHER LEGAL INSTRUMENTS
STEP 1A	Clients submit request for review of documents/ legislations to the Receiving Officer.
STEP 1B	– Receive and record request for review of documents/ legislations. – Refer to the City Legal Officer for proper disposition/ referral of request.
SERVICE PROVIDER/S	- IRENE C. DAGALEA - CESARE GENE S. CHAVEZ
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Request Letter from originating office/ department 2. Documents to be reviewed

FRONTLINE SERVICE	REVIEW OF CONTRACTS, ORDINANCES AND OTHER LEGAL INSTRUMENTS
STEP 2	Evaluate request and assign document review to concerned lawyers by the City Legal Officer.
SERVICE PROVIDER/S	Atty. FRANCIS CARLO D. TAPARAN
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	1. Assignment Form 2. Attached Information (draft contract, instrument or ordinance)
STEP 3	Review and prepare legal opinion and appropriate legal information/ document.
SERVICE PROVIDER/S	- Atty. ROGELIO D. GABUCAN, JR. - Atty. JESSAMINE-JARED S. NAS - Atty. MA. CRISTINA N. SANCHEZ - Atty. VANESSA DS. ASUNCION - Atty. MA. FILIPINAS M. AGUILAR - Atty. BENJAMIN C. ROQUE - Atty. JOSELITO L. PLACIDES - Atty. HONEY VANESSA S. PASCUAL
TIME FRAME	30 minutes
STEP 4	Review and approve release of document by the City Legal Officer.
SERVICE PROVIDER/S	Atty. FRANCIS CARLO D. TAPARAN
TIME FRAME	30 minutes
STEP 5	Release approved document.
SERVICE PROVIDER/S	- IRENE C. DAGALEA - CESARE GENE S. CHAVEZ
TIME FRAME	2 minutes
REQUIRED FEES	None

FRONTLINE SERVICE	PUBLIC LEGAL SERVICES (DOCUMENTATION)
STEP 1A	<ul style="list-style-type: none"> - Clients approach the front desk. - Inform the receiving staff in-charge of the type of services needed. - Present the documents or information required for proper documentation.
STEP 1B	<ul style="list-style-type: none"> - Receive documents. - Interview clients regarding type of services needed. - Advice client on the documents to be prepared.
SERVICE PROVIDER/S	- MA. IMELDA E. SAMSON - CHRISTY F. LEPON - IRENE C. DAGALEA - RUBEN A. ARENAS, JR. - JANICE D. ALTAMERA - MIGELDIO V. DELOS SANTOS - MARISSA S. MISLANG
TIME FRAME	10 minutes (depending on the type of document)
REQUIRED DOCUMENT/S	Supporting documents
STEP 2	Review and prepare legal documents.
SERVICE PROVIDER/S	- Atty. ROGELIO D. GABUCAN, JR. - MARISSA S. MISLANG - MA. IMELDA E. SAMSON - CHRISTY F. LEPON - IRENE C. DAGALEA - RUBEN A. ARENAS, JR. - JANICE D. ALTAMERA - MIGELDIO V. DELOS SANTOS
TIME FRAME	4 – 10 minutes (depending on the documents prepared)
STEP 3A	Release legal document.

FRONTLINE SERVICE	PUBLIC LEGAL SERVICES (DOCUMENTATION)
STEP 3B	Record legal advice/ recommendations provided to the client.
SERVICE PROVIDER/S	- MA. IMELDA E. SAMSON - IRENE C. DAGALEA - JANICE D. ALTAMERA - MARISSA S. MISLANG - CHRISTY F. LEPON - RUBEN A. ARENAS, JR. - MIGELDIO V. DELOS SANTOS
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Valid Identification Card
REQUIRED FEES	None

FEEDBACK AND COMPLAINTS MECHANISM:

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:	
Email Address:	<i>caloocan.cemo@gmail.com</i>
Telephone Numbers:	(02) 336 – 5707 (02) 288 – 8811 loc. 2265, 2266