



PROVINCIAL LEGAL OFFICE

CITIZEN'S CHARTER
2021 (1st EDITION)



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Provincial Legal Office

I. QUALITY POLICY:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- ❖ Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- ❖ Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- ❖ Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- ❖ Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



Provincial Legal Office

LIST OF SERVICES

PROVINCIAL LEGAL OFFICE	5
External Services	
Provide Legal Assistance to walk-in Clients	6
Internal Services	
Draft and review Memorandum of Agreements, Contracts and other Legal documents	7
Render Legal Opinion in writing in any question of law	7
Act as Legal Counsel of the Provincial Government of Sorsogon and all Government Units in all suits.	8
Provide Legal Assistance	8



PROVINCIAL LEGAL OFFICE

INTERNAL AND EXTERNAL SERVICES

The Legal Officer is the Chief Legal Counsel of the Local Government Unit. He shall take charge of the Office of the legal services; provide legal assistance and support the Governor or Mayor and develop plans and strategies particularly programs and projects related to legal services.



Provincial Legal Office

1. Provide Legal Assistance to walk in clients by rendering legal advice and assist in the drafting of legal documents.

Office / Division		Provincial Legal Office		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All interested / qualified applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Legal Assistance		Provincial Legal Office		
✓ Valid identification card				
✓ Legal documents e.g Land Title, Tax Declaration, Deed of Sale, Demand Letter, Complaint,				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Proceed to the Provincial Legal Office	1. Interview the Client	None	5 minutes	Legal Aide V, Admin Aide IV (Legal Researcher)
2. Sign-in in the Client Log Book and fill up External Client Satisfaction Measurement (ECSM) Survey / Internal Client Satisfaction Measurement (ICSM) Survey in the Office	2. Assist the client	None	2 minutes	Legal Aide V, Admin Aide IV (Legal Researcher)
3. Submit the documents	3. Receive the documents and evaluate the problem / concern	None	5 – 15 minutes (Assessment and Evaluation)	Legal Aide V, Admin Aide IV (Legal Researcher)
	4. Refer to the Provincial Legal Officer and / or Attorney IV	None	5 to 15 minutes	Legal Aide V, Admin Aide IV (Legal Researcher)
	5. Render Legal Advice and draft legal documents	None	5 to 15 minutes	Provincial Legal Officer, Attorney IV, Admin Aide IV (Legal Researcher)



Provincial Legal Office

2. Draft and review Memorandum of Agreements, Contracts and other Legal documents involving any interest of the LGU and provide comments and recommendations on any instruments already drawn.

Office / Division		Provincial Legal Office		
Classification:		Highly Technical		
Type of Transaction:		G2G -Government to Government		
Who may avail:		All offices of the Provincial Government and all LGU's		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Memorandum of Agreements, Contracts and other Legal		Provincial Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Send communication to Provincial Local Government Units address to the Governor	1. Communication forwarded to the Provincial Legal Officer to address the request	None	7 days	Provincial Legal Officer, Attorney IV, Legal Aide V, Admin Aide IV (Legal Researcher)

3. Render Legal Opinion in writing in any question of law when requested by the Governor, Mayor or Sangguniang Panlalawigan.

Office / Division		Provincial Legal Office		
Classification:		Highly Technical		
Type of Transaction:		G2G -Government to Government		
Who may avail:		Internal and External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Legal Documents		Provincial Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Send letter request address to the Provincial Legal Officer	1. Render Legal Opinion	None	7 days	Provincial Legal Officer, Attorney IV, Legal Aide V, Admin Aide IV (Legal Researcher)



Provincial Legal Office

4. Act as the Legal Counsel of the Provincial Government of Sorsogon and all Government units in all suits.

Office / Division		Provincial Legal Office		
Classification:		Complex		
Type of Transaction:		G2G _ Government to Government		
Who may avail:		Provincial Government and all Local Government Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Legal Documents		Provincial Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1.Send letter request address to the Provincial Legal Officer	1.Prepare the necessary pleadings	None	15 days	Provincial Legal Officer, Attorney IV, Legal Aide V, Admin Aide IV (Legal Researcher)

5. Provide Legal Assistance in carrying out the delivery of basic services and provisions of adequate facilities as provided under Section 17 of RA 7160 known as the Local Government Code.

Office / Division		Provincial Legal Office		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Local Government Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Legal Assistance		Provincial Legal Office		
✓ Legal documents e.g Land Title, Tax Declaration, Deed of Sale, Demand Letter, Complaint,				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1.Send letter request address to the Provincial Legal Officer	1.Render Legal Assistance	None	7 days	Provincial Legal Officer, Attorney IV, Admin Aide IV (Legal Researcher)



Provincial Legal Office

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO
How to file a complaint	Complaint could be address to the Governor-copy furnish PLO
How complaints are processed	<p>1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019.</p> <p>2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained.</p> <p>The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</p> <p>3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained.</p>
	4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complaint to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition.
Contact Information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> ● 8888 – Presidential Complaints Center ● 0908-881-6565 – CSC Contact Center ng Bayan 478-5093 – Anti-Red Tape Authority



Provincial Legal Office

Office	Address	Contact Information
Provincial Legal Office	Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City	09190046963