



CITY GOVERNMENT OF EL SALVADOR

CITY LEGAL OFFICE

CITIZEN'S CHARTER

2020(1st Edition)



I. VISION

The City Legal Office envisioned to provide adequate, effective and efficient legal support to the City Government of El Salvador and its constituents.

II. MISSION

The City Legal Office reviews the proposed ordinances and resolutions of the Sangguniang Panlungsod and city barangays, conducts legal researches or renders legal opinion on questions of law concerning local governance, prepares contracts and agreements involving the City Government, counsel employees with legal problems in the performance of their duties and may investigate or caused to be investigated any local officials or employees for administrative liability with recommendation of appropriate action to the City Mayor, represent the City Government in all suits and renders public legal consultation to the constituents especially those who cannot afford to pay the services of a private practitioner.

III. MANDATE

Pursuant to Article XI Section 481 of R.A. 7160, otherwise known as the Local Government Code of 1991, the legal officer, being the chief legal counsel of the City Government of El Salvador, is tasked to perform the duties and functions enumerated therein.

IV. SERVICE PLEDGE

The City Legal Office undertakes to render public service with utmost integrity, sincerity and professionalism. It shall ensure that all the clients who are within the office premises during lunch break or prior to the end of official working hours shall be attended to.



LIST OF SERVICES

External Services

Public Legal Assistance/Consultation 4-6
Preparation and/or Notarization of Simple Affidavits and Other Related
Legal Documents

Internal Services

Review of Proposed Ordinances and Resolutions of the Sangguniang 7-8
Panlungsod and City Barangays, Legal Researches, Rendering Legal Opinion
and Preparation or Review of Contracts and Other Pertinent Legal Documents,
Preparation and Notarization of Legal Documents Concerning the City
Government

Feedback and Complaints Mechanism 9



1. PUBLIC LEGAL ASSISTANCE/CONSULTATION

The City Legal Office (CLO) renders legal assistance to the residents of El Salvador City, especially serving those who cannot afford to pay for the services of a lawyer. It is essential in the promotion of the general welfare and basic services pursuant to Section 16 and Section 17 of R.A. 7160.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL BONAFIDE RESIDENTS OF EL SALVADOR CITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Personal appearance of client ✓ Requisite documentation(will vary according to type of concern) ✓ Government issued ID ✓ Community Tax Certificate 		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCESSING Proceed to City Legal Office and approach the Office Clerk for interview and evaluation of documents	1.1. Office Clerk asks preliminary questions regarding the client's concern	NONE	5 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas
	1.2. Office Clerk checks and evaluates the documents needed for the transaction, if any.		10 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas
	1.3 Office clerk requests client to sign the logbook.		3 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas
2.COUNSELLING Proceed to the City Legal Officer for counselling	2.1 City Legal Officer evaluates the concern of the client		30 to 50 minutes	Atty. Jan Elson G. Orquillas City Legal Officer



	and gives advice thereto. If necessary, the CLO will refer or direct the client to a certain government agency that can directly address the problem.			
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2. PREPARATION AND NOTARIZATION OF SIMPLE AFFIDAVITS AND OTHER RELATED LEGAL DOCUMENTS FOR CONSTITUENTS

The City Legal Office prepares and notarizes simple affidavits and other related legal documents executed by the constituents, particularly catering those who cannot afford the services of a lawyer. It is likewise essential in the promotion of the general welfare and basic services pursuant to Section 16 and Section 17 of R.A. 7160.

Office or Division:	CITY LEGAL OFFICE			
Classification:	Simple			
Type of Transaction:	G2C,G2G, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Personal appearance of the affiant or parties to the document executed ✓ The document to be notarized ✓ Government issued ID ✓ Community Tax Certificate 		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCESSING Client presents document to be notarized to the Office Clerk for evaluation	1.1 Office Clerk evaluates the nature and completeness	NONE	5 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas



	of the document			
	1.2 Office Clerk requests client to sign the logbook		3 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas
<u>2. PREPARATION OF DOCUMENT AND NOTARIZATION</u> Wait for the documents being prepared	2.1 The Legal Assistant or Legal Officer will prepare the document and the CLO will notarize the document after reviewing the same and verifying the identity of the affiant or the parties.		30-50 minutes	Maria Therese D. Agcopra Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas -OR- Atty. Jan Elson G. Orquillas City Legal Officer
<u>3. RELEASING</u> Receive the documents and sign the log book to acknowledge receipt of documents	3.1 Office Clerk will check the document and secure a copy of the same for record-keeping.		3 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas



3. REVIEW OF PROPOSED ORDINANCES AND RESOLUTIONS OF THE SANGGUNIANG PANLUNGSOD AND CITY BARANGAYS, LEGAL RESEARCHES, RENDERING LEGAL OPINION AND PREPARATION, REVIEW OR NOTARIZATION OF CONTRACTS AND OTHER PERTINENT LEGAL DOCUMENTS

The City Legal Office (CLO) reviews proposed ordinances and resolutions of the Sangguniang Panlungsod and City Barangays, undertake legal researches, renders legal opinion and prepares, reviews or notarize contracts and other pertinent documents when so requested by the Local Government Unit of El Salvador City and its various departments or employees on matters related to its duties, functions and other concerns analogous thereto.

Office or Division:	CITY LEGAL OFFICE			
Classification:	Simple			
Type of Transaction:	G2G, G2B, G2C			
Who may avail:	Local Government Unit of El Salvador City and its various departments or employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Written request on matters for review or requiring legal research and opinion and the documents which will be the basis of preparation or notarization		From the proponent department , party or employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCESSING Proceed to City Legal Office and approach the Office Clerk for interview and evaluation of the concern and requisite documents.	1.1 Office Clerk asks preliminary questions regarding the transaction.	NONE	5 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas
	1.2 Office Clerk checks and evaluates the required documents.		10 minutes	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas
	1.3 Office Clerk receives the documents and requests client to sign the logbook.		3 minute	Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas



	<p>2.1 Office Clerk presents the required documents for review, research or preparation of legal opinion.</p> <p>2.2 City Legal Officer or Legal Assistant will prepare necessary documents and conduct research.</p>		<p>2 days</p>	<p>Atty. Jan Elson G. Orquillas City Legal Officer</p> <p>-or-</p> <p>Maria Therese D. Agcopra Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas</p>
<p><u>3. RELEASING</u> Receive document and sign log book and acknowledge receipt</p>	<p>3.1 Office Clerk processes document for releasing and records the same.</p>		<p>5 minutes</p>	<p>Jenelyn Q. Bacangoy Under the direct supervision of the City Legal Officer Atty. Jan Elson G. Orquillas</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill up the feedback form and drop it at the designated drop box. Feedbacks may likewise be sent through office email address: <u>citylegal.lguelsalvadorcity@gmail.com</u>
How feedbacks are processed	The Office Clerk will open the drop box or check the office email every Friday. The City Legal Office will address feedbacks in the soonest time possible and will formulate a course of action that will best remedy the concern.
How to file a complaint	Fill up the complaint form and drop it at the designated drop box. Complaints may likewise be filed through office email address: <u>citylegal.lguelsalvadorcity@gmail.com</u>
How complaints are processed	The City Legal Office will address complaints in the soonest time possible and will formulate a course of action that will best remedy or resolve the complaint.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)