

**Citizen's Charter
Department of Justice
Department of Justice Action Center**

Type of Frontline Service	Client/ Requesting Party	Documentar y Requirements	Steps/Procedure	Forms to Fill Up	Fees	Period/Lead Time in rendering the Requested service	Office/Person Responsible	Comment/ Recommendation/ Inquiries
LEGAL COUNSELLING								
A. Phone-in Clients	Party concerned or has an interest on the subject matter	N/A	1. Get personal information of client, i.e., name, address, age, contact number, nature of inquiries, request, etc.	DOJAC Information Sheet	N/A	10-30 minutes (time may vary depending on the nature and extent of the inquiry/subject matter)	Non-Legal Concerns: DOJAC Staff	
			2. Fill in DOJAC Information Sheet	DOJAC Information Sheet	N/A		Legal Concerns: Program Director or Detailed Public Attorney	
B. Walk-in Clients	Party concerned or has an interest on the subject matter	N/A	1. Fill up DOJAC Visitors' Log- book	DOJAC Visitors' Log-book	N/A	10-30 minutes (time may vary depending on the nature and extent of the inquiry/subject matter)	Non-Legal Concerns: DOJAC Staff	
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A		Legal Concerns: Program Director or Detailed Public Attorney	
			3. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Walk-in Clients	
C. Letter Request/E-Mails	Letter Sender	Letter itself	1. Evaluate nature of request	DOJAC Mailing List Logbook/Receiving Copy of Indorsement	N/A	10-15 days upon receipt of letter request*	DOJAC Staff/Program Director/Detailed Public Attorney	
			2. Indorse/refer to proper office/ agency concerned		N/A			
			3. Respond to DOJAC Feed Back Form		N/A		Walk-in Clients who personally appeared at DOJAC	

D. Endorsement Requests	Requesting Party	Letter-request	1. Evaluate nature of request	DOJAC Mailing List Logbook/Receiving Copy of Indorsement	N/A	10-15 minutes upon receipt of letter request *Preparation and sending of indorsement/referral depends on the urgency of the request, but within 15 days from receipt of letter -request	DOJAC Staff/Program Director/Detailed Public Attorney	
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			2.Endorsement/referral to proper office/agency	N/A	N/A		DOJAC Staff/Program Director/Detailed Public Attorney	
			3. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Requestor who personally appeared at DOJAC	
MEDIATION (Legal Matters which maybe subject of mediation)								
A. Request for Mediation	Party concerned or has an interest on the subject matter	Letter/request for mediation indicating therein the concern and problem of requesting party	1. Fill up Visitors' Logbook	DOJAC Visitors' Logbook	N/A	10-30 minutes time may vary depending on the nature and extent of the inquiry and subject matter	Clerical and Non-Legal matter	
			2.Fill in DOJAC Information Sheet and submit letter-request	DOJAC Information Sheet	N/A		DOJAC Staff	
			3. Interview requesting party regarding concern and to evaluate whether matter/concern may undergo mediation	DOJAC Information Sheet	N/A		Legal matters and evaluation: Program Director and Detailed Public Attorney	
			4. Issuance of Notice of Invitation for mediation setting the date and time of mediation		N/A		DOJAC Staff/ Program Director and Detaied Public Attorney	

B. Mediation Proper			1. Fill up Visitors' Logbook	DOJAC Visitors' Logbook	N/A	30 minutes to 1 hour or more every mediation (time and no. of days of mediation may vary depending on the nature and extent of the services required to terminate the case)	Legal matters and evaluation: Program Director and Detailed Public Attorney	
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A		Parties	
			3. Preparation of Compromise Agreement	Receiving copy of Compromise Agreement	N/A		Program Director and/or Detailed Public Attorney	
			4. Minutes of Mediation	N/A	N/A		Program Director and/or Detailed Public Attorney	
			5. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Parties	

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LEGAL DOCUMENTS (NON-COMMERCIAL)								
Walk-in Clients	Party concerned or has interest on the subject matter	Certificate of Indigency	1. Fill up Visitors' Logbook	DOJAC Visitors' Logbook	N/A	2 to 3 days (No. of Days may vary depending on the kind of document required and the nature of the case)	Parties	
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A			
			3. Evaluate concern	DOJAC Information Sheet	N/A		DOJAC Staff/Program Director/Detailed Public Attorney	
			4. Respond to DOJAC Feedback Form	DOJAC Feedback Form	N/A		Requestor	
LEGAL REPRESENTATION (Inquest/Preliminary Investigation)								
Walk-in Clients	Party concerned or State Prosecutor assigned to hear the	Certificate of Indigency	1. Fill up DOJAC Visitors' Logbook	DOJAC Visitors' Logbook	N/A	2 to 3 days (No. of days may vary depending on the kind of legal representation and document required and nature of the case)	Indigent Party or Party without Counsel	

	case							
			2. Fill up DOJAC Information Sheet	DOJAC Information Sheet	N/A	N/A	Indigent Party or Party without Counsel	
			3. Evaluate need for legal representation	N/A	N/A	N/A	Detailed Public Attorney	