DEPARTMENT OF JUSTICE
Office of the City Prosecutor
Digos City, Davao Del Sur

CITIZEN'S CHARTER

I. Mandate:

The Department of Justice (DOJ) derives its mandate primarily from the Administrative Code of 1987 (Executive Order No. 292). It carries out this mandate through the Department Proper and the Department's attached agencies under the direct control and supervision of the Secretary of Justice.

Under Executive Order (EO) 292, the DOJ is the government's principal law agency. As such, the DOJ serves as the government's prosecution arm and administers the government's criminal justice system by investigating crimes, prosecuting offenders and overseeing the correctional system.

The DOJ, through its offices and constituent/attached agencies, is also the government's legal counsel and representative in litigations and proceedings requiring the services of a lawyer; implements the Philippines' laws on the admission and stay of aliens within its territory; and provides free legal services to indigent and other qualified citizens.

II. Vision:

A just and peaceful society anchored on the principles of transparency, accountability, fairness and truth

III. Mission:

Effective, efficient and equitable administration of Justice

IV. Service Pledge:

We undertake to provide every person equal access to justice, to faithfully safeguard constitutional rights and ensure that no one is deprived of due process of law.

Our commitment is to advocate for reforms in partnership with our stakeholders, to simplify processes and to re-engineer systems to best serve our constituents.

We shall work with honor and integrity for the institution, for God and Country.

V. Service Specification:

1. **Receiving Criminal Complaints for Preliminary Investigation**

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division:	Office of the City Prosecutor, Digos City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF DOCUMENTARY REQUIREMENTS

Document	No. of Copies	Where to Secure
1. Complaint-affidavit/sworn-statement of witness/es of private complainant/victim (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Complainant
2. Affidavit/sworn-statement of witness/es (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Witness/es
3. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	
a. Certificate to File Action (for offenses covered by the Katarungang Pambarangay)		Barangay Hall
b. Medical Certificate (for frustrated or attempted homicide, murder, parricide, and physical injuries cases)		HOSPITAL or HEALTH CENTER
c. Police Investigation Report		Law Enforcement Authority
d. Police Sketches (for vehicular collision case)		Law Enforcement Authority
e. Photographs (for vehicular collision case)		Law Enforcement Authority
f. Inventory/List of articles/Items subject of the offense with their respective values (for theft, robbery, Anti-Piracy and Anti-Highway Robbery, and Anti-Fencing Law cases)		Law Enforcement Authority
g. Gambling paraphernalia or its photograph, if any, item/cash money (bet/wager) (for illegal gambling case)		Law Enforcement Authority
h. Certification (for Anti-Car Napping Law case)		Traffic Management Group/ Land Transportation Office
i. Certification (for illegal possession of firearms, ammunitions and explosives cases)		Firearms and Explosives Office
j. Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment case)		Philippine Overseas and Employment Authority
k. Chemistry Report/Laboratory examination report signed by forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)		Law Enforcement Authority
l. Death Certificate (for parricide, murder, homicide cases)		Philippine Statistic Authority
m. Authority to File Complaint (for violation of the Tariff and Customs Laws or National Internal Revenue Code, respectively)		Bureau of Custom / Bureau of Internal Revenue
n. Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender (for minor victim/ offender)		Philippine Statistic Authority
o. Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act", in cases where the offender is 15 years old and below 18 years old)		Department of Social Welfare and Development
4. Investigation Data Form (1 original copy, 1 photocopy)	2	Office of the Provincial/City Prosecutor

PROCEDURES

Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the documentary requirements properly bound, arranged, labeled and paged.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If incomplete, return all documents.	None	5 minutes	Receiving Staff/ Docket Section
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complainant/witness (es) affidavit/s	None	5 minutes	Receiving Staff/ Docket Section
3. Certify under oath the information contained in the IDF and complaint/witness(es) affidavits	Administer the oath	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Receiving Staff Docket Section
	Write or stamp the assigned NPS docket number on the IDF.		5 minutes	Docketing Staff/ Docket Section
	Record the complaint in the appropriate logbook and electronic database, if any.		5 minutes	Records Officer/ Records Section
5. Receive the duly stamped/ received copy of IDF with assigned NPS docket number and sign in the logbook				
	TOTAL:		35 minutes	

2. **Receiving Criminal Complaints for Inquest Proceedings**

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be changed in Court.

Office or Division:	Office of the City Prosecutor, Digos City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF DOCUMENTARY REQUIREMENTS		
Document	**No. of Copies**	**Where to Secure**
1. Affidavit of Arrest/Apprehension (and Affidavit of Turnover if citizen's Arrest) (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Law Enforcement Authority
2. Investigation Report (1 original copy, 4 + no. of respondent/s photocopies) (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Law Enforcement Authority
3. Affidavit of complainant and witness/es (1 original copy, 4 + no. of respondent/s photocopies)	5 + number of respondent/s	Complainant and Witness/es
4. Supporting Documents (1 original copy, 4 + no. of respondent/s photocopies):	5 + number of respondent/s	
a. Murder, Homicide and Parricide		
• Certified true/ machine copy of death certificate of the victim		Philippine Statistic Authority
• Autopsy report and the certificate of post-mortem examination, if already available		Law Enforcement Authority
• Marriage certificate (for parricide case)		Philippine Statistic Authority
b. Frustrated or Attempted Homicide, Murder, Parricide and Physical Injuries		
• Medical certificate of the complaining witness/victim showing the nature and extent of the injury and duration of healing		Hospital
• Certification or statement as to duration of the treatment or medical attendance		Hospital
• Certification or statement as to duration of incapacity for work		Hospital
• Marriage certificate (in frustrated or attempted murder parricide cases)		Philippine Statistic Authority
c. Violation of the Dangerous Drugs Law/Comprehensive Dangerous Drugs Act of 2002 (RA 9165)		
• Chemistry report or certificate of laboratory examination duly signed by the forensic chemist, or if unavailable, field test results on the seized drug as attested to by a PNP Narcotics Command operative or other competent person		Law Enforcement Authority
• Machine copy or photograph of the buy-bust money, if available		Law Enforcement Authority
• Affidavit of the poseur buyer, if any.		Law Enforcement Authority
d. Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery Law (PD 532) and Violation of the Anti-Fencing Law (PD 1612)		
• A list/inventory of the articles and items subject of offense		Law Enforcement Authority
• Statement of their respective values		Law Enforcement Authority
e. Rape, Seduction, and Forcible Abduction with Rape		
• The medico-legal report (living case report) if the victim submitted herself for medical or physical examination		Law Enforcement Authority
f. Violation of the Anti-Carnapping Law (RA 6539)		
• Machine copy of the certificate of motor vehicle registration		Land Transportation Office
• Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle		Land Transportation Office
• Photograph of the motor vehicle, if readily available		Law Enforcement Authority
• Certification		Traffic Management Group/ Land Transportation Office
• Other evidence of ownership		Land Transportation Office
g. Violation of the Anti-Cattle Rustling Law (PD 533)		
• Machine copy of the cattle certificate of registration		
• Photograph of the cattle, if readily available		Law Enforcement Authority
h. Violation of Illegal Gambling Law (PD 1602)		
• Gambling paraphernalia		Law Enforcement Authority
• Photograph of the gambling paraphernalia, if any		Law Enforcement Authority
• Cash money, if any		Law Enforcement Authority
i. Illegal Possession of Firearms, Ammunitions and Explosive (PD 1866, as amended by RA 8294)		
• Chemistry report duly signed by the forensic chemist		Law Enforcement Authority
• Photograph of the explosive, if readily available		Firearms and Explosives Office
j. Violation of the Fisheries Law (PD 704)		
• Photograph of the confiscated fish, if readily available		Law Enforcement Authority
• Photograph of fishing paraphernalia, if any		Law Enforcement Authority
• Certification		Bureau of Fisheries and Aqua
k. Violation of RA 9262 (VAWC)		
• Marriage Contract/Certificate, or affidavit/evidence of "dating relationship", if applicable		Philippine Statistic Authority
• Barangay protection order , if any		Barangay Hall
l. Where the victim/offender is a minor:		
• Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender		Philippine Statistics Authority
• Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act"		Department of Social Welfare and Development
5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest	2	Office of the Provincial/City Prosecutor

PROCEDURES				
Client Steps	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. The law enforcer submits the documentary requirements properly bound, arranged, labeled and paged.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If no Affidavit of Arrest and IDF, return all documents.	None	5 minutes	Receiving Staff/ Docket Section
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complaint/witness (es) affidavit/s.	None	5 minutes	Receiving Staff/ Docket Section
3. Certify under oath the information contained in the IDF and complaint/witness (es) affidavits.	Administer the oath.	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Receiving Staff/ Docket Section
	Write or stamp the assigned NPS docket number on the IDF.	None	5 minutes	Docketing Staff/ Docket Section
	Record the complaint in the appropriate logbook and electronic database, if any.	None	5 minutes	Records Officer/ Records Section
5. Receive duly stamped/received copy of IDF with assigned NPS docket number and sign in the logbook				
	TOTAL:		35 minutes	

3. Provision of Prosecutor's Clearance

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

Office or Division:	Office of the City Prosecutor, DigosCity
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS		
Document	**No. of Copies**	**Where to Secure**
1. Request Form or documents with case information	1	Office of the Regional/Provincial/City Prosecutor
2. Valid government-issued identification card with photo	1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.

PROCEDURES				
Client Steps	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Fill-out and submit the request form together with ID to Docket Section for initial assessment. ∗ Make sure to secure the Order of Payment that will be issued.	Check the documentary requirements for completeness.		5 minutes	Receiving Staff Docket Section
	Verify the status of the case.		10 minutes	Records Officer Docket Section
	Assess and issue Order of Payment, if no pending case.		5 minutes	
	Processing of the request		10 minutes	
2. Pay the required fees at the Cashier by showing the Order of Payment. ∗ Make sure to secure Official Receipt (O.R) that will be issued upon payment.	Accept the payment based on the Order of Payment: • For Firearm License PHP 1,000 • For Permit to Carry 500 • For Business Permit 300 • For Foreign Travel 200 • For Retirement/Resignation 100 • For Foreign Employment 100 • For Local Employment 50	 1,000 500 300 200 100 100 50	5 minutes	Cashier
	Issue the Official Receipt.		5 minutes	
3. Present the O.R. to the Docket Section.	Check the Official Receipt and process the request.		5 minutes	Records Officer Records Section
	Issue the Certificate to the client.		5 minutes	
4. Receive the clearance and sign in the logbook.				
	Total:		40 minutes	

4. **Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents**

A copy of a primary/original document that has been certified to prove that such is the true copy of the original document.

Office or Division:	Office of the City Prosecutor, Digos City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS		
Document	**No. of Copies**	**Where to Secure**
1. Request Form or documents with case information	1	Office of the Regional/Provincial/City Prosecutor
2. Valid government-issued identification card with photo	1	Government issued ID from any of the following: BIR, DFA, PSA, SSS, GSIS, Pag-IBIG, Philippine Postal Corporation, etc.

PROCEDURES				
Client Steps	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Fill-out and submit the request form together with ID to Docket Section for initial assessment. ∗ Make sure to secure the Order of Payment that will be issued.	Check the documentary requirements for completeness.		5 minutes	Receiving Staff Docket Section
	Verify the status of the case.		10 minutes	Records Officer Docket Section
	Issue the Order of Payment if the record is available.		5 minutes	
	Start processing the request		10, minutes	
2. Pay the required fees at the Cashier by showing the Order of Payment. ∗ Make sure to secure Official Receipt that will be issued upon payment.	Accept the payment based on the Order of Payment. • For first three (3)pages copy of documents PHP 75 • Succeeding pages2 per page	 75 2	5 minutes	Cashier
	Issue the Official Receipt.		5 minutes	
3. Return to the Docket Section for the processing and release of certification.	Check the Official Receipt.		5 minutes	Records Officer Records Section
	Issue the Certificate to the client.		5 minutes	
4. Receive the certification and sign in the logbook.				
	TOTAL:		40 minutes	

5. Receiving of Petitions for Review

A petition for review is an appeal from judgments, resolutions, and orders of the Prosecutor General, Regional Prosecutors, Provincial Prosecutors, and City Prosecutors in cases subject of preliminary investigation/reinvestigation.

Office or Division:	Regional Prosecution Office XI
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF DOCUMENTARY REQUIREMENTS		
Document	**No. of Copies**	**Where to Secure**
1. Duly subscribed petition for review stating/containing the following (1 original, I photocopy): • Names and address of the parties involved • NPS docket number and Criminal Case No., if any; title of case including the offense charged in the complaint; • The venue of the preliminary investigation; • The specific material dates showing that it was filed on time; • A clear and concise statement of the facts, the assignment of errors, and the reasons or arguments relied upon for the allowance of the appeal; • Proof of service of a copy of the petition to the adverse party and the Prosecution Office concerned.	2	Office of the Provincial/City Prosecutor
2. Supporting documents in accordance with DOJ Department Circular No. 70, s.2000 (1 original, 1 photocopy)	2	
• Legible duplicate original or certified true copy of the resolution appealed from		Office of the Provincial/City Prosecutor
• Legible certified true copies of the complaint, affidavits/sworn-statements		Office of the Provincial/City Prosecutor
• Other evidence submitted by the parties during the preliminary investigation		Office of the Provincial/City Prosecutor
• Copy of the motion to defer proceedings as received by the court, if the case has been filed in court.		Office of the Provincial/City Prosecutor
3. Compact disc with PDF file of the Petition and all attachments, in accordance with DOJ Department Circular No. 018, s.2017	1	

PROCEDURES				
Client Procedure	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Submit the Petition for Review with supporting documents (properly arranged, labelled, bound and paged).	Check the documents if they comply with the requirements. If complete, require the appellant to subscribe under oath the petition for review. If incomplete, return all documents.	None	5 minutes	Receiving staff Docket Section
2. Certify under oath the information contained in the Petition for Review.	Administer the oath.	None	10 minutes	Prosecutor on-duty
3. Submit the subscribed/certified Petition for Review with supporting documents	Stamp "Received" with date, time, name of office, name and signature of the receiving staff.	None	5 minutes	Receiving staff Docket Section
	Docketing and recording of the petition for review in the logbook and electronic database, if any.	None	5 minutes	Docketing Staff Docket Section
4. Receive duly stamped/received copy of Petition for Review and sign in the logbook.				
	TOTAL:		25 minutes	

VI. FEEDBACK AND COMPLAINTS MECHANISMS

Client Step		**Agency Action**	**Person/Office Responsible**
Frontline Service	**Contact Information**		
A. Feedback			
1. How to file a feedback?			
a. Accomplish the Client's Feedback Form at the Frontline Service	a. Type DOJ website and click Feedback Form: www.doj.gov.ph/ citizen_charter_version_3.html		
b. Drop the accomplished Client's Feedback Form into the designated drop box at the Public Assistance and Complaints Desk (PACD)/Frontline Service	b. Answer the feedback form and click "Submit Feedback Form."	a. Compiles the Client's Feedback Form and submit to the head of office.	Administrative Officer/ Docket Section
2. How feedback is processed?			
		b. Tabulate, summarize and evaluate the feedback forms using appropriate statistical tools.	Administrative Officer/ Docket Section
		c. Submit the report to the head of office for appropriate action copy furnished the Quality Management Representative (QMR) for reference. *Feedback requiring answers are forwarded to the relevant offices within 3 days upon receipt of the feedback for explanation.	Administrative Officer/ Docket Section
		d. Relay the answer to the client.	Administrative Officer/ Docket Section
B.			
1. How to file a complaint?			
a. Go to Public Assistance and Complaint Desk (PACD) and submit/ report the complaint in writing/verbal with the following information: ▪ Full name, address, and contact details of the complainant ▪ Details of the act complained of ▪ Person(s) charged, ▪ Name of agency of the person(s) charged, if applicable, and ▪ Evidence of such violation.	a. Contact the following information: • Office of the City Prosecutor, Digos City - contact at Tel. 272-3438 or e-mail: ocpdigos2000doj@gmail.com • ARTA – omplaints@arta.gov.ph 1-ARTA (2782) • Presidential Complaints Center - 8888 • CSC Contact Center ng Bayan – 09085-881-6565	a. Receive and record the complaint in the logbook.	Administrative Officer/ PACD
2. How complaints are processed?			
		b. Evaluate the complaint.	Administrative Officer/ Docket Section
		c. Submit / transmit the complaint to the relevant office/unit for explanation.	Administrative Officer/ Docket Section
		d. Submit the report to the head of office for appropriate action.	Administrative Officer/ Docket Section
		e. Send the feedback of the head of office to the client.	City Prosecutor