

CITY LEGAL OFFICE

CITIZEN'S CHARTER



I. MANDATE

The City Legal Office is mandated to promote and protect the interest of the City Government in legal proceedings and matters requiring the services of a lawyer. It renders legal support to the City Mayor in carrying the basic services including giving legal advice or assistance to constituents. It also represents the city Government and its officials in all civil actions and proceedings before a competent court of law. When required, it also drafts ordinances, contracts and other instruments for the consideration of the Sangguniang Panlungsod and render legal opinions on any question of law. Finally, it conducts administrative investigations involving erring city officials and employees

II. VISION

That by 2032, the City Government's premier legal arm and respected for its high-quality expertise, which contributes to the development and implementation of the City policies and protects the City's legal interests.

III. MISSION

The City Legal Office commits to transform the City Government's vision into reality by providing the highest quality of legal services to the City Mayor, Sangguniang Panlungsod, and elected barangay officials as well as to all departments of the Local Government Unit of General Santos City.

IV. SERVICE PLEDGE

We, the General Santos City Government Officials and Employees, commit to **Guide** you in your transactions with us through our Citizen's Charter, **Eliminate** delays in transaction. **Nurture** our public image by not "fixing" nor involving in graft and corruption; **Establish** transparency in all transactions; **Review** and improve our processes and systems to serve you better; **Act** on your queries, suggestions, complaints and commendations, immediately; **Live** up to our service standards to cater to your needs; and **Satisfy**, even exceed, your reasonable expectations of the services that we provide.



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Provision of Legal Advice

External Services



1. Provision of Legal Advice

This service is given verbally to all constituents of General Santos City on all legal matters.

Office or Division:	City Legal Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All constituents in General Santos City			
CHECKLIST OF REQUIREMENT/S			WHERE TO SECURE	
1. Tracer slip			1. Front desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asking for availability of a lawyer for legal advice and wait for turn	1.1 Take customer's data and document overview of customer's problem; check documents at hand, if there is any and have the customer sign in the logbook.	none	1 Day	Receiving clerk
	1.2 Usher customer to available	none		Receiving clerk



	lawyer for legal advice and hand over customer's documents, if there is any.			
2. Give Legal advice to the client.	<p>2.1. The legal staff accommodates the client and evaluates documents / evidence presented by client as basis of legal advice to be provided.</p> <p>2.2 Analyze for applicable laws or policies that may apply to the problem.</p> <p>2.3 Give complete legal advice based on facts and evidence as narrated by the client.</p>	None		Legal Division
	Total	None	1 day	
End of Transaction				



Issuance of Legal Opinion

External Services



2. Issuance of Legal Opinion

Legal opinion is issued in written form after evaluating the documents presented by the customer.


Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Local Chief Executive/LGU Departments			
CHECKLIST OF REQUIREMENT/S			WHERE TO SECURE	
1. Tracer slip 2. Endorsement Letter attached with pertinent documents for legal opinion			1. Front Desk/Receiving clerk 2. City Mayor's Office/Submitting Departments	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement attaching all pertinent documents for legal opinion	1. Receive endorsement. Check attachments and record to incoming communication logbook	none	20 days	Admin. Receiving Section
	2. Assign the document to legal staff to conduct research	none		Legal Researchers
	2.1. Discuss the issue for legal	none		Legal Officers with the legal




	opinion with the available materials researched.			researchers
	2.2. Formulate, encode and print	none		Legal Researchers
	2.3. Sign legal opinion	none		Legal Officer, Assistant legal officer
	2.4. Record signed legal opinion for release and service	none		Admin. Aide/ Liaison/ Messenger
	Total		20 days	
End of Transaction				



Feedback and Complain Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Client Satisfaction Measurement Survey</p> <p>Please scan the QR code for your feedback, suggestions, complaints, and appreciation, or you may use the feedback box</p> <p>Or, answer the complaint form and drop it at the designated group box in front of the office visited.</p> <p>Or call (083) 553-9109 for feedback</p> <p>Or send feedback through email at: hr.wccd@gensantos.gov.ph</p> <div style="text-align: right;">  </div>
<p>How feedback are processed?</p>	<p>Every Wednesday and Friday, the Human Resource Management and Development Office collects the Customer Satisfactory Survey Forms from the drop boxes of offices. The assigned Human Resource Officer opens the drop box, compiles and records all feedback submitted. Online feedback will reflect in the database in real-time. The Human Resource Management and Development Office (HRMDO) will solely in charge of the management of the Feedback and Client Satisfaction Forms boxes of all the LGU GSC departments/ division, hence they will facilitate the collection and the consolidation of all the feedback and client satisfaction forms. After collection and consolidation, the HRMDO will endorse the feedback matrix report to the City Administrator's Office with recommendations and to the Strategic Performance Management and Compliance Office (SPMCO) for evaluation and analysis. The SPMCO shall render their evaluation and analysis of the Feedback Matrix Report (FMR) and submit their findings and analysis with their recommendations to the City Administrator for information</p>

	<p>and/ or appropriate action. The SPMO shall further calibrate and formulate the performance satisfaction rating scale for an objective and uniform rating for all departments. The report shall be submitted to the City Administrator every 5th day of the succeeding month after the end of the semester.</p>
<p>How to file complaints?</p>	<p>Client Satisfaction Measurement Survey</p> <p>Please scan the QR code for your feedback, suggestions, complaints, and appreciation, or you may use the feedback box</p> <p>Or, answer the complaint form and drop it at the designated group box in front of the office visited.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained of; - Incident - Evidence  <p>For inquiries and follow-ups clients may contact the following telephone number: (083) 553-9109</p>
<p>How complaints are processed?</p>	<p>Every Wednesday and Friday, the Human Resource Management and Development Office collects the complaints from the complaint box and evaluates each complaint. Upon evaluation, the HRMDO will conduct the usual mediation to formal complaints. If it ripens into a formal complaint, It will be forwarded to the concerned disciplinary mechanism/special body. Consequently, consolidation and preparation of summary reports of these complaint reports and their resolution shall be submitted to the City Administrator’s Office for information, and copy furnished to the PMT for reference in rating departments at the end of the semester.</p>

	For inquiries and follow-ups, clients may contact the following telephone number: (083) 553-9109
Contact Information of CCB, PCC, ARTA	<ul style="list-style-type: none"> • ARTA: complaints.arta.gov.ph • 1-ARTA (2782) • 8888 – Presidential Complaints Center • 0908-8816565 – CSC Contract Center ng Bayan • 478-5093 – Anti-Red Tape Authority



List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
Accounting – Auditor	Old City Hall, Gensan, South Cotabato	553-0772 553-0773 09338613350 552-1835 gensanco@gmail.com
Assessor's Office	Investment Action Center, General Santos City	301-8514 553-6369 assessor@gensantos.gov.ph
Bids and Awards Committee	3F, Investment Action Center, Gensan	887-0051 552-9435 553-5140 procurement@gensantos.gov.ph
Bureau of Fire Protection	Pendatun Avenue, Gensan	552-5160 bfp12.gensan@gmail.com
Business Permits and Licenses Divisions	Investment Action Center, General Santos City	554-5414 554-0866 businesspermitslicensingdiv@gmail.com
Business Tax	Investment Action Center, General Santos City	553-9221
City Administrator's Office	Old City Hall, Gensan, South Cotabato	553-8552 301-1013 admgeneralsantoscity2022@gmail.com
City Agriculturist Office	Old City Hall, General Santos City, South Cotabato	552-9065 agrigenan2@gmail.com
City Assessor's Office	Senior Citizen Street(Front of City Public Library), General Santos City	301-8514 assessor@gensantos.gov.ph
City Budget Office	3F, Old City Hall, General Santos City, South Cotabato	553-7996 cbogsc2014@gmail.com
City Disaster Risk Reduction Management Office	City Hall Compound (beside Red Cross), LGU Complex, General Santos City,	552-3939 554-2636 drrmogensan@gmail.com
City Economic Management and Cooperative Development Office	3f, Investment Action Center, General Santos City	552-8427 lgugensancemcdo@gmail.com
City Engineer's Office	Jorge Royeca Building, Gensan	552-6432 cityengineersoffice.gensan@gmail.com
City Environment and Natural Resources Office	Pres. Sergio Osmeña Avenue, General Santos City, South Cotabato	554-5989 cenro@gensantos.gov.ph
City General Services Office	Bula Road, Gensan	552-1727 552-6835 552-9409 554-0867 552-9402 cgsogensan1061@gmail.com

City Health Office	Arracada Street, Gensan	552-2805 553-1929 cho@gensantos.gov.ph
City Housing and Land Management Office	2F, Old City Hall, General Santos City, South Cotabato	552-2611 cityhousing25@gmail.com
City Internal Audit Services	3F, Investment Action Center, General Santos City	301-3929 ciasgensantos@gmail.com
City Legal Office	2F, Investment Action Center, General Santos City	887-2730 clogensan@gmail.com
City Mayor Office	Old City Hall, General Santos City, South Cotabato	552-6791 to 6793 cmogsc.lgp@gmail.com
City Planning and Development Office	3F, Investment Action Center, General Santos City	553-2869 cpdo@gensantos.gov.ph
City Population Management Office	Corner Bugarin St, Barangay Lagao, General Santos City, South Cotabato	553-0542 cpmo.lgu.gensan@gmail.com
City Social Welfare and Development Office	Roxas E Ave, General Santos City, 9500 South Cotabato	553-4949 / 552-4851 cswdo@gensantos.gov.ph
City Treasure's Office	Old City Hall, General Santos City, South Cotabato	554-9792 554-3311 lgu.cto.gensan@gmail.com
City Veterinarian's Office	9 Pendatun Avenue, General Santos City (Dadiangas, 9500 Pendatun Avenue, General Santos City	552-1135 09487421336 cityvetgensan@gmail.com
City Vice Mayor's Office	Pres. Sergio Osmeña Avenue, Gensan	552-9692 spvmolba19@gmail.com
CMO – AMPING	Training Center Building, Roxas Boulevard (beside Post Office) Gensan	500-1792 cmoamping@gmail.com
COMELEC	456C+CCP, Pendatun Avenue, Gensan	552-9259 0674
Commission on Audit	3F, Investment Action Center, General Santos City	553-0513
Criminal Investigation and Detection Group	4558+X97, General Santos City, South Cotabato	320-3842 553-8332
CTO – Cash	Old City Hall, General Santos City, South Cotabato	553-2745 lgu.cto.gensan@gmail.com
CTO – Receipts	Old City Hall, General Santos City, South Cotabato	554-5453 lgu.cto.gensan@gmail.com
DELTA 9	3F, Old City Hall, General Santos City, South Cotabato	554-0474
DJPRCH Admin	45GP+77R, Emergency Rd, General Santos City, South	552-3811 552-4008 djprch@gensantos.gov.ph

	Cotabato	
DJPRCH CHO	45GP+77R, Emergency Rd, General Santos City, South Cotabato	552-4804 djprch@gensantos.gov.ph
GSC Water District	45GM+7R7, Fernandez St, General Santos City, 9500 South Cotabato	552-3824 301-0542 gscwaterdistrict@yahoo.com
GSCGEA	GSCGEA Building, Beside City Disaster Risk Reduction and Management Office, City Hall Complex, Gensan	302-0659
Human Resource Management And Development Office	2F, Old City Hall, General Santos City, South Cotabato	553-9109 552-1201 554-7057 074-4884 hrmdo@gensantos.gov.ph
Information and Communication Technology Division	Investment Action Center, General Santos City	302-4537 cmo-ictd@gensantos.gov.ph
Integrated Barangay Affairs	4F, Investment Action Center building, Gensan	Local Telephone no. 1064
Integrated Cultural Communities Affairs Division	457C+RH3, General Santos City, South Cotabato	553-9602 cmoiccadgensan@gmail.com
Joint Task Force	Rafael Alunan St, General Santos City, South Cotabato	887-6018
Land Tax	Investment Action Center, General Santos City	553-8053
Liga ng mga Barangay	Senior Citizens Street (beside Tennis Court), corner Matalam St, General Santos City	552-3527
Local Civil Registrar	Pendatun Avenue, General Santos City, South Cotabato	554-0512 lcrgensancity@gmail.com
Office of the Building Official	2F, Investment Action Center, General Santos City	554-1570 obo_lgugsc@yahoo.com
Office of the City Accountant	2F, Old City Hall, General Santos City, South Cotabato	553-0073 553-0772 gensancao@gmail.com
OSCA	457C+QWP, General Santos City, South Cotabato // (at the back of Senior Citizen bldg.)	552-1368 oscagensan@gmail.com
Persons With Disabilities Affairs Office	Senior Citizens St, Gensan	553-5970 pdaogensan@gmail.com
Public Employment	4F, Investment Action Center	553-3479



Services Office	building, Gensan	pesogensan2021@gmail.com
Public Information Office	2F, Investment Action Center, General Santos City	553-5818 citypublicinformationoffice@gmail.com
Public Safety Office	2F Training Center, Roxas East Ave., Gensan	887-2479 psolgugensan@gmail.com
Red Cross	City Hall Compound, General Santos City	552-4323 Prd.gensan@redcross.org.ph
Sangguniang Panlungsod Office	Roxas East Avenue corner City Hall Drive, Gensan	554-0475 878-3212 553-5512 553-0933
Socoteco	Jose Catolico Sr. Ave., General Santos City	554-3964 553-5848 302-5418 isd@socoteco2.com
Sports and Games Development Division	Oval Gymnasium Stage	878-5558 cmosgdogsc@gmail.com
Waste Management Office	454J+CMJ, Jorge Royeca Blvd, General Santos City, South Cotabato	552-2740 wmolgugensan@gmail.com
Youth Affairs And Development Office	9 Pendatun Avenue, General Santos City (Dadiangas, 9500 Pendatun Avenue, General Santos City	553-0655 yadogsc@gmail.com