



PUBLIC ATTORNEY'S OFFICE CITIZEN'S CHARTER

MISSION

The Public Attorney's Office exists to provide the indigent litigants, the oppressed, marginalized, and underprivileged members of the society free access to courts, judicial and quasi-judicial agencies, by rendering legal services, counselling and assistance in consonance with the Constitutional mandate that "free access to courts shall not be denied to any person by reason of poverty" in order to ensure the rule of law, truth and social justice as components of the country's sustainable development.

VISION

By 2023, the Public Attorney's Office, as the principal law office of the government, shall be composed of highly motivated, effective, and empowered public servants, consistently responsive to the ever-growing legal needs of the indigents and other qualified persons, utilizing modern facilities, information technology systems, and tools, needed for efficient delivery of free legal aid services to promote access to justice, truth and peace.

In support of its Mission and Vision, the PAO adheres to the following objectives and thrust:

- To provide the indigent clients and other persons qualified for PAO legal services with free legal services;
- To continually improve the rendition of PAO services;
- To fulfill the constitutional guarantee of free access to courts, due process and equal protection of the law and the rights of person under investigation for an alleged commission of an offense.

SERVICES:

a. REGULAR JUDICIAL AND QUASI-JUDICIAL

1. Preparation of Affidavits/ Representation of Indigent Accused During Preliminary Investigation and Trial
2. Representation of Indigent Complainant/Petitioner in Ordinary Civil Actions, Special Proceedings and Special Civil Actions
3. Representation of Indigent Defendant/Respondent in Ordinary Civil Actions, Special Proceedings and Special Civil Actions
4. Representation of Indigent Employee-Complainant in Labor Cases
5. Representation of Indigent Persons On Administrative and Other Quasi-Judicial Cases
6. Mediation/Conciliation Services

b. NON JUDICIAL SERVICES

Instant Services

1. Legal Counseling
2. Preparation of affidavits, administration of oath and documentation

Legal Outreach Activities

3. Assistance to persons undergoing police interrogation or persons under detention and inquest proceedings
4. Jail Visitations
5. Barangay Outreach Programs

SCHEDULE OF AVAILABILITY OF SERVICE:

1. Regular Services Monday to Friday 8:00 a.m. – 5:00 p.m. without noon break
2. Emergency Services (inquest activities) On call anytime of the day
3. Legal Advice (phone inquiry) On call anytime of the day

HOW TO AVAIL OF FRONTLINE SERVICES:

A. REGULAR JUDICIAL & QUASI-JUDICIAL SERVICES

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday

8:00 A.M. to 5:00 P.M. without NOON BREAK

WHO MAY AVAIL OF THE SERVICE

Only an INDIGENT CLIENT unless the Client is subject to existing PAO MOAs and pursuant to the provisions of Sec. 3 of RA 9406 and 2016 Revised Operations Manual.

WHAT ARE THE REQUIREMENTS

1. Latest Income Tax Return or Payslip, or other proofs of net income; or, Certificate of Indigency from the Department of Social Welfare and Development, City Social Welfare and Development Office, or the Municipal Social Welfare and Development Office having jurisdiction over the residence of the applicant; or, Certificate of Indigency from the Punong Barangay/Barangay Chairman having jurisdiction over the residence of the applicant.
2. Any Valid Identification Card

DURATION

As necessary

REGULAR JUDICIAL AND QUASI-JUDICIAL SERVICES

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	TIME FRAME*	PERSON IN CHARGE	FEES	FORM
1	Registration with the public assistance desk	Public Assistance Desk Officer will receive the walk-in applicant and ask him/her to register at the Visitor's Logbook, and provide him/her with an Interview Sheet and a Survey Form. He/she shall then queue the walk-in applicant	5 mins	Public Assistance Desk Officer	Free	Interview Sheet, Survey Form
2	Fill up personal details in Interview Sheet, and wait at the designated waiting area until your name is called and you are referred to a Public Attorney.	The Officer-of-the-Day or any other assigned Public Attorney shall attend to the walk-in applicants on a first come, first served basis and make an evaluation of the case, pursuant to the PAO's merit and indigency tests. Documents/evidence as necessary and proofs of indigency and identity shall be required.	As necessary	Officer-of-the-Day/ Public Attorney		
3	Wait for assignment of lawyer or issuance of denial/disqualification form.	If the applicant is qualified, the case will be assigned to a lawyer who shall handle the case and represent the client; if disqualified, the Public Attorney shall issue a denial/disqualification form.	As necessary	Officer-of-the-Day/ Public Attorney		
END OF TRANSACTION (but subject to subsequent legal representation, if qualified)						

* Estimated duration of frontline service

B. NON-JUDICIAL SERVICES

1. Legal Counselling

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday

8:00 A.M. to 5:00 P.M. without NOON BREAK; if by phone inquiry, anytime of the day

WHO MAY AVAIL OF THE SERVICE

Not subject to Indigency Test (Indigent clients may not be required to submit proofs of indigency) but care should be taken that affluent persons do not avail of PAO services.

WHAT ARE THE REQUIREMENTS

Any Valid Identification Card

DURATION

Estimated 30 minutes

LEGAL COUNSELLING						
STEP	APPLICANT/CLIENT	SERVICE PROVIDER	TIME FRAME*	PERSON IN CHARGE	FEES	FORM
1	Registration with the public assistance desk	Public Assistance Desk Officer will receive the walk-in applicant and ask him/her to register at the Visitor's Logbook and provide him/her with an Interview Sheet and a Survey Form. He/she shall then queue the walk-in applicant.	5 mins	Public Assistance Desk Officer	Free	Interview Sheet, Survey Form
2	Fill up personal details in Interview Sheet, and wait at the designated waiting area until your name is called and you are referred to a Public Attorney.	The Officer-of-the-Day or any other assigned Public Attorney shall attend to the client on a first come, first served basis and render legal advice/counseling. Proof of identity shall be required.	10 mins, or as may be necessary	Officer-of-the-Day/ Public Attorney		
3	Wait at the designated waiting area until your name is called for release of document.	If necessary, the Officer-of-the-Day or any other assigned Public Attorney shall issue an indorsement.	15 mins, or as may be necessary	Officer-of-the-Day/ Public Attorney		
END OF TRANSACTION						

* Estimated duration of services

3. Documentation (preparation of affidavits), and Administration of Oaths

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday

8:00 A.M. to 5:00 P.M. without NOON BREAK

WHO MAY AVAIL OF THE SERVICE

Not subject to Indigency Test (Indigent clients may not be required to submit proofs of indigency) but care should be taken that affluent persons do not avail of PAO services.

WHAT ARE THE REQUIREMENTS

Any Valid Identification Card

DURATION

Estimated 30 minutes

DOCUMENTATION AND ADMINISTRATION OF OATHS

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	TIME FRAME*	PERSON IN CHARGE	FEES	FORM
1	Registration with the public assistance desk	Public Assistance Desk Officer will receive the walk-in applicant and ask him/her to register at the Visitor's Logbook, and provide him/her with an Interview Sheet and a Survey Form. He/she shall then queue the walk-in applicant.	5 mins	Public Assistance Desk Officer	Free	Interview Sheet, Survey Form
2	Fill up personal details in Interview Sheet, and wait at the designated waiting area until your name is called and you are referred to a Public Attorney (or staff) for preparation of affidavit or other document.	The Administering Public Attorney (or staff) shall attend to the client on a first come, first served basis. He/she shall determine whether the walk-in applicant qualifies for documentation services, assess the document, and/or prepare one. The Administering Public Attorney (or staff) may require the presentation of documents to support the statements or declarations in the affidavits or instruments. Proof of identity shall be required.	20 mins, or as may be necessary	Staff/ Administering Public Attorney		
3	Take an oath before the Administering Public Attorney	The Administering Public Attorney shall administer the oath in accordance with R.A. No. 9406 or the PAO Law.	5 mins	Administering Public Attorney		

END OF TRANSACTION

* Estimated duration of services

3. Assistance of suspect under custodial interrogation/inquest investigation (limited and provisional)

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Sunday
ANYTIME OF THE DAY AND NIGHT

WHO MAY AVAIL OF THE SERVICE

Persons arrested, detained, under custodial investigation or inquest proceedings who cannot secure their own counsel pursuant to 2016 PAO Operations Manual.

WHAT ARE THE REQUIREMENTS

1. Copy of Waiver and Request for Preliminary Investigation and Waiver of Article 125 of the Revised Penal Code
2. Police investigation report/case report
3. Sworn Statement/Affidavits of Witnesses
4. Other Documentary Evidence for the Prosecution
5. Such other documents as maybe required by the handling lawyer

DURATION

Estimated 1 hour and 15 mins

ASSISTANCE IN CUSTODIAL/INQUEST INVESTIGATION						
STEP	APPLICANT/CLIENT	SERVICE PROVIDER	TIME FRAME*	PERSON IN CHARGE	FEES	FORM
1	Registration with the Staff on Inquest Duty by any person who is arrested without a warrant for a crime or any member of his family, requesting assistance of a Public Attorney from the nearest PAO district office during custodial investigation or inquest proceedings.	The Staff on Inquest Duty will receive the walk-in applicant and ask him/her to register at the Night/Weekend/Holiday Inquest Duty Logbook, and provide him/her with an Interview Sheet and a Survey Form.	5 mins	Staff on Inquest Duty	Free	Interview Sheet, Survey Form
2	Inform the Inquest Public Attorney of the circumstances of his arrest and detention	The Public Attorney on Inquest Duty shall confer with the client privately and advise respondent undergoing inquest/custodial investigation of his legal rights and available remedies under the law, in a language or dialect known to the suspect. He/she shall also determine the legality of the arrest or detention of the suspect, and determine whether the arrested/detained person appeared to have been tortured. In case of apparent torture, the Public Attorney shall demand that the arrested/detained person be immediately brought to the nearest government medical practitioner or to a private physician. In case the detention is illegal, the Public Attorney on Inquest Duty shall demand for the immediate release of the suspect/respondent from the custody of the police.	35 mins, or as may be necessary	Public Attorney on Inquest Duty		

3	<p>Inform the Inquest Public Attorney whether he/she wishes to execute a waiver under Article 125 of the Revised Penal Code, after being informed of his/her rights, the remedies available and the consequences thereof. Sign the waiver only after being fully informed of the consequences thereof and is should be voluntary. Sign the extra-judicial confession only after being fully informed of the consequences thereof and is should be voluntary.</p>	<p>If the detention appears to be legal, and in case respondent avails of his right under Article 125 of the Revised Penal Code, the Public Attorney on Inquest Duty shall assist the respondent in accomplishing the appropriate inquest form, and prepare and timely submit pleadings for the respondent before the scheduled preliminary investigation. In case respondent refuses to avail of said right, the Public Attorney on Inquest Duty shall assist the respondent in accomplishing the appropriate Inquest Form. In case of custodial investigation where the respondent insists in executing an extra-judicial confession, the Public Attorney on Inquest Duty shall explain the consequences of his action and shall ensure that all his rights are safeguarded while under custody.</p>	35 mins, or as may be necessary	Public Attorney on Inquest Duty		
4	<p>Consult and seek representation by the Public Attorney in the preliminary/custodial investigation.</p>	<p>The Public Attorney on Inquest Duty shall appear as counsel during preliminary/custodial investigation.</p>	As necessary	Public Attorney on Inquest Duty		
END OF TRANSACTION						

* Estimated duration of services