



PROVINCIAL GOVERNMENT OF CAVITE
Provincial Legal Office

Citizen's Charter



PROVINCIAL GOVERNMENT OF CAVITE

I. Mandate:

As a political subdivision of the national government and as a corporate entity representing the inhabitants of the Province of Cavite, the PGC, under the Local Government Code of 1991, shall endeavor to be self-reliant and shall exercise the powers expressly granted, necessarily implied, as well as powers necessary, appropriate or incidental, for its efficient and effective governance and promotion of general welfare of the Caviteño people. As such, the PGC is mandated to ensure and support preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants. *(Section 16 and 17 of Republic Act 7160)*

II. Vision:

Cavite: The new international gateway, logistics and investment hub of the country's greater capital region; governed by just and pro-active leaders, with empowered, competent and resilient people who propel the vibrant and inclusive economy in a clean, healthy and sustainable environment.

III. Mission:

SAFER CAVITE is predicated on the overarching belief that GOOD GOVERNANCE in partnership with an efficient URBAN PLANNING AND MANAGEMENT improves the quality of lives of its constituents and makes the Province more livable and gratifying. A step forward towards becoming a new international gateway, logistics and investment hub of the country's Greater Capital Region.

IV. Service Pledge:

We commit ourselves to provide the people of Cavite, prompt, effective & efficient services In the areas of social, economic, environment and local administration; delivered with competence, honesty, integrity, equality, transparency and accountability, thus making Cavite first class, World class.

To uphold this commitment, we shall:

- Consistently comply with all applicable requirements;
- Implement human resource development, and values formation programs to harness the fullest potential of our people;
- Adopt innovative approaches to deliver services that will address the needs, dreams, & aspiration of the people;
- Continuously improve our systems & procedures to be at par with global standard; and;
- Sustain the culture of good governance reflective of good politics among leaders.
- All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



PROVINCIAL LEGAL OFFICE

I. Mandate:

As the legal counsel of the Provincial Government of Cavite, the Provincial Legal Officer shall:

- Provide quality legal services and assistance to the Provincial Government of Cavite and its constituents.
- Represent the local government unit in all civil actions and special proceedings wherein the local government unit or any official thereof, in his official capacity, is a party.
- Draft ordinances, contracts, bonds, leases and other instruments involving interest of the local government unit and provide comments and recommendations on any instruments already drawn when required by the governor, the mayor or sanggunian.
- Render opinion in writing on any question of law when requested to do so by the governor, mayor or the sanggunian, as the case may be and recommend appropriate action.
- Investigate or cause to be investigated any local official or employee for administrative neglect or misconduct in office, a recommend appropriate action to the governor, mayor or sanggunian as the case may be.
- Initiate and prosecute in the interest of the local government unit concerned any civil action on any bond, lease, or other contract upon any breach or violation thereof when directed by the governor, mayor or sanggunian as the case may be.
- Review and submit recommendations on ordinances, resolutions and executive orders issued by component units.

II. Vision:

To serve with the highest degree of excellence, ethics and effectiveness by providing quality legal services to the Provincial Government of Cavite and its constituents.

III. Mission:

The Provincial Legal Office exists to formulate measures for consideration of the sanggunian and provide legal assistance and support to the governor in carrying out the delivery of basic services and provisions of adequate facilities as provided for under the Local Government Code of 1991.

IV. Service Pledge:

We commit ourselves to provide the people of Cavite, prompt, effective & efficient services In the areas of social, economic, environment and local administration; delivered with competence, honesty, integrity, equality, transparency and accountability, thus making Cavite first class, World class.

To uphold this commitment, we shall:

- Consistently comply with all applicable requirements;
- Implement human resource development; and values formation programs to harness the fullest potential of our people;



- Adopt innovative approaches to deliver services that will address the needs, dreams, & aspiration of the people;
- Continuously improve our systems & procedures to be at par with global standard; and;
- Sustain the culture of good governance reflective of good politics among leaders.
- All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



TABLE OF CONTENTS

	Page Number
SERVICES	
• Review of Ordinances, Resolutions and Executive Orders	7
• Representation of Cases Involving the Provincial Government Cavite	9
• Provision of Legal Advice	11
PROOF OF POSTING	12
COMMUNICATION PLAN	14
OFFICE CONTACT INFORMATION	14
FEEDBACK AND COMPLAINTS MECHANISM	15
Cavite Customer Satisfaction Management	16
Contact Information of Cavite Client Feedback Committee	17
Contact Information of Presidential Complaints Center	19
Contact Information of Civil Service Commission Contact Center ng Bayan	20
Contact Information of Anti-Red Tape Authority	21



PROVINCIAL LEGAL OFFICE



1. Review of Ordinances, Resolutions and Executive Orders

The subject of review and recommendation shall cover all enacted ordinances and resolutions submitted to the Sangguniang Panlalawigan by the component cities and municipalities in the exercise of its power of review and the ordinances and resolutions enacted by the Sangguniang Panlalawigan in the exercise of its local legislative power as well as the executive orders to be reviewed and issued by the Provincial Governor.

Office of the Provincial Governor		Provincial Legal Office		
Type of Service		Highly Technical		
Type of Transaction		G2G – Government to Government		
Where to go		Sangguniang Panlalawigan and other Legislative Body Office of the Governor		
REQUIREMENTS		WHAT TO BRING		
<ul style="list-style-type: none"> • Endorsement letter • Copy of the document for review 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the endorsement letter and the document that is subject for review.	1.Receive the required documents and check for completeness.	None	5 minutes	<i>Admin Aide III/ IV Admin. Officer II</i>
	2.Designate/Assign the client's request to the other lawyers or legal staff for review and recommendation	None	5 minutes	<i>Provincial Legal Officer</i>
	3.Review and drafting of the appropriate recommendation, then forward to the Provincial Legal Officer for approval.	None	Ordinance – 10 days, subject for extension depending on complexity; Resolution – 30 days; Executive Order – 30 days	<i>Attorney II/ III/ IV Legal Asst. II Provincial Legal Officer</i>
	TOTAL		Ordinance – 10 days, 10 minutes, subject for extension depending on complexity;	



			Resolution – 30 days, 10 minutes; Executive Order – 30 days, 10 minutes	
--	--	--	---	--

Review of Ordinances, Resolutions and Executive Orders are covered by R.A. 7160.



2. Representation of Cases Involving the Provincial Government of Cavite

Represent the Province including its component cities and municipalities, as well as public officials, before any judicial courts, quasi-judicial bodies, and other tribunals in cases involving violations or infringements of their rights, functions, duties and responsibilities, as well as their property and/or proprietary rights, exercising due diligence, professionalism, and ensuring quality and efficient service to all in order to protect and promote the interest of the Province and the welfare of its constituents.

Office or Division		Provincial Legal Office		
Qualification		Highly Technical		
Area of Responsibility		G2G – Government to Government		
Who may avail		Provincial Government of Cavite Component cities and Municipalities of Cavite		
STANDARD OF SERVICE		WARRANT TO DETAIN		
<ul style="list-style-type: none"> • Endorsement Letter/Request • Supporting documents relative to the case to which the client needs representation. 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive and record the Order/ Notice: pleading or other legal paper, then forward it to the Legal Assistant I/ II	None	5 minutes	<i>Administrative Aide III/ IV Legal Aide</i>
	1. Determine or note the schedule, as stated in the Order/ Notice, then forward to the Provincial Legal Officer	None	5 minutes	<i>Legal Assistant I/II</i>
	2. Designate a lawyer, or assign it to the one who was already designated to handle the case.	None	5 minutes	<i>Provincial Legal Officer</i>
	3. Attend and appear in court, quasi-judicial body, and other tribunals, and/or prepare and submit or file pleadings, motions and other court submissions.	None	Attendance in court - 1 day; Preparation/ submission/ filing – 30 days or depending on the court's order	<i>Attorney II/III/IV</i>



	TOTAL		30 days, 15 minutes or depending on the court's order	
--	-------	--	---	--

Representation of Cases Involving the Provincial Government of Cavite is covered by R.A. 7160; The 1997 Rules of Civil Procedure; and The Rules on Criminal Procedure.



1. Provision of Legal Advice

Clients with endorsement from the Office of the Governor shall be provided with the necessary legal services which shall include legal advice/counseling, preparation of instruments and contracts, and/or referral to other concerned government office or agency, free of charge.

Where to provide		Provincial Legal Office		
Character of Service		Simple		
Type of Transaction		G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Where to pay		All		
WHAT CLIENT OR REQUESTER PROVIDES		WHERE TO SECURE		
<ul style="list-style-type: none"> • Endorsement Slip • Supporting documents relative to the legal advice/service sought 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Logs in the Client Logbook	1. Receive and record of the client's request and forwards the documents to the Provincial Legal Officer.	None	5 minutes	<i>Legal Aide</i>
	2. Designate/Assign the client's request to the proper Office personnel or lawyer for appropriate action.	None	5 minutes	<i>Provincial Legal Officer</i>
	3. Render Legal Advice/ Counseling; extend the necessary legal services based on the information provided and the documents presented and issue Action Slip afterwards.	None	2 hours	<i>Provincial Legal Officer Attorney II/ III/ IV Legal Asst. I/ II Legal Aide Admin Asst. II</i>
	5. Record the Action Slip.	None	5 minutes	<i>Legal Aide</i>
	TOTAL		2 Hours, 15 minutes	



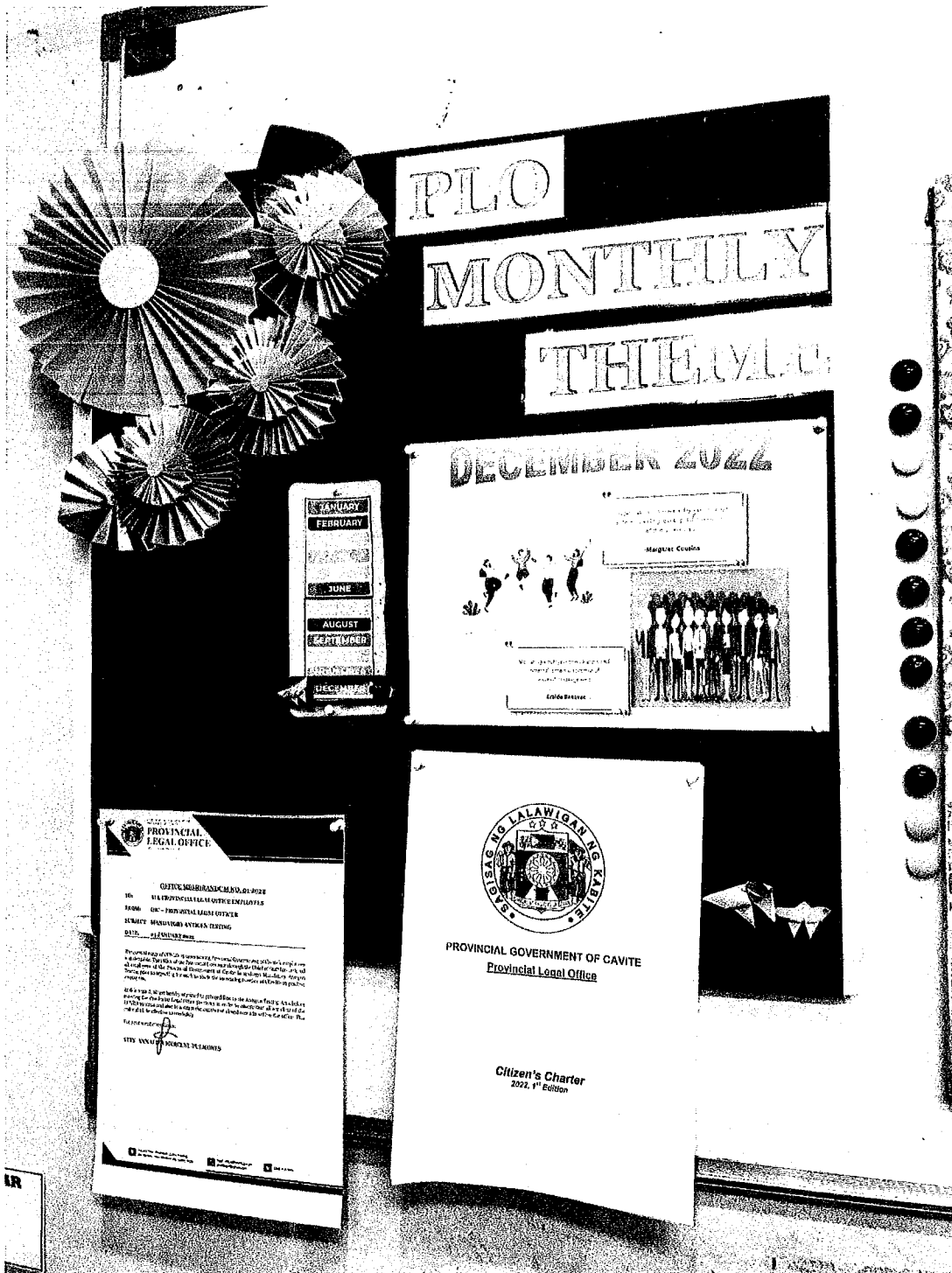
PROOF OF POSTING

- Citizen's Charter of the Office of the Provincial Legal is posted at entrance of the compound.





➤ Provincial Legal Office's Citizen's Charter Posted at the Bulletin Board inside the Office.





COMMUNICATION PLAN

Aiming to provide the clients with transparency and information concerning with the process and frontline services delivered by the Office of the Provincial Legal, the Citizen's Charter is responsibly formulated and strategically posted on location where the clients or the public has easy access. Reflecting on the Citizen's Charter are the valuable frontline services promptly offered by every government agencies likewise the Office of the Provincial Legal. Every steps of the activities has a corresponding personnel responsible to deliver the essential services needed by the clientele. Moreover, the requirements for every transactions were noted.

The public and the clients who wishes to be updated and well informed on the Citizen's Charter and other legal services/events are welcome to visit the official website of the Provincial Government of Cavite at www.cavite.gov.ph. In situations today, having the pandemic that immensely affect the transactions in the government, the utilization of the social media is apparently effective.

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Provincial Legal Office	Provincial Capitol Building, Trece Martires City, Cavite	Telephone: (046) 419-0492 Telefax: N/A Email Address: provlegal@yahoo.com



FEEDBACKS AND COMPLAINTS

MECHANISM



Customer Satisfaction Management

The procedure was established to determine the efficiency and effectiveness of all the services provided by the PGC to its clients. The Feedback Mechanism Committee is responsible in collecting date and information, monitoring responses of all departments of the Provincial Government of Cavite and generates report that will serve as inputs for possible improvements and timely recovery efforts for customer satisfaction.

		Quality Management System – Feedback mechanism Committee		
Classification:		Complex		
Type of Interaction:		Government to Citizens, Government and Business		
Who may avail:		All Clients of PGC and PGC Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Customer Satisfaction Survey Form • Customer Commendation Form 			CQMO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Issue Customer Satisfaction and Customer Commendation Forms to all offices.	None	15 Minutes	Administrative Staff Cavite Quality Management Office
1. Encourage clients to fill-out Customer Satisfaction Forms. Complaints may also be set to feedback@cavite.gov.ph	2.1 Collect duly accomplished forms by inserting in their feedback boxes in their respective offices and conspicuous places in the PGC	None	2 minutes per form	All Departments
2. Endorse to Feedback mechanism Committee	3.1 Collect all the forms on a monthly basis.	None	1 day	Administrative Staff
	3.2 If there are complaints, Conduct necessary investigation for complaints	None	2 hours per complaint	Cavite Quality Management Office
	3.3 Issuance of Corrective Action Report	None	32 hours	Feedback Mechanism Committee
3. Receive the Corrective Action Report and conduct necessary corrections.	4.1 Review, analyze and monitor actions taken.	None	2-5 working days	
	4.2 Inform the client of the action taken written in the CAR	None	4 hours	Feedback Mechanism Committee



	4.3 Encode the ratings on the Forms collected, including the complaints reflected and corrective actions taken	None	8 hrs	Administrative Staff Cavite Quality Management Office
	4.4 Generate Monthly Report and Office ratings	None	4 hours	Feedback Mechanism Committee
	4.5 Approve the Monthly Report	None	1 hour	Feedback Mechanism Committee Chair
	4.5 Report the Ratings during Top Management Meetings		1 hour	Feedback Mechanism Committee Chair
	TOTAL		6-10 working days	

CONTACT INFORMATION

OFFICE	COMPLETE ADDRESS	CONTACT INFORMATION
Cavite Quality Management Office- ISO Committee on Feedback Mechanism	2 nd Floor, Main Building, Cavite Provincial Capitol, San Agustin, Trece Martires City	Telephone:(046) 460-4223 Email Address: info@cavite.gov



PROVINCIAL GOVERNMENT OF CAVITE – FEEDBACK MECHANISM COMMITTEE



Ikinalulugod po naming makarinig ng mungkahi mula sa inyo!

Maaari po kayong magsadya sa Feedback Mechanism Committee, 2F Provincial ICT Office, Capitol Bldg., Trece Martires City, Cavite o magpadala ng mensahe sa feedback@cavite.gov.ph o sa aming opisyal na Facebook page Provincial Government of Cavite.

You may also request for a Customer Satisfaction Survey Form from the Public Assistance and Complaint Desk.

Provincial Government of Cavite
CUSTOMER SATISFACTION SURVEY
Form No. : CQMO-22-001

We, in the PGC, need your comments and suggestions for a more effective and efficient delivery of service to the people.
(Para po sa maibig at maayos nang paglingkod, ang inyong mga para at mungkahi ay aming kailangan.)

Name of Client: <i>(Pangalan ng kabisera)</i>	Date of Visit: <i>(Petsa)</i>	Time of Visit: <i>(Oras)</i>	No. of Visit/Transaction: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 or more
Address: <i>(Tirahan)</i>	Contact No.: <i>(Numero)</i>	e-Mail Addr.:	
Name of office visited: <i>(Pangalan ng tanggapan)</i>	Service/s Provided: <i>(Pangalalan ng Serbisyo)</i>		

Please put check (✓) on the appropriate box: *(Tayuan na box (✓) ang iyong kasagutan)*

	Very Good	Good	Poor	Very Poor
1. On Services (Mga Serbisyo)				
a. Service is rendered promptly <i>(Naging maayos ang pagtugon sa ating kailangan)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The information provided is clear, accurate & adequate <i>(Kilawala, tama at sapat ang impormasyon ng ating seksyon)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Purpose is achieved and accomplished <i>(Naitugon ng tanagapan ang ating kailangan)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Has special care for PWD, Pregnant Woman and Senior Citizen <i>(May espesyal na atensyon para sa may kapansanan, buntis at matatanda)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. On Employees (Mga Empleyado)				
a. Courteous <i>(Maga-ang)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Sincere and honest in dealing with you <i>(Matapat na pagkatalo sa inyo)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ability to listen, understand and answer your questions <i>(Kabayanan upang makiusap, maunawaan at sagutin ang inyong kailangan)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

We are happy to hear feedback from you! ☺
You may send your feedback at Feedback Mechanism Committee, 2F Provincial ICT Office, Capitol Bldg., Trece Martires City, Cavite or you can send email to feedback@cavite.gov.ph or thru our official facebook page Provincial Government of Cavite.

Ikinalulugod po naming makarinig ng mungkahi mula sa inyo! ☺
Maaari po kayong magsadya sa Feedback Mechanism Committee, 2F Provincial ICT Office, Capitol Bldg., Trece Martires City, Cavite o magpadala ng mensahe sa feedback@cavite.gov.ph o sa aming opisyal na facebook page Provincial Government of Cavite.

Overall Tot

Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied

(Bosog / Boses)

PGC-GMS F-003
Revision Status: 8
Issue Date: January 1, 2021



PRESIDENTIAL COMPLAINTS CENTER



Republic of the Philippines

8888 Citizens' Complaint Center

Office of the Executive Secretary

MAY GUSTO KA BANG IDULOG SA PAMAHALAAN?

Tumatanggap ang HOTLINE 8888 ng mga reklamo o paghingi ng tulong patungkol sa mga serbisyo ng pamahalaan. Maaring idulog ang inyong reklamo o paghingi ng tulong sa mga sumusunod na paraan:



Dial 8888



Text 8888



www.8888.gov.ph

The services of the Center may be availed of by letter-senders:

1. Via email – thru email address: pcc@malacanang.gov.ph
2. Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila
3. Via facsimile thru Telefax No. +63(2)-87368621

PCC may be reached thru the following telephone connections:


1. +63(2)-8736-8645
2. +63(2)-8736-8603
3. +63(2)-8736-8629
4. +63(2)-8736-8621












CSC CONTACT CENTER NG BAYAN

The CCB may be reached via the following platforms:

- Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide
- SMS/Text Access: 0908-8816565
- Email: email@contactcenterngbayan.gov.ph
- Website: www.contactcenterngbayan.gov.ph
- Facebook page: www.facebook.com/contactcenterngbayan



 • Kotong Suhol • Red Tape	 Pakikipag-sabwatan sa fixer	 Tigil serbisyo turving kunch break	 Walang tao sa Public Assistance & Complaints Desk	 Walang Citizen's Charter sa ahensya
 Dagdag bayarin o requirements na wala sa Citizen's Charter	 Hindi magalang sa kliyente	 Walang special lane para sa senior citizen, buriid o may kapansanan	 At ita pang sagabal sa mahusay na serbisyo	

Republic Act No. 9485 or the Anti-Red Tape Act (ARTA) of 2007
Section 7. Accountability of the Heads of Agencies, provides
The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service.

The Contact Center ng Bayan (CCB) was established as the government's public feedback mechanism anchored on ARTA, pursuant to CSC Resolution No. 1400005, promulgated on July 10, 2014.

Mag-text sa


Tumawag sa

1-6565 (1-6565) or 0908-8816565

Mag-log-on sa

www.contactcenterngbayan.gov.ph

MAA (Maa) to Spyn, Lungsod ng Bayan





ANTI-RED TAPE AUTHORITY

- E-mail Address – info@arta.gov.ph
- Website – www.arta.gov.ph
- Facebook – Anti-Red Tape Authority
- Twitter – @ARTAgovph
- Instagram – @ARTAgovph

PAALALA
SA LAHAT

MAG-REKLAMO

Patuloy na tumatanggap ang ARTA ng mga complaints lalo na para sa mga **delay sa government services** ngayong panahon ng krisis. Maaaring **i-send ang inyong complaints** sa mga sumusunod na paraan:

- ✉ complaints@arta.gov.ph
- f Anti-Red Tape Authority
- 📷 @artagovph
- 📞 8888
- 🌐 arta.gov.ph

COMPLAINT

✓
✓
✓