



## PROVISION OF LEGAL COUNSELLING FOR WALK-IN CLIENTS

Legal Counselling is a service that the DOJ Action Center provides to all clients who are eligible based on the criteria for Qualification of Clients indicated in DOJAC Procedures Manual.

<b>Office or Division:</b>	DOJ Action Center
<b>Classification:</b>	Simple, Complex and Highly Technical
<b>Type of Transaction:</b>	Government to Citizen (G2C), Government to Business (G2B) and Government to Government (G2G)
<b>Who may avail:</b>	<p>Qualification of clients:</p> <p><b>ALL</b> persons with meritorious concerns, to be validated by the lawyer, except:</p> <ol style="list-style-type: none"> <li>1. Those who are already assisted by lawyer/s or legal counsel/s;</li> <li>2. Those who have pending case/s in court;</li> <li>3. Those are NOT party/ies to the case</li> </ol>

### CHECKLIST OF DOCUMENTARY REQUIREMENTS

Document	No. of Copy(ies)	Where to Secure
1. Copy of documents or files related to the client's case	1	Office of the City Prosecutor/ Provincial Prosecutor, or where the case is filed
2. Other additional supporting documents (requested on a case to case basis)		
2.1. For cases to be handled by a PAO lawyer (Certificate of Indigence)	1	Concerned Barangay Office

### PROCEDURES FOR WALK-IN CLIENTS

Client Steps	Agency Actions	Fees to be paid	Processing Time	Person Responsible
1. Sign-in the logbook for attendance and wait to be called	Check the documentary requirements for completeness	None	10 minutes	DOJ Action Center Staff
2. Fill-out and submit the DOJAC information sheet together with the complete documents to DOJ Action	Verify the status of the case	None	10 minutes	DOJ Action Center Staff



Center for initial assessment.	Process the request: Legal consultation and/or with referral/ letter indorsement from DOJAC (if needed)	None	30 minutes	DOJAC Program Director and/or Detailed Public Attorney  DOJAC Staff (Drafters)
3. Receives the referral/indorsement letter, answer the feedback form and sign-in in the logbook	Release the duly signed referral /indorsement letter to the client.  Scan the documents afterwards for back-up	None	10 minutes	DOJ Action Center Staff
<b>TOTAL: 60 minutes/ 1 hour</b>				

*Note: A longer period not exceeding twenty (20) shall be allowed in exceptional circumstances such as constraints to access information and which need research. For complex (within 7 days) and highly technical (within 20 days) concerns.*