

**DEPARTMENT OF JUSTICE
Office of the Regional Prosecutor**

CITIZEN'S CHARTER

Effective, efficient and equitable administration of Justice

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:

1. 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 Regional Prosecutor
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 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	Adelino A. Iba-oc
	Verify the status of the case.		10 minutes	Damiana M. Jabagaton
	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:		5 minutes	Regie C. Pocon/ Eprelen P. Alegayon
	<ul style="list-style-type: none"> • 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		
	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	Damiana M. Jabagaton
	Issue the Certificate to the client.		5 minutes	
4. Receive the clearance and sign in the logbook.			40 m i n u t e s	
Total:				

2. 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.

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CHECKLIST OF REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Request Form or documents with case information	1	Office of the Regional 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	Adelino A. Iba-oc / Damiana M. Jabagaton
	Verify the status of the case.		10 minutes	Damiana M. Jabagaton
	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.		5 minutes	Regie C. Pocon/ Eprelen P. Alegayon
	<ul style="list-style-type: none"> • For first three (3) pages copy of documents PHP 75 • Succeeding pages 2 per page 	75 2		
	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	Damiana M. Jabagaton
	Issue the Certificate to the client.		5 minutes	
4. Receive the certification and sign in the logbook.				
TOTAL:			40 minutes	

3. 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.

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CHECKLIST OF DOCUMENTARY REQUIREMENTS			
Document	No. of Copies	Where to Secure	
1. Duly subscribed petition for review stating/ containing the following (1 original, 1 photocopy): <ul style="list-style-type: none"> • 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	Regional Prosecution Office	
2. Supporting documents in accordance with DOJ Department Circular No. 70, s.2000 (1 original, 1 photocopy) <ul style="list-style-type: none"> • Legible duplicate original or certified true copy of the resolution appealed from • Legible certified true copies of the complaint, affidavits/sworn-statements • Other evidence submitted by the parties during the preliminary investigation • Copy of the motion to defer proceedings as received by the court, if the case has been filed in court. 	2	Regional Prosecution Office	
			Regional Prosecution Office
			Regional Prosecution Office
			Regional Prosecution Office
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, labeled, 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	Adelino A. Iba-oc / Damiana M. Jabagaton
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	Adelino A. Iba-oc / Damiana M. Jabagaton
	Docketing and recording of the petition for review in the logbook and electronic database, if any.	None	5 minutes	Adelino A. Iba-oc / Damiana M. Jabagaton
4. Receive duly stamped/received copy of Petition for Review and sign in the logbook.				Adelino A. Iba-oc and Damiana M. Jabagaton
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.	Adelino A. Iba-oc
2. How feedback is processed?			
		b. Tabulate, summarize and evaluate the feedback forms using appropriate statistical tools.	Adelino A. Iba-oc
		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.	Adelino A. Iba-oc
		d. Relay the answer to the client.	Adelino A. Iba-oc
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: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> • Head of the Regional/Provincial/City Prosecution Office • ARTA – complaints@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.	Adelino A. Iba-oc
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.	Head Regional Prosecution Office