



D. Legal Unit

1. Legal Assistance to Walk-in Clients

This process intends to establish the conduct, management, and treatment of legal queries and/or concerns of internal or external clients.

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Regional Office personnel, SDO or School personnel, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A copy of written query/concern (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit	1.1 If external client, refer to the visitor's logbook. If internal client, refer to Legal Officer.	None	5 minutes	Legal Unit Staff
	1.2 Ask necessary information on query; determine whether information is insufficient, or documents are needed before a legal advice is given.	None	1 hour	Attorney IV / Special Investigator III
2. Receive info from Legal Officer	2.1 If sufficient information or documents is acquired by the Legal Unit, the information is evaluated and legal advice is given based on the gathered data; or If the information provided by the client is incomplete, advise client to acquire the needed information/ documents first and then return for further final evaluation and legal advice	None	30 minutes	Attorney IV / Special Investigator III / Legal Unit staff
TOTAL:		None	1 hour, 35 minutes	