



Internal/External

2. Description of the Service: MEDIATION/CONSULTATION/CONFRONTATION:

Description of the Service: The Legal Office shall facilitate/assists disputing parties in resolving their conflict(s) and aiming to help the parties reach an agreement.

Office or Division:	City Legal Office			
Classification:	Complex			
Type of Transaction:	G2C/G2B/G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Documents (if any)		Other Local and National Agencies (if applicable)		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Logbook	Let the client register to the Logbook	None	3 minutes	Fatima Mae C. Manrique Admin Aide I or Casual/J.O.
2. Express/Tell their problem(s)/queries or concerns	Screen the client, gather necessary documents in relation to the problem(s) raised and relay inputs to the Legal Officer	None	5-10 minutes	Rhandy G. Agustin Admin Aide I or Casual/J.O.



<p>3. Proceed to the Legal Officer's Room after the endorsement of Legal Staff for the discussion of their problem</p>	<p>Render proper legal advice, resolutions & recommendations to the client's problem</p>	<p>None</p>	<p>15-50 minutes</p>	<p>Atty. Marlon B. Paccarangan City Legal Officer or Atty. Silverio B. Soriano, Jr. Attorney III Or Atty. Melanio D.B. G. Singson</p>
<p>4. Wait for the advice of the Legal Officer if their concern is subject for mediation or not</p> <p>Note: (for scheduling of mediation/confrontation and return to the office on the given scheduled date)</p>	<p>Prepare the necessary Letter of Notice to the parties concerned for mediation;</p> <p>Issuance and serving of Notice with the assistance of the Barangay Official(s) concerned.</p>	<p>None</p>	<p>25-50 minutes</p> <p>2 hours to 2 days</p>	<p>Ayenshe B. Torres Admin Officer I or Rose Anne F. Pecson Admin Aide I or Regina Christine B. Lucas Admin Officer I</p>
<p>5. Appearance to the Legal Office on the</p>	<p>Hear both parties' sides</p>	<p>None</p>	<p>45 minutes to 2 hours</p>	<p>Atty. Marlon B. Paccarangan</p>



	scheduled date for mediation	Render advice regarding possible solution(s) to reach mutual agreement between them.			City Legal Officer or Atty. Silverio B. Soriano, Jr. Attorney III or Atty. Melanio D.B. G. Singson Attorney III
6.	The client(s) wants to settle	Execute an agreement	None	10-45 minutes	Atty. Marlon B. Paccarangan City Legal Officer or Atty. Silverio B. Soriano, Jr. Attorney III or Atty. Melanio D.B. G. Singson Attorney III
	The clients doesn't want to settle	Prepare a Certificate of No Amicable Settlement		10-20 minutes	Rose Anne F. Pecson Admin Aide I or Casual/J.O.



7. Signing and receiving of documents	Releasing of the signed documents	None	2-5 minutes	Rhandy G. Agustin Admin Aide I or Rose Anne F. Pecson Admin Aide I or Casual/J.O.
TOTAL		None	2 days 4 hours 3 minutes	