



City Prosecutor’s Office



CITIZEN’S CHARTER

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:

Effective, efficient and equitable administration of Justice

IV. Service Pledge:

We undertake to provide every person equal access to justice, to faithfully safeguard constitutional rights and ensure that no one is deprived of due process of law.

Our commitment is to advocate for reforms in partnership with our stakeholders, to simplify processes and to re-engineer systems to best serve our constituents.

We shall work with honor and integrity for the institution, for God and Country.



V. LIST OF SERVICES

Receiving Criminal Complaints for Preliminary Investigation

Receiving Criminal Complaints for Inquest Proceedings

**Provision of Prosecutor’s Clearance
Provision of Prosecutor’s Certification
of Case Status and Certified Copy of Documents**

1. Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division:	Office of the City Prosecutor, Batangas City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF DOCUMENTARY REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Complaint-affidavit/sworn-statement of private complainant/victim.	7	Complainant
2. Affidavit/sworn-statement of witness/es.	7	Witness/es
3. Supporting Documents.	5	
a. Certificate to File Action (for offenses covered by the Katarungang Pambarangay)	4	Barangay Hall
b. Medical Certificate (for frustrated or attempted homicide, murder, parricide, and physical injuries cases)	4	Any government or private hospital



c. Police Investigation Report	4	PNP
d. Police Sketches (for vehicular collision case)	4	PNP
e. Photographs (for vehicular collision case)	4	PNP, CIDG, NBI
f. Inventory/List of articles/Items subject of the offense with their respective values (for theft, robbery, Anti-Piracy and Anti-Highway Robbery, and Anti-Fencing Law cases)	4	PNP, CIDG, NBI
g. Gambling paraphernalia or its photograph, if any, item/cash money (bet/wager) (for illegal gambling case)	4	PNP, CIDG, NBI
h. Certification (for Anti-Car Napping Law case)	4	Land Transportation Office
i. Certification (for illegal possession of firearms, ammunitions and explosives cases)	4	Firearms and Explosives Office
j. Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment case)	4	Philippine Overseas Employment Administration
k. Chemistry Report/Laboratory examination report signed by forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)	4	PNP Crime Lab
l. Death Certificate (for parricide, murder, homicide cases)	4	Local Civil Registrar's Office
m. Authority to File Complaint (for violation of the Tariff and Customs Laws or National Internal Revenue	4	Bureau of Custom / Bureau of Internal Revenue



Code, respectively)		
n. Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender (for minor victim/offender)	4	Local Civil Registrar’s Office
o. Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act", in cases where the offender is 15 years old and below 18 years old)	4	City Social Welfare and Development Office
4. Investigation Data Form	4	Office of the City Prosecutor

PROCEDURES				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the documentary requirements properly arranged and labeled.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If incomplete, return all documents.	None	5 minutes	Records Officer
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complainant/witness (es) affidavit/s	None	5 minutes	Records Officer



3. Certify under oath the information contained in the IDF and complaint/witness(es) affidavits	Administer the oath	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp “Received” with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Records Officer
5. Assigning of NPS Docket Number.	Write or stamp the assigned NPS docket number on the IDF.		5 minutes	Records Officer
6. Recording in the Logbook	Record the complaint in the appropriate logbook and electronic database, if any.		5 minutes	Records Officer
TOTAL:			35 minutes	

2. Receiving Criminal Complaints for Inquest Proceedings

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be changed in Court.

Office or Division:	Office of the City Prosecutor, Batangas City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF DOCUMENTARY REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Affidavit of Arrest/Apprehension.	7	PNP, CIDG, NBI, PDEA



2. Investigation Report.	7	PNP, CIDG, NBI, PDEA
3. Affidavit of complainant and witness/es.	7	Complainant and Witness/es
4. Supporting Documents		
a. Murder, Homicide and Parricide		
<ul style="list-style-type: none"> • Certified true/ machine copy of death certificate of the victim 	4	Local Civil Registrar’s Office
<ul style="list-style-type: none"> • Autopsy report and the certificate of post-mortem examination, if already available 	4	NBI
<ul style="list-style-type: none"> • Marriage certificate (for parricide case) 	4	Local Civil Registrar’s Office
b. Frustrated or Attempted Homicide, Murder, Parricide and Physical Injuries		
<ul style="list-style-type: none"> • Medical certificate of the complaining witness/victim showing the nature and extent of the injury and duration of healing 	4	Any government or private hospital
<ul style="list-style-type: none"> • Certification or statement as to duration of the treatment or medical attendance 	4	Any government or private hospital
<ul style="list-style-type: none"> • Certification or statement as to duration of incapacity for work 	4	Any government or private hospital
<ul style="list-style-type: none"> • Marriage certificate (in frustrated or attempted murder parricide cases) 	4	Local Civil Registrar’s Office
c. Violation of the Dangerous Drugs Law/Comprehensive Dangerous Drugs Act of 2002 (RA 9165)		
<ul style="list-style-type: none"> • Chemistry report or certificate of laboratory examination duly signed by the forensic chemist, or if unavailable, field test results on the seized drug as attested to by a PNP Narcotics Command operative or other competent person 	4	PNP Crime Lab
<ul style="list-style-type: none"> • Machine copy or photograph of the buy-bust money, if available 	4	PNP, CIDG, NBI, PDEA
d. Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery Law (PD 532) and Violation of the Anti-Fencing Law (PD 1612)		
<ul style="list-style-type: none"> • A list/inventory of the articles and items subject of offense 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> • Statement of their respective values 	4	PNP, CIDG, NBI
e. Rape, Seduction, and Forcible Abduction with Rape		



<ul style="list-style-type: none"> The medico-legal report (living case report) if the victim submitted herself for medical or physical examination 	4	Any government or private hospital
f. Violation of the Anti-Carnapping Law (RA 6539)		
<ul style="list-style-type: none"> Machine copy of the certificate of motor vehicle registration 	4	Land Transportation Office
<ul style="list-style-type: none"> Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle 	4	Land Transportation Office
<ul style="list-style-type: none"> Photograph of the motor vehicle, if readily available 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Certification 	4	Traffic Management Group/ Land Transportation Office
<ul style="list-style-type: none"> Other evidence of ownership 	4	Land Transportation Office
g. Violation of the Anti-Cattle Rustling Law (PD 533)		
<ul style="list-style-type: none"> Machine copy of the cattle certificate of registration 	4	Department of Agriculture
<ul style="list-style-type: none"> Photograph of the cattle, if readily available 	4	PNP, CIDG, NBI
h. Violation of Illegal Gambling Law (PD 1602)		
<ul style="list-style-type: none"> Gambling paraphernalia 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Photograph of the gambling paraphernalia, if any 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Cash money, if any 	4	PNP, CIDG, NBI
i. Illegal Possession of Firearms, Ammunitions and Explosive (PD 1866, as amended by RA 8294)		
<ul style="list-style-type: none"> Chemistry report duly signed by the forensic chemist 	4	PNP Crime Lab
<ul style="list-style-type: none"> Photograph of the explosive, if readily available 	4	Firearms and Explosives Office
j. Violation of the Fisheries Law (PD 704)		
<ul style="list-style-type: none"> Photograph of the confiscated fish, if readily available 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Photograph of fishing paraphernalia, if any 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Certification 	4	Bureau of Fisheries and Aquatic Resources
k. Violation of RA 9262 (VAWC)		
<ul style="list-style-type: none"> Marriage Contract/Certificate, or affidavit/evidence of “dating 	4	Local Civil Registrar’s Office



relationship”, if applicable		
<ul style="list-style-type: none"> Barangay protection order , if any 	4	Barangay Hall
I. Where the victim/offender is a minor:		
<ul style="list-style-type: none"> Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender 	4	Local Civil Registrar’s Office
<ul style="list-style-type: none"> Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act" 	4	City Social Welfare and Development Office
5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest	4	Office of the City Prosecutor

PROCEDURES				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. The law enforcer submits the documentary requirements properly arranged and labeled.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If no Affidavit of Arrest and IDF, return all documents.	None	5 minutes	Records Officer
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complaint/witness (es) affidavit/s.	None	5 minutes	Records Officer
3. Certify under oath the information contained in the IDF and complaint/witness (es) affidavits.	Administer the oath.	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp “Received” with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Records Officer
	Write or stamp the assigned NPS docket number on the IDF.	None	5 minutes	Records Officer
	Record the complaint in the appropriate logbook and electronic database, if any.	None	5 minutes	Records Officer
TOTAL:			35 minutes	



3. 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 City Prosecutor, Batangas City	
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 City Prosecutor
2. Valid government-issued identification card with photo	1	GSIS, SSS, PAG-IBIG, BIR, DFA, Philippine Postal Corporation, Office for Senior Citizen Affairs

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 the Officer of the Day for initial assessment.	Check the documentary requirements for completeness.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Verify the status of the case.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Processing of the request	None	10 minutes	
2. Pay the required fees to the Collection Officer. * Make sure to secure Official Receipt (OR) that will be issued upon payment.	Accept the payment based on <ul style="list-style-type: none"> • For Firearm License PHP 1,000 • For Permit to Carry 500 • For Business Permit 300 	1,000 500 300 200 100 100 50	5 minutes	Collection Officer / Admin. Asst. V



	<ul style="list-style-type: none"> • For Foreign Travel 200 • For Retirement/Resignation 100 • For Foreign Employment 100 • For Local Employment 50 			
	Issue the Official Receipt.	None	5 minutes	
3. Present the OR to the Receiving Staff / Officer of the Day.	Check the Official Receipt and process the request.		5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Issue the Certificate to the client.		5 minutes	
Total:			40 minutes	

4. 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 City Prosecutor
2. Valid government-issued identification card with photo	1	GSIS, SSS, PAG-IBIG, BIR, DFA, Philippine Postal Corporation, Office for Senior Citizen Affairs



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 the Receiving Staff / Officer of the Day for initial assessment.	Check the documentary requirements for completeness.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Verify the status of the case.	None	10 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Start processing the request	None	10, minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
2. Pay the required fees to the Collections Officer. * Make sure to secure Official Receipt that will be issued upon payment.	Accept the payment. • For first three (3) pages copy of documents • Succeeding pages (per page)	75 2	5 minutes	Collection Officer / Admin Asst. V
	Issue the Official Receipt.	None	5 minutes	
3. Return to the Receiving Staff / Officer of the Day for the processing and release of certification.	Check the Official Receipt.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Issue the Certificate to the client.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
TOTAL:			45 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	b. Answer the feedback form and click “Submit Feedback Form.”	a. Compiles the Client’s Feedback Form and submit to the head of office.	Administrative Officer



Assistance and Complaints Desk (PACD)/Frontline Service			
2. How feedback is processed?			
		b. Tabulate, summarize and evaluate the feedback forms using appropriate statistical tools.	Administrative Officer
		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.	Administrative Officer
		d. Relay the answer to the client.	Administrative Officer
B. Complaint			
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, 	a. Contact the following information: <ul style="list-style-type: none"> • Head of the 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.	Administrative Officer/ PACD



<ul style="list-style-type: none"> ▪ Name of agency of the person(s) charged, if applicable, and ▪ Evidence of such violation. 			
<p>2. How complaints are processed?</p>			
		<p>a. Evaluate the complaint.</p>	<p>Administrative Officer</p>
		<p>b. Submit / transmit the complaint to the relevant office/unit for explanation.</p>	<p>Administrative Officer</p>
		<p>c. Submit the report to the head of office for appropriate action.</p>	<p>Administrative Officer</p>
		<p>d. Send the feedback of the head of office to the client.</p>	<p>City Prosecutor</p>