

## 2. Legal Assistance to Walk-in Clients

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

<b>Office or Division:</b>	Office of the Schools Division Superintendent – Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	School Personnel, General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
A copy of written query/concern (if applicable)		Client		
Identification Card - Any government-issued valid ID of the <b>requesting person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine Identification System (PhilSys) ID/ePhilID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Legal Unit	1.1 Instruct the Client to register in the Visitor's Logbook then refer to the Legal Officer.	None	5 minutes	Legal Assistant I, OSDS-Legal Unit
	1.2 Ask for the necessary information on query, determine whether information is sufficient, or relevant documents are needed before legal assistance is given.	None	1 hour	Attorney III, OSDS-Legal Unit
	1.3 Provide appropriate legal assistance based on the information and documents submitted.  <i>Note: If the information provided is incomplete, advise the client to secure the necessary documents and return for final evaluation and legal assistance.</i>	None	1 hour	Attorney III, OSDS-Legal Unit
<b>TOTAL:</b>		<b>None</b>	<b>2 hour, 5 minutes</b>	