

4. Action on Concerns Answered or Referred by Legal Service

The Legal Service immediately takes action upon receipt of PCC/CCB/8888 Complaints, ARTA Concerns, Legal Advice, Commendation, Follow-up, Request for Assistance or Inquiry either by responding or referring the concern to the service/unit of the PSA. The Legal Service is also mandated to verify/investigate complaints if the need for the same arises.

Office or Division:	Legal Service			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Public, Stakeholders and other government agencies			
Requirements	Letter of Concern			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmittal of the 8888/PCC/CCB concern to the Legal Service	1.1. Legal Service to accept the letter/acknowledge the email	None	10 Minutes	Administrative Assistant
	1.2. Control and log the concern.	None	10 Minutes	Administrative Assistant
	1.3. Administrative Assistant will assess/route the same to the concerned Legal Assistant for further action, if necessary.	None	20 Minutes	Administrative Assistant

	<p>1.4. Drafting of the letter reply for concerns addressed to the L S.</p> <p>Drafting of the Referral Letter for concerns involving other service or unit within PSA.</p>	None	3 days	Legal Assistant
	1.5 Lawyer to review/comment the draft letter reply	None	2 days	Lawyer
	1.6 Endorsement of the letter reply to the Head of the Legal Service	None	20 Minutes	Legal Assistant
	1.7 Head of the Legal Service to review/comment/sign the draft letter reply	None	1 day	Director of LS
	1.8 Transmit the letter reply to the concerned agency or concerned citizen. Request agency or citizen to acknowledge and/or respond to the Feedback Form sent through email, sms or courier services.	None	7 hours	Administrative Assistant
Total			6 Days and 8 Hours	