CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2022

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 0 ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Ati-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.

IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)

- Hindi aabot sa limang (5) araw na paggawa para sa simpleng transaksyon at sampung (10) araw para sa kumplikadong transaksyon

- Ang dokumento ay limitado sa limang (5) pipirma lamang

- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan

- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na empleyado sa oras ng tanghalian at merienda)

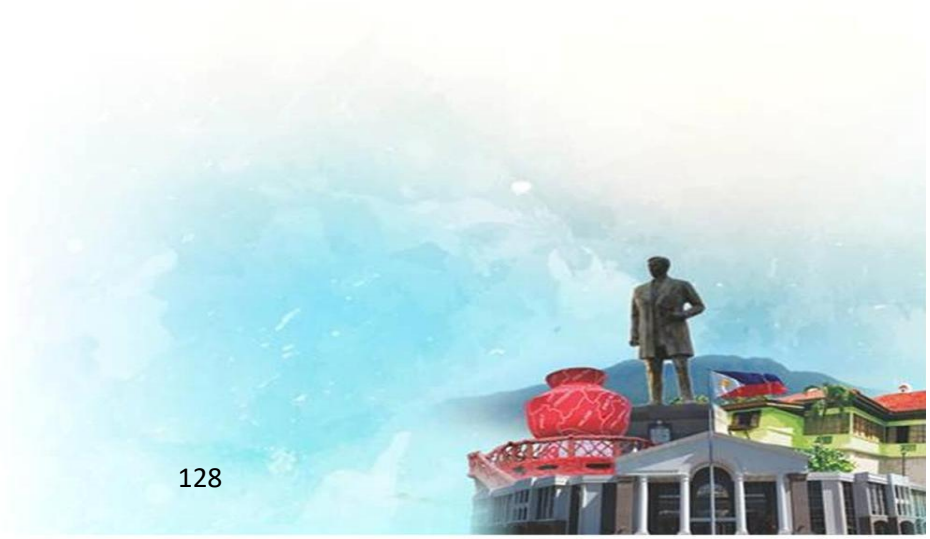
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang rings

- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang

- Ang mga tagabigay ay dapat maging magalang sa mga kliyente

CITY CIVIL REGISTRY OFFICE

External Services



1. Request for Certified True Copies / Certification of Civil Registry Documents

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Document Owner / Spouse / Daughter / Son / Grandparents – Philsys National ID / other government valid IDs	Other Government Offices (DFA/SSS/Comelec)
2. Relatives - Authorization Letter from the Document Owner / Spouse / Daughter / Son / Parents / Grandparents, photocopy of their Philsys National ID, and other government valid IDs of the Authorized Person	Document Owner/ Other Government Offices (DFA/SSS/COMELEC)
3. Nearest Kin - Affidavit of Kinship and Photocopy of their Philsys National ID / other government valid IDs	Legal Office / Other Government Offices (DFA/SSS/COMELEC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Pupunan ang request Form.	1.Tatanggapin ang request form ng kliyente. Hihingin ang kanyang Valid ID o iba pang karampatang dokumento ng pagkakakilanlan Pagkatapos, hahanapin na ang kanilang record sa aming opisina. Matapos ang pagsusuri, ihahanda na ang kanyang request na Certified True Copies ng Civil Registry Documents.	Walang Babayaran	41 minuto	Civil Certification and Archival Division

2. Tatanggapin ang Order of Payment at magbabayad sa Treasury Office	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury.	Php 40.00 para Certified True Copies at Php 30.00 para sa Certifications	2 minuto	Civil Certification and Archival Division/ City Treasury and Management Office
3. Tatanggapin ang Certified True Copies/Certifications ng Civil Registry Documents.	Tatawagin ang kliyente, titing-nan ang resibo at ibibigay ang kanyang request na Certified True Copies / Certification of Civil Registry Documents.	Walang Babayaran	2 minuto	Civil Certification and Archival Division
	Total:	Php 40.00 para Certified True Copies at Php 30.00 para sa Certifications	45 minuto	

2. Application for Timely Registration of Birth

Office or Division :	City Civil Registry Office - Civil Registration Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Four (4) copies of the Certificate of Live Birth (Form 102) duly accom-plished and signed by proper parties.	Hospital / Lying-in / Clinic
2. Medical Certificate from the Hospital, Clinic or Midwife. If Hilot, Affidavit of Traditional Midwife or “Hilot” and Certification from the City Health Officer (if already deceased - Affidavit of Mother or Father or Guardian as the case maybe)	Hospital / Lying-in / Clinic / City Health Office
3. Certified True Copy of Marriage Contract of Parents	City Civil Registry Office

4. If the child is illegitimate, in addition to the above: Affidavit to Use the Surname of the Father (if applicable)		Legal Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang dokumento mula sa kliyente, ospital o klinika. Susuriin ang mga detalye sa mga dokumento. Pagka-tapos isasagawa na ang proseso ng pag-rerehistro ng Cer-tificate of Live Birth, Lalagdaan ito ng mga kinauukulan at tata-takan ng Registry Number.	Walang babayaran		Civil Registration Division
2. Tatanggapin ang Registered Certificate of Live Birth	2. Ibibigay ang registered Certificate of Live Birth.	Walang babayaran		Civil Registration Division
	Total:	None	Sa loob ng isang (1) araw	

3. Application for Late Registration of Birth

Office or Division :	City Civil Registry Office - Civil Registration Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. PSA Negative	City Civil Registry Office
2. National Certification from the National Archives (if born 1944 and below)	National Archives
3. Affidavit of Two (2) Disinterested Persons	Legal Office
4. Any two (2) of the following documentary evidences which may show the name of the child, date and place of birth, and name of mother (and name of father if the child has been acknowledged): A. Baptismal Certificate B. School Records nursery, kindergarten or preparatory) C. Income tax of parent/s D. Insurance Policy E. Medical Records F. Others such as Barangay Captain's Certification	Church / School / BIR / Hospitals / Lying-in Clinic / Barangay
5. Other authentic / valid documents showing name, date and place of birth of the applicant (i.e. Marriage Contract, Voter's Registration, SSS, etc.	City Civil Registry Office / Comelec / SSS
6. If the child is illegitimate, in addition to the above: Affidavit to Use the Surname of the Father / Affidavit of Acknowledgement / Admission of Paternity (if applicable)	Legal Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	Tatanggapin ang dokumento mula sa kliyente, ospital o klinika. Susuriin ang mga detalye sa mga dokumento. Pagkatapos isasagawa na ang proseso ng pag-rerehistro ng Certificate of Live Birth, Lalagdaan ito ng mga kinauukulan at tatatakan ng Registry Number.	Walang babayaran		Civil Registration Division
2. Tatanggapin ang Registered Certificate of Live Birth.	Ibibigay ang registered Certificate of Live Birth.	Walang babayaran		Civil Registration Division
	Total:	Walang babayaran	Sa loob ng (1) isang araw	

4. Application for Timely Registration of Death

Office or Division :	City Civil Registry Office - Civil Registration Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Four (4) duly accomplished Form 103 (Death Form)	Hospital/ Medico Legal/ City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga requirements mula sa kliyente. Susuriin ang mga detalye sa mga dokumento.		10 minuto	Civil Registration Division
2. Tatanggapin ang Order of Payment (ang halaga ng babayaran ay depende sa kanilang request)	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury.	Libing: Php 30.00 Paglilipat: Php 40.00 Upa sa loob ng Limang (5) Taon: Hanay 1 – Php 500.00 Hanay 2 at 3 – Php 400.00 Hanay 4 at pataas – Php 300.00 Hukay: Php 100.00 Pagkuha sa buto: Php 100.00	2 minuto	Civil Registration Division City Treasury and Management Office
3. Hihintayin na malagdaan ang Certificate of Death.	3. Isasagawa na ang proseso ng pag-rerehistro ng Certificate of Death. Susuriin ang resibo at ilalagay ang receipt number sa Death form, lalagdaan ito ng mga kinauukulan at tatatakan ng Registry Number.		31 minuto	Civil Registration Division

4. Tatanggapin ang registered Certificate of Death	4. Ibibigay ang registered Certificate of Death.		2 minuto	Civil Registration Division
	Total	Libing: Php 30.00 Paglilipat: Php 40.00 Upa sa loob ng Limang (5) Taon: Hanay 1 – Php 500.00 Hanay 2 at 3 – Php 400.00 Hanay 4 at pataas – Php 300.00 Hukay: Php 100.00 Pagkuha sa buto: Php 100.00	45 minuto	

PAALALA: ***Ang Certificate of Death na Late Registered ay makukuha pagkaraan ng sampung araw sapagkat ang kanilang aplikasyon ay kinakailangan na maipaskil sa loob ng sampung (10) araw sa bulletin board ng ating Siyudad upang maipaalam sa publiko at upang masiguro na masusing ma-beperika ang mga aplikasyon.***

5. Application for Late Registration of Death

Office or Division :	City Civil Registry Office - Civil Registration Division
Classification :	Highly Complex
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1.Four (4) duly accomplished Form 103 (Death Form)	Hospital/ Medico Legal/ City Health Office
2. PSA Negative Result	City Civil Registry Office
3. Affidavit for Delayed Registration	Legal Office
4. Authenticated copy of the certificate of burial, cremation, or of other means of corpse disposal.	Cemetery / Funeral Homes

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga detalye sa mga dokumento. Pagkatapos isasa-gawa na ang proseso ng pag-rerehistro ng Certificate of Death, Lalagdaan ito ng mga kinauukulan, at ipa-paskil sa bulletin board ng opisina sa loob ng (10) sampung araw upang ipaalam sa publiko at tatatakan ng Registry Number.	Walang babayaran		Civil Registration Division
2. Tatanggapin ang registered Certificate of Death.	2. Ibibigay ang registered Certificate of Death.	Walang babayaran		
	Total :	None	Pagkaraan ng sampung (10) araw	

PAALALA: ***Ang Certificate of Death na Late Registered ay makukuha pagkaraan ng sampung araw sapagkat ang kanilang aplikasyon ay kinakailangan na maipaskil sa loob ng sampung (10) araw sa bulletin board ng ating Siyudad upang maipaalam sa publiko at upang masiguro na masusing ma-beperika ang mga aplikasyon.***

6. Application for Timely Registration of Marriage

Office or Division :		City Civil Registry Office - Civil Registration Division		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Citizen		
CHECKLIST REQUIREMENTS		**WHERE TO SECURE**		
1. Four (4) copies of Certificate of Marriage		Church / Solemnizing Officer/ Mayor's Office / Court		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Isusumite ang mga requirements.	1. Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga detalye sa mga dokumento. Pagkatapos isasa-gawa na ang proseso ng pag-rerehistro ng Certificate of Marriage, Lalagdaan ito ng mga kinauu-kulan at tatatakan ng Registry Number.	Walang babayaran	35 minuto	Civil Registration Division
2. Tatanggapin ang registered Certificate of Marriage	2. Ibibigay ang registered Certificate of Marriage.	Walang babayaran	5 minuto	
	Total:	Walang babayaran	40 minuto	

PAALALA: ***Ang Certificate of Death na Late Registered ay makukuha pagkaraan ng sampung araw sapagkat ang kanilang aplikasyon ay kinakailangan na maipaskil sa loob ng sampung (10) araw sa bulletin board ng ating Siyudad upang maipaalam sa publiko at upang masiguro na masusing ma-beperika ang mga aplikasyon.***

7. Application for Late Registration of Marriage

Office or Division :	City Civil Registry Office - Civil Registration Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Four copies of Marriage Certificate	Church/ Solemnizing Officer/ Mayor's Office/ Court
2. Affidavit of the Contracting Parties stating their names and date and place of marriage	Legal Office
3. Affidavit of the Solemnizing Officer stating exact place, date of marriage, facts and circumstances surrounding the marriage, and the reason or cause of the delay of registration.	
4. Affidavit of Two Disinterested Persons stating the circumstances of marriage such as date and place of marriage, name of the contracting parties and name of the solemnizing officer.	
5. Certificate of No Record of Marriage from the Philippine Statistics Authority (PSA)	City Civil Registry Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements.	1.Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga detalye sa mga dokumento. Pagkata-pos, isasagawa na ang proseso ng pagrere-histro ng Certificate of Marriage. Lalagdaan ito ng mga kinauukulan, ipapaskil sa bulletin board ng opisina sa loob ng (10) sampung araw upang ipaalam sa publiko at tatatakan ng Registry Number.	Walang babayaran		Civil Registration Division

2. Tatanggapin ang registered Certificate of Marriage	2. Ibibigay ang registered Certificate of Marriage.	Walang babayaran		Civil Registration Division
	Total :	None	Pagkatapos ng sampung (10) araw	

8. Application for Marriage License

Office or Division :	City Civil Registry Office - Civil Registration Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. CENOMAR Birth Certificate or Baptismal Certificate	City Civil Registry Office
2. Certificate of Legal Capacity (if foreigner) CENOMAR	Embassy
3. Birth Certificate or Baptismal Certificate	City Civil Registry Office / Church
4.Family Planning Seminar / Pre-marriage counselling seminar (POPCOM, DSWD)	City Population Management Office
5. Parental Advice (for ages 22 up to 25) or Parental Consent (for ages 18 to 21 and below)	City Civil Registry Office
6. Barangay Residency / ID with residence	Barangay
7. Death Certificate of deceased Spouse / Judicial Decree if Annulment or Nullity of Marriage (if previously married)	City Civil Registry Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements at sasagutan ang Application for Marriage License.	1. Tatanggapin ang mga dokumento mula sa mga kliyente na nais magpakasal. Susuriin ang mga detalye sa kanilang mga doku-mento. Bibigyan ng Application for Marriage License form upang masagutan ng kliyente. Iinterbyuhin ang mga nais magpakasal tungkol sa data na nasa kanilang Certificate of Birth at CENOMAR.	Walang babayaran		Civil Registration Division
2. Tanggapin ang Order of Payment	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 148.00 Application for Marriage License Fee Php 2.00 License Form		Civil Registration Division City Treasury and Management Office
3. Hihintayin na magawa ang Marriage License	3. Ita-type ang Application for Marriage License at Lalagdaan ng City Civil Registrar.	Walang babayaran		Civil Registration Division
4. Tanggapin ang Lisensya ng Kasal	4. Ibibigay ang Marriage License.	Walang babayaran		
	Total :	Php 150.00	Sa loob ng isang (1) araw	

9. Endorsement

Office or Division :		City Civil Registry Office - Civil Certification and Archival Division		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Citizen		
CHECKLIST REQUIREMENTS		**WHERE TO SECURE**		
1.PSA Negative / Unannotated Civil Registry Document		City Civil Registry Office		
2. Certified True Copy of Civil Registry Document				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Isusumite ang mga requirements.	1. Tatanggapin ang mga dokumento mula sa mga kliyente na nais magpakasal. Susuriin ang mga detalye sa kanilang mga dokumento. Gagawin ang Endorsement letter na ipapadala sa PSA kalakip ang iba pang mga requirements.			Civil Certification and Archival Division
2. Tatanggapin ang Order of Payment.	2. Bibigyan ng Order of Payment ang kliyente upang makapagbayad sa Treasury Office.	Php 120.00 – para sa endorsement fee		Civil Certification and Archival Division
3. Susuriin ang Endorsement Letter na ipapadala sa PSA. Magbibi-gay ng kauku-lang halaga para sa pagpa-padala ng doku-mento sa LBC. Tatanggapin ang claim stub.	3.Titingnan ang resibo. Pagkatapos ay ipapasuri ang Endorsement Letter sa kliyente. Magbibi-gay ng claim stub upang malaman kung kailan maaaring bumalik. Ipapadala ang dokuemento sa pa PSA sa pamama-gitan ng LBC.	Php 130.00 – para sa LBC		Civil Certification and Archival Division

4. Tatanggapin ang resibo ng LBC na sa katunayan ay naipadala na ang mga dokumento sa PSA.	4. Ibibigay ang kopya ng mga dokumento na ipinadala sa PSA at resibo ng LBC sa kliyente.			Civil Certification and Archival Division
	Total:	Php 250.00	Pagkaraan ng limang (5) araw	

10. Request for Registration of Court Decrees and Orders

Office or Division :		City Civil Registry Office - Civil Certification and Archival Division		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Citizen		
CHECKLIST REQUIREMENTS		**WHERE TO SECURE**		
1. Four Certified True Copies of Court Decree / Order		Court		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Isusumite ang mga requirements.	1. Tatanggapin ang mga dokumento mula sa mga kliyente na nais magpakasal. Susuriin ang mga detalye sa kanilang mga dokumento.	Walang babayaran	5 minuto	Civil Certification and Archival Division
2. Tatanggapin ang Order of Payment.	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury.	Php 300.00 – Pagtatala Php 100.00 – Pagse-sertipiko	2 minuto	Civil Certification and Archival Division Treasury Office

3. Susuriin ang Certificate of Authenticity and Certification	3. Titingnan ang resibo. At gagawin ang Certificate of Authenticity and Certification. Pagkatapos ay Ipapasuri sa kliyente.	Walang babayaran	50 minuto	Civil Certification and Archival Division
4. Tatanggapin ang Certificate of Authenticity and Certifi-cation.	4. Tatawagin ang kliyente.	Walang babayaran	3 minuto	Civil Certification and Archival Division
	Total:	Php 400.00	1 oras	

11. Legitimation

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Birth Certificate	City Civil Registry Office
2. Joint Affidavit of Legitimation / RA 9858 (kung ang magulang ay menor de edad noong pinagbubuntis ang bata). Note: If one of the parents is deceased, the requirements indicated in RA 9858 will apply.	Legal Office
3. Certified True Copy of Marriage Contract	City Civil Registry Office
4. CENOMAR of both parents	
5. Valid IDs of parents	Other government offices (DFA/SSS/Comelec)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga dokumento mula sa mga kliyente. Susuriin ang mga detalye sa kanilang mga dokumento.	Walang babayaran		Civil Certification and Archival Division
2. Tatanggapin ang Order of Payment	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 120.00		Civil Certification and Archival Division / City Treasury and Management Office
3. Tatanggapin ang claim stub	3. Tatawagin ang kliyente, titingnan ang resibo. Bibigyan ng claim stub. Pagkata-pos ay isasagawa na ang proseso ng Legitimation, lalagyan ng annotation ang Certificate of Live Birth.	Walang babayaran		Civil Certification and Archival Division
4. Tatanggapin ang Certificate of Live Birth na may annotation.	4. Ibibigay ang dokumento na may annotation.	Walang babayaran		Civil Certification and Archival Division
	Total :	Php 120.00	Pagkaraan ng Tatlong (3) araw	

Paalala: Ang Sertipiko ng Kapanganakan na mayroong annotation ay makukuha pagkaraan ng limang araw sapagkat kinakailangan na masusing maberipika ang request at sa kahilingan ng kliyente na ma-endorso ang nasabing dokumento sa PSA.

12. Request for Correction of Entries (CCE) RA 9048

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Certified True Machine Copy of the Certificate or the page of the Registry Book containing the entry / entries sought to be CORRECTED and from PSA COPY (SECPA)	Philippine Statistics Office
2. At least 2 public or private documents showing the correct entry or entries upon which the correction shall be based such as but not limited to the following: A. Baptismal Certificate B. Birth Certificate (Wife/Husband - for marriage petition) C. Voter's Affidavit/Registration record D. GSIS/SSS Record E. Medical Record F. Business Record G. School Records	Other Government Offices (Church / City Civil Registry Office / COMELEC / SSS / GSIS / Hospital / School)
3. Other relevant documents which the petitioner or the City/Municipal Civil Registrar (C/MCR) or District Circuit Registrar (D/CR) may consider relevant and necessary for the approval of the petition.	Other Government Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga dokumento.	Walang babayaran		Civil Certification and Archival Division
2. Tatanggapin ang Order of Payment (ang halaga ng babayaran ay depende sa kanilang request)	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 1,000.00 - Pagtutuwid / Pagtatama ng Mali		Civil Certification and Archival Division / City Treasury and Management Office
3. Pipirmahan ang petition form at tatanggapin ang Claim Stub.	3. Papapirmahin ang kliyente sa petition form. Pagkatapos ay bibigyan ng Claim Stub ang kliyente. Ipapaskil ang petisyon sa loob ng sampung araw at ipa-publish ang petisyon sa lokal na pahayagan isang beses sa isang lingo kung pagtutuwid / pagtatama ng mga mali ang request ng kliyente.	Walang babayaran		Civil Certification and Archival Division
	TOTAL:	Php 1,000.00 - Pagtutuwid / Pagtatama ng Mali	Pagkatapos ng labing-walong (18) araw ay ipapadala na ang mga dokumento sa PSA.	

13. Request for Correction of Entries – RA 9048 (CFN)

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Certified True Machine Copy of the Certificate or the page of the Registry Book containing the entry sought to be CHANGED and birth certificate issued by PSA	Philippine Statistics Office
2. At least 2 public or private documents showing the correct entries upon which the correction or change shall be based such as but not limited to the following: A. Baptismal Certificate B. Voter's Affidavit/Registration record C. GSIS/SSS Record D. Medical Record E. Business Record F. School Records	Other Government Offices (Church / COMELEC / SSS / GSIS / Hospital / School)
3. Police Clearance	Philippine National Police
4. NBI Clearance	National Bureau of Investigation
5. Affidavit of Non-Employment	Legal Office
6. Certificate of Employment/Certification of No pending administrative, civil or criminal case.	Company / Agencies
7. Affidavit of Self-Employed	Legal Office
8. Affidavit of Publication from newspaper of general circulation and copy of newspaper clipping	

9. Other relevant documents which the petitioner or the City/Municipal Civil Registrar (C/MCR) or District Circuit Registrar (D/CR) may consider relevant and necessary for the approval of the petition.		Other Government Offices		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga dokumento.	Walang babayaran		Civil Certification and Archival Division
2. Tatanggapin ang Order of Payment (ang halaga ng babayaran ay depende sa kanilang request)	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 3,000.00 - Pagpapalit ng Unang Pangalan		Civil Certification and Archival Division / City Treasury Office
3. Pipirmahan ang petition form at tatanggapin ang Claim Stub.	3. Papapirmahin ang kliyente sa petition form. Pagkatapos ay bibigyan ng Claim Stub. Ipapaskil ang petisyon sa loob ng sampung araw at ipa-publish ang petisyon sa lokal na pahayagan isang beses sa isang lingo kung pagpapalit ng unang pangalan ang request ng kliyente.	Walang babayaran		Civil Certification and Archival Division
	Total:	Php 3,000.00 - Pagpapalit ng Unang Pangalan	Pagkatapos ng labing-walong (18) araw ay ipapadala na ang mga dokumento sa PSA.	

14. Request for Changes of Entries RA 10172 in Birth Certificate

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Certified True Machine Copy of the Certificate or the page of the Registry Book containing the entry / entries sought to be CHANGED both the PSA copy and the LCRO copy shall be submitted.	Philippine Statistics Authority
2. Police Clearance	Philippine National Police
3. NBI Clearance	National Bureau of Investigation
4. Affidavit of Non-Employment/Certificate of Employment/Self-Employed	Legal Office
5. Earliest School record or earliest school documents	School
6. Medical Records	Hospital
7. Medical Certificate (from government accredited physician)	Health Office
8. Baptismal Certificate	Church
9. Voter's Affidavit/Registration Record	COMELEC
10. Affidavit of Publication from newspaper of general circulation and copy of newspaper clipping	Legal Office
11. Other relevant documents which the petitioner or the City/Municipal Civil Registrar (C/MCR) or District Circuit Registrar (D/CR) may consider relevant and necessary for the approval of the petition.	Other Government Offices (DFA/SSS/COMELEC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga dokumento.			Civil Certification and Archival Division
2. Tatanggapin ang Order of Payment (ang halaga ng babayaran ay depende sa kanilang request)	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 3,000.00 - Pagpapalit ng Kasarian / Pagpapalit ng Buwan at Araw ng Kapanga-nakan		Civil Certification and Archival Division / City Treasury Office
3. Pipirmahan ang petition form at tatanggapin ang Claim Stub.	3. Papapirmahin ang kliyente sa petition form. Pagkatapos ay bibigyan ng Claim Stub. Ipapaskil ang petisyon sa loob ng sampung araw at ipa-publish ang petisyon sa lokal na pahayagan isang beses sa isang lingo kung pagpapalit ng buwan at araw ng kapanganakan o pagpapalit ng kasarian ang request ng kliyente.			Civil Certification and Archival Division
	Total:	Php 3,000.00 - Pagpapalit ng Kasarian / Pagpapalit ng Buwan at Araw ng Kapanga-nakan	Pagkatapos ng labing-walong (18) araw ay ipapadala na ang mga dokumento sa PSA.	

15. Request for Certificate of Finality and Annotation (RA 9048 & 10172)

Office or Division :		City Civil Registry Office - Civil Certification and Archival Division		
Classification :		Simple		
Type of Transaction :		G2C - Government to Citizen		
Who may avail :		Citizen		
CHECKLIST REQUIREMENTS		**WHERE TO SECURE**		
1. Certified True Copy of the Decision of the Civil Registrar General/PSA		Philippine Statistics Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Isusumite ang claim stub	1. Tatanggapin ang claim stub mula sa kliyente at ihahanda na ang Certificate of Finality.	Walang babayaran	55 minuto	Civil Certification and Archival Division
2. Tatanggapin ang Certificate of Finality and Annotation	2. Ibibigay ang Certificate of Finality and Annotation	Walang babayaran	5 minuto	Civil Certification and Archival Division
	TOTAL:	Walang babayaran	Isang (1) oras na gagawin ang Sertipi-kasyon ng Pinal na Pagkumpirma ng Petisyon sa oras na matanggap ang nasabing kumpirmadong petisyon mula sa PSA.	

Paalala: Ang Certificate of Finality ay makukuha sa loob ng isang oras, sa oras na matanggap ang nasabing finality mula sa PSA. Ang tagal ng ipaghihintay sa petisyon ay nakadepende sa opisina ng PSA sa Quezon City maaaring abutin ito ng higit sa apat na buwan. Maaaring tumawag ang kliyente sa aming opisina upang mag follow up. Sila din ay aming tatawagan kung maaari na silang bumalik sa aming opisina upang makuha ang kanilang Certificate of Finality.

16. Request for Affidavit to Use the Surname of the Father (if not registered)

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Notarized Affidavit to Use the Surname of the Father	Legal Office
a. signed by the mother (if the child is 0-6years old)	
b. signed by the child (if he/she is 7-17 years old) - Sworn attestation of the mother	
c. signed by the child (if he/she is 18 years old and above).	
d. signed by the guardian	
2. Cedula	City Treasury Management Office / Barangay
3. Philsys National ID / other government valid IDs	Other Government Offices (DFA/SSS/COMELEC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga detalye sa mga dokumento.	Walang babayaran	20 minuto	Civil Certification and Archival Division
2. Tanggapin ang Order of Payment	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 200.00	2 minuto	Civil Certification and Archival Division / City Treasury and Management Office
3. Hihintayin na maihanda ang Certificate of Registration	3. Titingnan ang resibo. Pagkatapos, gagawin ang Certi-ficate of Registration. Lalagdaan ito ng	Walang babayaran	5 minuto	Civil Certification and Archival Division

	Registration Officer IV o Registration Officer III at lalagyan ng selyo.			
4. Tanggapin ang Certificate of Registration	4. Ibibigay ang Certificate of Registration.	Walang babayaran	3 minuto	Civil Certification and Archival Division
	TOTAL:	Php 200.00	Tatlumpung (30) minuto	

17. Request for Affidavit to Use the Surname of the Father (if registered)

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Notarized Affidavit to Use the Surname of the Father	Legal Office
a. signed by the mother (if the child is 0-6 years old)	
b. signed by the child (if he/she is 7-17 years old) - Sworn attestation of the mother	
c. signed by the child (if he/she is 18 years old and above).	
d. signed by the guardian	
2. Affidavit of Acknowledgment / Admission of Paternity (if unknown father)	
3. Certified True Copy of Birth Certificate of the Child.	City Civil Registry Office
4. Cedula	City Treasury Management Office / Barangay

5. Philsys National ID / other government valid IDs		Other Government Offices (DFA/SSS/COMELEC)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Isusumite ang mga requirements.	Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga detalye sa mga dokumento.	Walang babayaran		Civil Certification and Archival Division
2. Tanggapin ang Order of Payment	Bibigyan ng Order of Payment ang kliyente upang makapagbayad sa Treasury Office.	Php 200.00		Civil Certification and Archival Division / City Treasury and Management Office
3. Tatanggapin ang claim stub	Titingnan ang resibo. Pagkatapos ay bibigyan ng Claim Stub ang kliyente. Gagawin ang Cer-tificate of Registration at lalagyan ng anno-tation ang Certificate of Live Birth.	Walang babayaran		Civil Certification and Archival Division
4. Tanggapin ang Certificate of Registration	Ibibigay ang Certifi-cate of Registration at Certificate of Live Birth na may annotation.	Walang babayaran		Civil Certification and Archival Division
	TOTAL:	Php 200.00	Pagkaraan ng Limang (5) araw	

18. Batch Request Entry System (BREQS)

Pagtatala ng Kapanganakan sa Ibang Lugar

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Document owner/ Spouse / Daughter / Son / Parents / Grandparents - Philsys National ID / other government valid IDs	Other Government Offices (DFA/SSS/COMELEC)
2. Relatives - Authorization letter from the Document Owner/ Spouse / Daughter / Son / Parents/ Grandparents, Photocopy of their Philsys National ID / other government valid IDs, Photocopy of Philsys National ID / other government valid IDs of the authorized person.	Document Owner / Other Government Offices (DFA/SSS/COMELEC)
3. Nearest kin - Affidavit of Kinship and Photocopy Philsys National ID / other government valid IDs.	Legal Office / Other Government Offices (DFA/SSS/COMELEC)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pupunan ang request form.	1. Tatanggapin ang Request form. Hihingian ng Valid ID o iba pang karam-patang dokumento ng pagkakakilanlan.	Walang babayaran		Civil Certification and Archival Division
2. Tatanggapin ang Order of Payment at magbabayad sa Treasury Office ng Service Fee.	2. Bibigyan ng Order of Payment ang kliyente upang makapagbayad ng Service Fee sa Treasury.	Php 75.00 - kabayaran sa serbisyo		Civil Certification and Archival Division / City Treasury and Management Office

3. Magbabayad ang client sa opisina ng Civil Registry para sa PSA Document	3. Titingnan ang resibo. Pagkatapos ay susuriin muli ang mga detalye sa request form at hihingian ng bayad para sa PSA Application. Pagkatapos, i-encode na ito sa BREQS.	Php 155.00 - Sertipiko ng Kapanganakan, Kasal, at Kamatayan Php 210.00 - CENOMAR		Civil Certification and Archival Division
4. Tatanggapin ang request na PSA Copy	4. Ibibigay ang PSA request.	Walang babayaran		
	TOTAL:	Php 75.00 (Kabayaran sa Serbisyo) + Php 155.00 (Sertipiko ng kapanganakan, kasal, at kamatayan) Php 75.00 (kabayaran sa Serbisyo) + Php 210.00 (CENOMAR)	Pagkaraan ng Limang (5) araw	

Paalala; Ang PSA copy ng dokumento na hiniling ay makukuha pagkaraan ng limang araw sapagkat ang mga dokumento ay kukuhanin pa sa PSA San Pablo.

19. Application for Out of Town Registration of Birth

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties.	City Civil Registry Office
2. Affidavit of two (2) disinterested persons	Legal Office
3. Certificate of Marriage (if married)	City Civil Registry Office
4. Any two (2) of the following documentary evidences which may show the name of the child, date and place of birth, and name of the mother (and name of the father if the child has been acknowledged): A. Baptismal Certificate B. School Records (Form 137 or Transcript of Record) C. Voter's Registration Record	Church / School / COMELEC
5. Philsys National ID / other government valid IDs	Other Government Offices (DFA/SSS/COMELEC)
6. Cedula	City Treasury and Management Office / Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang mga dokumento mula sa kliyente. Susuriin ang mga detalye sa mga dokumento.	Walang babayaran		Civil Registration Division
2. Tatanggapin ang Order of Payment at magbabayad sa Treasury	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 30.00 para sa Sertipiko ng Kapanga-nakan		Civil Registration Division / City Treasury and Management Office
3. Tatanggapin ang Claim Stub.	3. Bibigyan ng Claim Stub ang kliyente. Pagkatapos gagawin na ang Certificate of Live Birth.	Walang babayaran		Civil Registration Division
4. Susuriin ang Sertipiko ng Kapanganakan at tatanggapin ang claim stub.	4. Ipapasuri ang Certificate of Live Birth at hihingian ng bayad para sa pagpapadala ng dokumento sa lugar kung saan siya ipinanganak.	Php 700.00 para sa pagpapadala sa Koreo at sa opisina ng lugar kung saan sila ipinanganak.		
	TOTAL:	Php 730.00 para sa pagpapadala sa Koreo at sa opisina ng lugar kung saan sila ipinanganak.	Pagkaraan ng Sampung (10) araw upang kuhanin ang resibo ng koreo.	

Paalala: Ang resibo ng Koreo ay makukuha pagkaraan ng sampung araw, na sa katunayan na naipadala na ang Certificate of Live Birth at iba pang dokumento sa lugar kung saan dapat irehistro. Ang tagal ng paghihintay para sa registered Certificate of Live Birth ay depende sa lugar kung saan ipinadala ang dokumento. Maaaring tumawag ang kliyente sa aming opisina upang mag follow up ng kanilang request. Sila din ay aming tatawagan kung maaari na silang bumalik sa aming opisina upang makuha ang kanilang Certificate of Live Birth.

20. Registration of Foundling

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1.Four (4) copies of the Certificate of Foundling (OCRG Form No. 101) duly accomplished and signed by proper parties.	City Civil Registry Office
2.Certified True Copy of Certificate issued by the Secretary of the DSWD stating that the child was legally available for adoption.	Department of Social Welfare and Development
3. Certified True Copy of the child profile issued by DSWD.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang lahat ng dokumento. Susuriin ang mga detalye sa mga dokumento. Lalagdaan ng City Civil Registrar ang Certificate of Foundling at tatatakan ito ng Registry Number.	Walang babayaran	25 minuto	Civil Registration Division
2. Tatanggapin ang Certificate of Foundling.	2. Ibibigay ang Certificate of Foundling		5 minuto	
	TOTAL:	None	Tatlumpung (30) minuto	

21. Supplemental Report

Office or Division :	City Civil Registry Office - Civil Certification and Archival Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Citizen
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1.PSA Copy of Live Birth/ Marriage/ Death	City Civil Registry Office
2. Affidavit of Supplemental Report	Legal Office
3. Baptismal Certificate	Church
4. School Records (Form 137 or Transcript of Record)	School
5. Philsys National ID / other government valid IDs	Other Government Offices (DFA/SSS/COMELEC)
6. Cedula	City Treasury and Management Office / Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isusumite ang mga requirements na kailangan.	1. Tatanggapin ang lahat ng dokumento. Susuriin ang mga detalye sa mga dokumento.	Walang babayaran		Civil Certification and Archival Division
2. Tanggapin ang Order of Payment	2. Bibigyan ng Order of Payment ang kliyente upang magbayad sa Treasury Office.	Php 200.00		Civil Certification and Archival Division / City Treasury Office
3. Tatanggapin ang claim stub	3. Titingnan ang resibo. Bibigyan ng claim stub ang kliyente. Ihahanda ang Certificate of Supplemental report at Lalagyan ng annotation ang dokumento.	Walang babayaran		Civil Certification and Archival Division

4. Tatanggapin ang may annotation na dokumento	4. Ibibigay ang dokumento na may annotation.	Walang babayaran		Civil Certification and Archival Division
	TOTAL:	Php 200.00	Pagkaraan ng Limang (5) araw	

Paalala: Ang dokumento na may annotation ay makukuha pagkaraan ng limang araw sapagkat kinakailangan na masusing maberipika ang request at sa kahilingan ng kliyente na ma-endorso ang nasabing dokumento sa PSA.

VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	1. Kumuha ng Feedback Form na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina 2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite. 2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw 3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. *Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)* *Email Address: chrmocalamba2001@gmail.com*
How to file a complaint	1. Kumuha ng Complaint Form sa Public Assistance Desk / Information Officers 2. Isulat ang reklamo at kung sino ang inirereklamo sa complaint form.
How complaints are processed	1. Isumite ang reklamo sa Public Assistance Desk / Information Officers 2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565