



# **CITY GOVERNMENT OF CALAMBA**

## **CITIZEN'S CHARTER**

2024-1st Edition



## AGENCY PROFILE

### 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 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-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 tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) 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 bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





OFFICE OF THE SANGGUNIANG PANLUNGSOD

*EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.*

**MEMBERS:**

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

**ABSENT:**

*NONE*

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**RESOLUTION NO. 218**  
**Series of 2023**

**Sponsor: Councilor DYAN DV. ESPIRIDION**

**A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".**

**WHEREAS**, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

**WHEREAS**, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

**WHEREAS**, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

**WHEREAS**, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

**WHEREAS**, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

**WHEREAS**, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

**WHEREAS**, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

**WHEREAS**, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

**NOW THEREFORE**, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

**CITY ORDINANCE NO. 758**  
**Series of 2023**

**AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.**

Be it ordained by the Sangguniang Panlungsod in session assembled that:

**SECTION I. TITLE.** This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

**SECTION II. PURPOSE.** This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

**SECTION III. LEGAL COMPLIANCE.**

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

**SECTION IV. IMPLEMENTING RULES AND REGULATIONS.** Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

**SECTION V. SEPARABILITY CLAUSE.** If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

**SECTION VI. REPEALING CLAUSE.** All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

**SECTION VII. EFFECTIVITY.** This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

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*Certified Enacted:*

  
**HON. ANGELITO S. LAZARO, JR.**  
*City Vice Mayor*

*Attested by:*

  
**ATTY. NOEL M. VILLANUEVA**  
*SP Secretary*

*Approved by:*

  
**HON. ROSELLER H. RIZAL**  
*City Mayor*



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

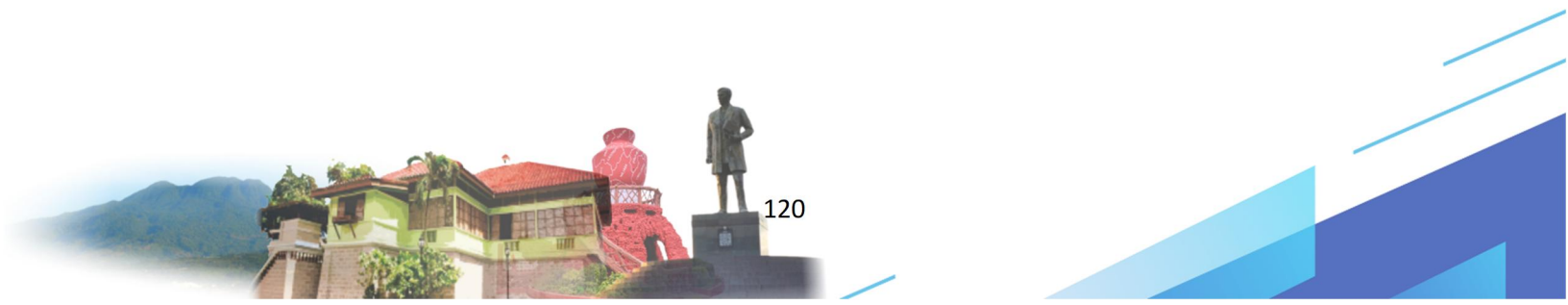
I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





# CITY CIVIL REGISTRY OFFICE

## External Services





## 1. Request for Certified True Copies of Birth / Marriage and Death / Certification of Civil Registry Documents

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Any Valid IDs (photocopy)		Kliyente		
2. Authorization Letter with valid ID from the Document Owner / Spouse / Daughter / Son / Parents / Grandparents (original and photocopy)		Kliyente / Authorized Representative		
3. Nearest Kin - Affidavit of Kinship and Valid IDs		Any Legal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Punan ang request form at ipresinta ang valid id	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang Babayaran	40 minuto	Administrative Assistant II (Certification Section)
	1.2 Iproseso ang dokumento			
2. Magbayad sa Treasury Office	2. Bigyan ng Opisyal na Resibo	Php 40.00 (Certified True Copies) Php 30.00 (Certifications)	2 minuto	Revenue Collection Clerk III (Treasury Office)
3. Tanggapin ang dokumento	3. Ibigay ang Certified True Copies / Certification of Civil Registry Documents.	Walang Babayaran	2 minuto	Administrative Assistant II (Certification Section)
<b>Total:</b>		Php 40.00 (Certified True Copies) Php 30.00 (Certifications)	44 minuto	



## 2. Application for Timely Registration of Birth (Hospital, Lying In Clinic and City Health Office)

<b>Office or Division :</b>		City Civil Registry Office – Civil Registration Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C – Government to Citizen		
<b>Who may avail :</b>		Hospital / Lying-in Clinic / City Health Office (Birthing Facility)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Live Birth (Form 102) – (4 copies)		Hospital / Lying-in Clinic		
2. Medical Certificate, 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 / Certificate of Marriage		City Civil Registry Office / PSA		
4. If the child is illegitimate, in addition to the above: Affidavit to Use the Surname of the Father (if applicable)		Any Legal Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga kinaka-ilangang dokumento	1. Tanggapin at suriin ang mga dokumento at isagawa ang proseso	Walang babayaran	25 minuto	Sr. Administrative Assistant I
2. Tanggapin ang dokumento	2. Ibigay ang registered Certificate of Live Birth.		3 minuto	
<b>Total:</b>		None	28 minuto	

**PAALALA:** Ang Certificate of Birth ay makukuha sa loob ng **isang (1) araw** sapagka't ang tagal ng proseso nito ay depende sa bilang ng mga tanggagap mula sa lahat ng ospital, lying-in clinics, at ipinanganak ng mga hilot sa buong Calamba.



### 3. Application for Late Registration of Birth

<b>Office or Division :</b>	City Civil Registry Office - Civil Registration Division
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C - Government to Citizen
<b>Who may avail :</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. PSA Negative	Philippine Statistics Office
2. National Certification from the National Archives (if born 1944 and below)	National Archives
3. Affidavit of Two (2) Disinterested Persons	Any Legal Office
4. <b>Any two (2) of the following:</b> a) Baptismal Certificate b) School Records nursery, kindergarten or preparatory) c) Income tax of parent/s d) Insurance Policy e) Medical Records f) Barangay Certification g) Voter's Registration h) SSS (E1 Form) i) Philhealth (MDR)	Church School  Bureau of Internal Revenue (BIR) Insurance Company Hospital Barangay Comelec Social Security System (SSS) Philhealth
5. <b>If the child is illegitimate, in addition to the above:</b> Affidavit to Use the Surname of the Father / Affidavit of Acknowledgement / Admission of Paternity (if applicable)	Any Legal Office





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Claim Stub	Walang babayaran	10 minuto	Sr. Administrative Assistant I
	1.2 Iproseso ang dokumento			
2. Tanggapin ang dokumento	2. Ibigay ang registered Certificate of Live Birth.		3 minuto	
<b>Total:</b>		None	13 minuto	

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

#### 4. Application for Timely Registration of Death

<b>Office or Division :</b>	City Civil Registry Office - Civil Registration Division
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C - Government to Citizen
<b>Who may avail :</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Accomplished Form 103 (Death Form) (4 copies)	Hospital / Medico Legal / City Health Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangang dokumento	1.1 Tanggapin at suriin ang mga dokumento at Bigyan ng Order of Payment.	Walang Babayaran	10 minuto	Registration Officer III (Registration Section)
	1.2 Iproseso ang dokumento		30 minuto	
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Base sa Schedule of Fees	2 minuto	Revenue Collection Clerk III (Treasury Office)
3. Tanggapin ang dokumento	3. Ibigay ang registered Certificate of Death.	Walang babayaran	2 minuto	Registration Officer III (Registration Section)
<b>Total</b>		Base sa Schedule of Fees	44 minuto	

### **SCHEDULE OF FEES:**

a. Libing : Php 30.00                      b. Paglilipat : Php 40.00

#### Upa sa Loob ng Limang (5) Taon

Unang Hanay : Php 500.00  
Ikalawa at Ikatlong Hanay : Php 400.00.  
Ikaapat na Hanay Pataas : Php 300.00  
Hukay : Php 100.00  
Pagkuha sa Buto : Php 100.00





## 5. Application for Late Registration of Death

<b>Office or Division :</b>		City Civil Registry Office - Civil Registration Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Four (4) duly accomplished Form 103 (Death Form)		Hospital/ Medico Legal/ City Health Office		
2. PSA Negative Result		Philippine Statistics Authority		
3. Affidavit for Delayed Registration		Any Legal Office		
4. Authenticated copy of the Certificate of burial, cremation, or of other means of corpse disposal.		Cemetery / Funeral Homes		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan.	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Claim stub	Walang babayaran	5 minuto	Registration Officer III (Registration Section)
	1.2 Iproseso ang dokumento			
2. Tanggapin ang dokumento	2. Ibigay ang registered Certificate of Death.		5 minuto	
<b>Total :</b>		None	10 minuto	

**PAALALA:** *Ang Certificate of Death na Late Registered ay makukuha pagkaraan ng **sampung (10) araw** sapagkat ang kanilang aplikasyon ay kinakailangan na maipaskil 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

<b>Office or Division :</b>		City Civil Registry Office - Civil Registration Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Marriage (4 copies)		Church / Solemnizing Officer/ Mayor's Office / Court		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	35 minuto	Registration Officer III (Registration Section)
	1.2 Iproseso ang dokumento			
2. Tanggapin ang dokumento	2. Ibigay ang registered Certificate of Marriage.		5 minuto	
<b>Total:</b>		None	40 minuto	



## 7. Application for Late Registration of Marriage

<b>Office or Division :</b>		City Civil Registry Office - Civil Registration Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Marriage Certificate (4 copies)		Church/ Solemnizing Officer/ Mayor's Office/ Court		
2. Affidavit of the Contracting Parties		Any Legal Office		
3. Affidavit of the Solemnizing Officer				
4. Affidavit of Two Disinterested Persons				
5. Certificate of No Record of Marriage		Philippine Statistics Authority (PSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga kinakailangan dokumento	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng claim stub	Walang babayaran	35 minuto	Registration Officer III (Registration Section)
	1.2 Iproseso ang dokumento			
2. Tanggapin ang dokumento	2. Ibigay ang registered Certificate of Marriage.		3 minuto	
<b>Total :</b>		None	38 minuto	

**PAALALA:** *Ang Certificate of Marriage na Late Registered ay makukuha pagkaraan ng **sampung (10) araw** ng pagtatrabaho at kinakailangan na maipaskil sa bulletin board upang maipaalam sa publiko at masiguro na masusing na-beperika ang mga aplikasyon.*



## 8. Application for Marriage License

<b>Office or Division :</b>	City Civil Registry Office - Civil Registration Division			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C - Government to Citizen			
<b>Who may avail :</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CENOMAR / Birth Certificate or Baptismal Certificate		Philippine Statistics Authority / City Civil Registry Office / Church		
2. Certificate of Legal Capacity (if foreigner)		Embassy		
4. Family Planning Seminar / Pre-marriage counselling seminar		City Population Management Office / City Social Services 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. Cedula		Barangay		
7. Valid IDs		Kliyente		
7. Death Certificate of deceased Spouse / Judicial Decree if Annulment or Nullity of Marriage (if previously married)		City Civil Registry Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan.	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	30 minuto	Registration Officer III (Application Processing Section)
	1.2 Bigyan ng Application for Marriage License Form at interbyuhin			
	1.3. Bigyan ng Order of Payment at Iproseso ang dokumento		45 minuto	
2. Magbayad sa Treasury Office	2. Bigyan ng Opisyal na Resibo	Php 148.00 Application for Marriage License Fee Php 2.00 License Form	2 minuto	Revenue Collection Clerk III (Treasury Office)



3. Tanggapin ang dokumento	3. Ibigay ang Lisensya ng Kasal.	Walang babayaran	3 minuto	Registration Officer III (Application Processing Section)
<b>Total :</b>		Php 150.00	1 oras at 20 minuto	

**PAALALA:** Ang Marriage License ay makukuha pagkaraan ng **sampung (10) araw** ng pagtatrabaho at kinakailangan na maipaskil sa bulletin board upang maipaalam sa publiko at masiguro na masusing na-beperika ang mga aplikasyon.

## 9. Request for Endorsement

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.PSA Negative / Unannotated Civil Registry Document		City Civil Registry Office		
2. Certified True Copy of Civil Registry Document				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	7 minuto	Computer File Librarian III
	1.2 Iproseso ang Endorsement letter na ipapadala sa PSA kalakip ang iba pang mga requirements.			
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 120.00	2 minuto	Revenue Collection Clerk III Treasury Office



3. Suriin ang Endorsement Letter na ipapadala sa PSA at magpunta sa pinakamalapit na LBC para bayaran ang kaukulang halaga para sa pagpapadala	3. Ibigay ang Endorsement Letter at bigyan ng Claim Stub upang malaman kung kailan maaaring bumalik ang klyente	Walang Babayaran	2 minuto	Computer File Librarian III
4. Ibigay ang kopya resibo ng LBC.	4. Tanggapin ang resibo ng LBC		2 minuto	
<b>Total:</b>		Php 120.00	11 minuto	

***PAALALA: Ang Resibo ng LBC ay ibabalik sa Civil Registry Office para sa katunayan na naipadala na ang dokumento sa Philippine Statistics Office (PSA)***





## 10. Request for Registration of Court Decrees and Orders

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Four (4) Certified True Copies of Court Decree / Order		Court		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment.	Walang babayaran	7 minuto	Computer File Librarian III
	1.2. Iproseso ang dokumento		30 minuto	
2. Magbayad sa Tanggapan ng Ingat Yaman.	2. Bigyan ng Opisyal na Resibo	Php 300.00 – Pagtatala  Php 100.00 – Pagse-sertipiko	2 minuto	Revenue Collection Clerk III Treasury Office
3. Tanggapin ang dokumento	3. Ibigay ang kopya ng Certificate of Authenticity and Certification	Walang babayaran	3 minuto	Computer File Librarian III
<b>Total:</b>		Php 400.00	42 minuto	



## 11. Legitimation

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Birth Certificate (PSA or Local Copy)		PSA / City Civil Registry Office		
2. Joint Affidavit of Legitimation / RA 9858 (kung ang magulang ay menor de edad noong pinagbubuntis ang bata). <i>Note: If one of the parents is deceased, the requirements indicated in RA 9858 will apply.</i>		Any Legal Office		
3. Certified True Copy of Marriage Contract		City Civil Registry Office		
4. CENOMAR of both parents		Philippine Statistics Authority		
5. Any Valid IDs of parents		Kliyente		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	10 minuto	Computer File Librarian III
	1.2 Bigyan ng claim stub at isagawa ang proseso ng Legitimation		30 minuto	
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 120.00	2 minuto	Revenue Collection Clerk III Treasury Office
3. Tanggapin ang dokumento.	3. Ibigay ang Certificate of Live Birth.	Walang Babayaran	2 minuto	Computer File Librarian III
<b>Total :</b>		Php 120.00	44 minuto	



**Paalala:** Ang Sertipiko ng Kapanganakan na mayroong annotation ay makukuha pagkaraan ng **tatlong (3) araw** ng pagtatrabaho at kinakailangan na masusing at 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

<b>Office or Division :</b>	City Civil Registry Office - Civil Certification and Archival Division
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C - Government to Citizen
<b>Who may avail :</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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: <ul style="list-style-type: none"> <li>1. Baptismal Certificate</li> <li>2. Birth Certificate (Wife/Husband - for marriage petition)</li> <li>3. Voter's Affidavit/Registration record</li> <li>4. GSIS/SSS Record</li> <li>5. Medical Record</li> <li>6. Business Record</li> <li>7. School Records</li> </ul>	Church Philippine Statistics Authority (PSA)  Comelec  GSIS / SSS 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.	Government Offices



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumento na kailangan	1. Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	30 minuto	Registration Officer IV (Civil Certification and Archival Division)
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 1,000.00 - Pagtutuwid / Pagtatama ng Mali	2 minuto	Revenue Collection Clerk III Treasury Office
3. Lagdaan ang Petition Form at kuhanin ang Claim Stub.	3. Iproseso at palagdaan sa kliyente ang petition form at bigyan ng Claim Stub.  <i>(Ipapaskil ang petisyon sa loob ng sampung araw (10) at ipa-publish ang petisyon sa lokal na pahayagan isang beses sa isang lingo kung pagtutuwid / pagtatama ng mga mali ang request ng kliyente.)</i>	Walang babayaran	2 oras	Registration Officer IV (Civil Certification and Archival Division)
<b>TOTAL:</b>		Php 1,000.00 - Pagtutuwid / Pagtatama ng Mali	2 oras at 32 minuto	

**Paalala:** Ang Petition ay ipapadala sa PSA pagkatapos ng **labing-walong (18) araw** ng pagtatrabaho matapos isumite sa opisina.





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

<b>Office or Division :</b>	City Civil Registry Office - Civil Certification and Archival Division
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C - Government to Citizen
<b>Who may avail :</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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:  <ul style="list-style-type: none"> <li>a. Baptismal Certificate</li> <li>b. Voter's Affidavit/Registration record</li> <li>c. GSIS/SSS Record</li> <li>d. Medical Record</li> <li>e. Business Record</li> <li>f. School Records</li> </ul>	Church Comelec  GSIS / SSS 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. Isumite ang mga dokumento na kailangan	1. Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	30 minuto	Registration Officer IV (Civil Certification and Archival Division)
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 3,000.00 - Pagpapalit ng Unang Pangalan	2 minuto	Revenue Collection Clerk III Treasury Office
3. Lagdaan ang Petition Form at kuhanin ang Claim Stub.	3. Iproseso at palagdaan sa kliyente ang petition form at bigyan ng Claim Stub. <b><i>(Ipapaskil ang petyasyon sa loob ng sampung araw (10) at ipa-publish ang petyasyon sa lokal na pahayagan isang beses sa isang linggo kung pagpapalit ng unang pangalan ang request ng kliyente).</i></b>	Walang babayaran	2 oras	Registration Officer IV (Civil Certification and Archival Division)
<b>Total:</b>		Php 3,000.00 - Pagpapalit ng Unang Pangalan	2 oras at 32 minuto	

**Paalala: Ang Petition ay ipapadala sa PSA pagkatapos ng *labing-walong araw (18)* na ipasa ito sa opisina.**





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

<b>Office or Division :</b>	City Civil Registry Office - Civil Certification and Archival Division
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C - Government to Citizen
<b>Who may avail :</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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. Isumite ang mga dokumento na kailangan	1. Tanggapin at suriin ang mga dokumento at bigyan ng Order of payment	Walang babayaran	30 minuto	Registration Officer IV (Civil Certification and Archival Division)
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 3,000.00	2 minuto	Revenue Collection Clerk III Treasury Office
3. Lagdaan ang petition form at kuhanin ang Claim Stub.	3. Iproseso at palagdaan sa kliyente ang petition form at bigyan ng Claim Stub  <i>(Ipapaskil ang petisyon sa loob ng sampung araw (10) 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.)</i>	Walang babayaran	2 oras	Registration Officer IV (Civil Certification and Archival Division)
<b>Total:</b>		Php 3,000.00	2 oras at 32 minuto	

**Paalala:** Ang Petition ay ipapadala sa PSA pagkatapos ng **labing-walong (18) araw** na ipasa ito sa opisina.





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

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid IDs 2. Authorization Letter 3. Request Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Punan at Isumite ang request form	1. Tanggapin at suriin ang request form at ihanda ang Certificate of Finality.	Walang babayaran	55 minuto	Registration Officer IV (Civil Certification and Archival Division)
2. Tanggapin ang dokumento	2. Ibigay ang Certificate of Finality and Annotation		5 minuto	
<b>TOTAL:</b>		None	1 oras	

**Paalala:** Ang Certificate of Finality ay makukuha sa loob ng **isang (1) oras**, at 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 (4) 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)

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. <i>Notarized Affidavit to Use the Surname of the Father</i>		Any 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. Cedula		Barangay		
3. Valid IDs		Kliyente		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1. Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	25 minuto	Assistant Registration Officer (Application Processing Section)
	1.2 Iproseso ang dokumento			
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 200.00	2 minuto	Revenue Collection Clerk III Treasury Office
3. Tanggapin ang dokumento	3. Ibigay ang Certificate of Registration.	Walang babayaran	3 minuto	Assistant Registration Officer
<b>TOTAL:</b>		Php 200.00	30 minuto	



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

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Notarized Affidavit to Use the Surname of the Father		Any 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)		City Civil Registry Office		
3. Certified True Copy of Birth Certificate of the Child.				
4. Cedula		Barangay		
5. Valid IDs		Kliyente		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	20 minuto	Assistant Registration Officer (Application Processing Section)
	1.2 Iproseso ang dokumento at bigyan ng Claim Stub		2 oras	



2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 200.00	2 minuto	Revenue Collection Clerk III Treasury Office
3. Tanggapin ang dokumento	3. Ibigay ang Certificate of Registration at Certificate of Live Birth.	Walang Babayaran	3 minuto	Assistant Registration Officer (Application Processing Section)
<b>TOTAL:</b>		Php 200.00	27 minuto	

**Paalala:** Ang Certificate of Live Birth ay makukuha pagkaraan ng **limang (5) araw** dahil lalagyan pa ito ng annotation.

## 18. Batch Request Entry System (BREQS)

Pagtatala ng Kapanganakan sa Ibang Lugar

<b>Office or Division :</b>	City Civil Registry Office - Civil Certification and Archival Division
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C - Government to Citizen
<b>Who may avail :</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Document owner/ Spouse / Daughter / Son / Parents / Grandparents – Any Valid IDs	Kliyente
2. Relatives - Authorization letter and Any Valid IDs (photocopy)	Kliyente
3. Nearest kin - Affidavit of Kinship and Any Valid IDs.	Any Legal Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at ipresinta ang valid ID at iba pang karampatang pagkakilanlan	1. Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	10 minuto	Administrative Assistant I (Archival Section)
2. Magbayad sa Tanggapan ng Ingat Yaman.	2. Bigyan ng Opisyal na Resibo	Php 75.00 (Kabayaran sa Serbisyo)	2 minuto	Revenue Collection Clerk III Treasury Office
3. Magbayad para sa PSA Document	3.1 Beripikahin ang resibo at pagkatapos ay suriin muli ang mga detalye sa request form	Php 155.00 - Sertipiko ng Kapanganakan, Kasal, at Kamatayan	15 minuto	Administrative Assistant I (Archival Section)
	3.2 I-encode sa Batch Request Entry System (BREQS).	Php 210.00 - CENOMAR		
4. Tanggapin ang request na PSA Copy	4. Ibigay ang PSA request.	Walang babayaran	15 minuto	
<b>TOTAL:</b>		Php 75.00 (Kabayaran sa Serbisyo) + Php 155.00 (Sertipiko ng kapanganakan, kasal, at kamatayan)  Php 210.00 (CENOMAR)	42 minuto	

**Paalala; Ang PSA copy ng dokumento na hiniling ay makukuha pagkaraan ng *limang (5) araw* sapagkat ang mga dokumento ay kukuhanin pa sa PSA San Pablo.**





## 19. Application for Out-of-Town Registration of Birth

<b>Office or Division :</b>	City Civil Registry Office - Civil Certification and Archival Division
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C - Government to Citizen
<b>Who may avail :</b>	Citizen
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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. Valid IDs	Kliyente
6. Cedula	Barangay



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumento na kailangan	1. Tanggapin at suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	30 minuto	Administrative Assistant I
2. Magbayad Tanggapan ng Ingat Yaman	2.1 Bigyan ng Opisyal na Resibo	Php 30.00 para sa Sertipiko ng Kapanganakan	2 minuto	Revenue Collection Clerk III Treasury Office
	2.2. Iproseso ang Certificate of Live Birth at bigyan ng Claim Stub	Walang babayaran	2 minuto	Administrative Assistant I (Administrative Staff)
3. Tanggapin ang dokumento	3. Ibigay ang Certificate of Live Birth		10 minuto	
<b>TOTAL:</b>		Php 30.00	44 minuto	

***Paalala: 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

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1.1 Tanggapin at suriin ang mga dokumento	Walang babayaran	25 minuto	Registration Officer IV
	1.2 Iproseso ang dokumento			
2. Tanggapin ang dokumento	2. Ibigay ang Certificate of Foundling		5 minuto	
<b>TOTAL:</b>		None	30 minuto	



## 21. Request for Certificate of Supplemental Report

<b>Office or Division :</b>		City Civil Registry Office - Civil Certification and Archival Division		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C - Government to Citizen		
<b>Who may avail :</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.PSA Copy of Live Birth/ Marriage/ Death		City Civil Registry Office		
2. Affidavit of Supplemental Report		Any Legal Office		
3. Baptismal Certificate		Church		
4. School Records (Form 137 or Transcript of Record)		School		
5. Any Valid IDs		Kliyente		
6. Cedula		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang mga dokumento na kailangan	1.1 Suriin ang mga dokumento at bigyan ng Order of Payment	Walang babayaran	15 minuto	Computer File Librarian III
	1.2 Iproseso ang Certificate of Supplemental report at bigyan ng Claim Stub			
2. Magbayad sa Tanggapan ng Ingat Yaman	2. Bigyan ng Opisyal na Resibo	Php 200.00	2 minuto	Revenue Collection Clerk III Treasury Office
3. Tanggapin ang dokumento	3. Ibigay ang dokumento na may annotation.	Walang babayaran	5 minuto	Computer File Librarian III
<b>TOTAL:</b>		Php 200.00	22 minuto	

**Paalala:** Ang dokumento na may annotation ay makukuha pagkaraan ng **limang (5) araw** sapagkat kinakailangan na masusing maberipika ang request at sa kahilingan ng kliyente na ma-endorso ang nasabing dokumento sa PSA.





## 22. Issuance of Order of Payment

(Death Certificate/Certified Death Certificate/Exhumation/Burial Transfer)

<b>Office or Division :</b>		City Civil Registry Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C – Government to Citizen		
<b>Who may avail :</b>		Mamamayan		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate		Hospital / City Health Services Office		
Exhumation Permit		City Health Services Office		
Certificate of Burial Transfer				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ipresinta ang kailangan dokumento	1.1 Tanggapin at suriin ang dokumento	Walang babayaran	5 minuto	Registration Officer II
	1.2 Bigyan ng Order of Payment		5 minuto	Registration Officer III
2. Magtungo sa Tanggapan ng City Treasury Office at bayaran ang kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Ayon sa Civil Registry Fees	3 minuto	Revenue Collection Clerk III (Treasury Office)
<b>TOTAL :</b>		Ayon sa Civil Registry Fees	13 minuto	

### Civil Registry Fees:

1. Burial - Php30.00
2. Transfer - Php40.00
3. Exhumation - Php100.00



## VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"><li>1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina</li><li>2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.</li></ol>
How feedbacks are processed	<ol style="list-style-type: none"><li>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.</li><li>2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw</li><li>3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente.</li></ol> <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i><a href="mailto:chrnocalamba2001@gmail.com">chrnocalamba2001@gmail.com</a></i></p>
How to file a complaint	<ol style="list-style-type: none"><li>1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.</li><li>2. Isulat ang reklamo at kung sino ang inirereklamo.</li></ol>
How complaints are processed	<ol style="list-style-type: none"><li>1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.</li><li>2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto</li></ol>
Contact Information of ARTA, CCB, PCC	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC : 8888 CCB : 0908-8816565 (sms) : <a href="mailto:contactcenterngbayan@gov.ph">contactcenterngbayan@gov.ph</a> : 1-6565