



CITY GOVERNMENT OF EL SALVADOR

CITIZEN'S CHARTER
2020 (1st Edition)



OFFICE OF THE CITY CIVIL REGISTRAR

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Civil Registration is the continuous, permanent and compulsory recording of vital events and their characteristics in accordance with the legal requirements in each country. In the Philippines, the civil registry function is defined in the Civil registry law (Act no. 3753), which mandates the registration in appropriate civil registry books of all facts and acts concerning the civil status of persons from birth to death including the changes taking place therein.

Civil registry forms are used to record the facts of birth, marriage, death and all modifications thereof occurring in a person's lifetime. The forms including their attachments are revised to conform with the new laws, rules and regulations.

Mandates:

➤ **Article 9, Section 479 of RA 7160 otherwise known as the Local Government Code:**

- (i) Accept all registrable documents and judicial decrees affecting the civil status of persons;
- (ii) File, keep and preserve in a secure place the books required by law;
- (iii) Transcribe and enter immediately upon receipt all registrable documents and judicial decrees affecting the civil status of persons in the appropriate civil registry books;
- (iv) Transmit to the Office of the Civil Registrar- General, within the prescribed period, duplicate copies of registered documents required by law;
- (v) Issue certified transcripts or copies of any certificate or registered documents upon payment of the prescribed fees to the treasurer;
- (vi) Receive applications for the issuance of a marriage license and, after determining that the requirements and supporting certificates and publication thereof for the prescribed period have been complied with, issue the license upon payment of the authorized fee to the treasurer;
- (vii) Coordinate with the Philippine Statistics Authority in conducting educational campaigns for vital registration and assist in the preparation of demographic and

➤ **Section 12 of Civil Registry Law Act 3753**

- (a) file registrable certificates and documents presented to them for entry;
- (b) complete the same monthly and prepare and send any information required of them by the Civil Registrar-General;
- (c) issue certified transcripts or copies of any certificate or document registered upon payment of proper fees;
- (d) order the binding, properly classified, of all certificates or documents registered during the year;
- (e) send to the Civil Registrar-General, during the first ten days of each month, a copy of the entries made during the preceding month for filing;
- (f) index the same to facilitate search and identification in case any information is required, and
- (g) administer oaths, free of charge, for civil register purposes.



LIST OF SERVICES

External Services

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10. Late Registration of Marriage/ Reconstruction of Marriage
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14. Supplemental Reports (Birth, Marriage, Death)



1. APPLICATION FOR MARRIAGE LICENSE (AML)

Description: This service is for those who are planning to get married and would want to secure a marriage license. Marriage License is a pre-requisite document before getting married. Marriage License must be secured before the preparation and issuance of Certificate of Marriage.

Office or Division:	City Civil Registry Office	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	All bona fide and habitual Residents of El Salvador City (both or either of the party is a resident) and of legal age	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Marriage License (AML)		Philippine Statistics Authority (PSA)
a. 1 Original copy and one photocopy of latest CENOMAR (taken within 6 months)		
b. One original copy and one clear photocopy of Death Certificate of spouse if Widow/Widower		Philippine Statistics Authority (PSA)/ Local Civil Registrar where the late spouse died
c. Original Birth Certificates of the Couple with one clear photocopy of each		Philippine Statistics Authority (PSA)
d. Two original copies of Parental Consent (if 18-20 years old)		City Civil Registry Office
e. Two original copies of Parental Advice (if 21-25 years old)		City Civil Registry Office
f. Latest CEDULA of both the couple with one clear photocopy of each		City Treasury Office
2. Article 34		Philippine Statistics Authority (PSA)
a. One Original copy and one photocopy of latest CENOMAR (taken within 6 months)		
b. One original copy and one clear photocopy of Death Certificate of spouse if Widow/Widower		Philippine Statistics Authority (PSA)/ Local Civil Registrar where the late spouse died
c. Original Birth Certificates of the Couple with one clear photocopy of each		Philippine Statistics Authority (PSA)
d. Original Birth Certificate of 1 st Child with one clear photocopy		Philippine Statistics Authority (PSA)/ Local Civil Registrar where the child was born
g. 2 original copies of Parental Consent (if 18-20 years old)		City Civil Registry Office
h. 2 original copies of Parental Advice (if 21-25 years old)		City Civil Registry Office
e. Latest CEDULA of both the couple with one clear photocopy of each		City Treasury Office
f. Affidavit of Corroboration		City Civil Registry Office
3. Filipino/Foreigner		Philippine Statistics Authority (PSA)
a. 1 Original copy and one photocopy of latest CENOMAR (taken within 6 months)		
b. One original copy and one clear photocopy of Death Certificate of spouse if Widow/Widower		Philippine Statistics Authority (PSA)/ Civil Registry from Country of origin
c. Original Birth Certificates of the Couple with one clear photocopy of each		Philippine Statistics Authority (PSA)
i. 2 original copies of Parental Consent (if 18-20 years old)		City Civil Registry Office



j. 2 original copies of Parental Advice (if 21-25 years old)		City Civil Registry Office		
d. Legal Capacity to Marry (Original copy and one photocopy)		Embassy concerned in the Philippines		
e. Divorce Court Order, if Divorced (Original copy and one photocopy)		Court Concerned		
f. Annulment Court Order if Annulled (Original copy and one photocopy)		Court Concerned		
Additional requirements as may be required if there is discrepancy in the spelling/ for verification purposes:				
a. Certificate of Live Birth and/ baptismal certificate of parents and/ or siblings		Philippine Statistics Authority (PSA)		
b. Marriage Contract of Parents		Philippine Statistics Authority (PSA)		
c. Certificate of Residency		Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all required documents	Interview of client, verify and scrutinize the accuracy of the documents presented and issue order of payment	P 700.00 (AML- both residents of El Salvador City) P 900.00 (resident & non-resident of the city) P 2,100.00 (Filipino/ Foreigner)	30 minutes	DEBBIE JANE C. GATAB Administrative Officer V
2. Fill up AML Form	Check receipt and the filled up AML form and process the documents (encode the verified data and produce the computerized AML form) for signature and registration of the City Civil Registrar	P 2.00	10 minutes	DEBBIE JANE C. GATAB Administrative Officer V OLIVIA E. LABIS City Civil Registrar
3. ----waiting for processing time---	Post the Notice of posting and assign license	NONE	10 days of posting notice	DEBBIE JANE C. GATAB Administrative Officer V



	number to the AML			
4. Claim the requested document after 10 days and sign the logbook	Release and Issue the marriage license	NONE	5 Minutes	DEBBIE JANE C. GATAB Administrative Officer V under the direct supervision of OLIVIA E. LABIS City Registrar



2. ANNOTATION OF COURT ORDERS FOR FINAL ADOPTION INTO SECURITY PAPER

Description: This service amends birth certificate of court orders with finality papers for adoption of a child into security paper (SECPA)

Office or Division:	CITY CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Legitimate Owner of the document or Duly Authorized Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and Certified True Copy of the Clerk of Court of the complete set of court order		Court		
Original SECPA copy and three photocopies of the Birth Certificate of the child		Philippine Statistics Authority (PSA)		
Original SECPA copy and three photocopies of the Marriage Contract of parents		Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	Check and scrutinize the authenticity of the presented documents, process/ prepare the amended documents for signature of the CCR and issue order of payment	300.00	5 minutes	FLORAMIE B. AGUSTIN Registration Officer I OLIVIA E. LABIS City Registrar
2. ----waiting for processing time---	Transmit the amended set of COLB and supporting documents for SECPA request at PSA Quezon City Verify at PSA CDO if it is downloaded already in the PSA database and notify the client to secure the amended SECPA copy.	NONE	Within 15 days from receipt Wait for 3-6 months	FLORAMIE B. AGUSTIN Registration Officer I



3. ANNOTATION OF COURT ORDERS FOR NULLITY OF MARRIAGE, ANNULMENT AND DIVORCE INTO SECURITY PAPER

Description: This service provides annotation of court orders into security paper (SECPA) for the Nullity of Marriage, Annulment and Divorce of couples whose marriage took place in El Salvador City.

Office or Division:	CITY CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Legitimate Owner of the document, Immediate family or Duly Authorized Person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and three photocopies of Finality of Court Order for Nullity of Marriage, Annulment and Divorce duly certified and registered authenticated by the CCR of the city where the court is functioning.		Trial Court		
Original and three photocopies of Certificate of Recognition from the Local Registrar where the court is located.		Local Civil Registry Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	Check the authenticity and accuracy of the presented documents and issue order of payment	Php 300.00	15 minutes	DEBBIE JANE C. GATAB Administrative Officer V
2. Present the Official Receipt to the in-charge	Check the receipt and prepare annotated and unannotated Certificate of Marriage (COM) from the Philcris system for signature of the CCR and transmit the documents presented by the client together with the other supporting documents needed to PSA Quezon City	None	2-3 days 3-6 months waiting time	DEBBIE JANE C. GATAB Administrative Officer V OLIVIA E. LABIS City Civil Registrar
3. Claim after 2-3 months the annotated SECPA copy at PSA	Verify to PSA CDO and notify the client to get an annotated SECPA copy once the annotation is already positive	None	5 minutes	DEBBIE JANE C. GATAB Administrative Officer V



4. BATCH REQUEST QUERY SYSTEM (BREQS)

Description: This service caters clients who would like to get a Security Paper (SECPA) copy/ PSA copy of their Certificate of Live Birth, Death Certificate, Certificate of Marriage and Certificate of No Marriage (CENOMAR) from the PSA through the Local Civil Registrar.

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Legitimate owner of the document, Immediate family or duly authorized person who are residents of El Salvador City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Any Government Agency/ School/ Company		
Authorization letter (if authorized person only) PSA Request Form		Person who gave authorization City Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROC ESSIN G TIME	PERSON RESPONSIBLE
1. Present ID/ authorization from requester if only a representative.	Check ID and Authorization letter as to the consanguinity and affinity of the authorized person to the requester	None	10 minutes	ANNABEL MAESTRE G. Administrative Aide 1
2. Fill-up PSA request form	Check the Filled-up PSA form	None	10 minutes	ANNABEL MAESTRE G. Administrative Aide 1
3. Pay the appropriate fees	Accept payment	Php155 for Certificate of Live Birth, Death Certificate Php 210.00 for CENOMAR	5 minutes	DAISY PALASAN Clerk Designate under direct supervision of ANNABEL MAESTRE G. Administrative Aide 1
4. Return after 2 nd week of the succeeding month	Encode data of information at BREQS system for transmittal Transmittal of BREQS @ PSA	None	1 day 1 day	MESACH C. ABANG PSA Liaison Officer under direct supervision of ANNABEL MAESTRE G. Administrative Aide 1
5. Claim the requested documents	Notify the client once requested document is already available and release SECPA copy requested	None	5 minutes	ANNABEL MAESTRE G. Administrative Aide 1



5. ELECTRONIC ENDORSEMENTS OF BIRTH, DEATH AND MARRIAGE CERTIFICATES

Description: Electronic endorsements at PSA are done when the Live Birth/Death Marriage record are negative in the PSA database but client has a local owner's copy or existing at the CCR database of the Certificate of Live Birth (COLB)/ Certificate of Death (COD) and Certificate of Marriage (COM).

Office or Division:	City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Legitimate owner, immediate family or duly authorized person whose birth, death and marriage occurred in El Salvador			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH	One Original and one photocopy of the Negative Result of Certificate of Live Birth (COLB)	Philippine Statistics Authority (PSA)		
	One owner's copy and two Certified True Photocopies of Birth Certificate	Owner / City Civil Registry Office		
DEATH	One Original and one photocopy of the Negative Result of Death Certificate	Philippine Statistics Authority (PSA)		
	One owner's copy and two Certified True Photocopies of Death Certificate	Owner / City Civil Registry Office		
MARRIAGE	One Original and one photocopy of the Negative Result of Marriage Contract	Philippine Statistics Authority (PSA)		
	One owner's copy and two Certified True Photocopies of Marriage Contract	Owner / City Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1. Present required documents	Verify the accuracy of submitted documents	None	15 minutes	EVELYN B. LOMONGO Clerk II
	Preparation of LCR Form 1A, 2A and 3A documents for signature and registration of the CCR and transmit to PSA	None	15 minutes	EVELYN G. UY Clerk Designate Under the direct supervision of OLIVIA E. LABIS



				City Registrar	Civil Registrar
2. Follow-up after 15 days	<p>Verify if SECPA copy is already available</p> <p>Note! If the result is negative, proceed to late registration and reconstruction of Certificate of Live Birth (COLB), Certificate of Death (COD) and Certificate of Marriage (COM)</p>	None	15 days	EVELYN B. LOMONGO Clerk II	
3. Claim the SECPA copy of civil registry document (if requested through BREQS, or else they can go directly to PSA if urgent)	Notify the client once it is uploaded in the PSA database or issue the SECPA copy if it is requested through BREQS	None	5-10 minutes	EVELYN B. LOMONGO Clerk II	



6. FILING OF MIGRANT PETITIONS FOR RA 9048/ RA10172

Description: This service is for those residents of the city whose place of birth, death and marriage took place outside El Salvador City but applies for correction of clerical error in the spelling of their names, birth month and date except gender or would like to change their first name entered erroneously in their Certificate of Live Birth (COLB), Certificate of Death (COD) and Certificate of Marriage (COM).

Office or Division:	City Civil Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Immediate family member or duly authorized person whose Birth, Death And Marriage took place outside El Salvador City.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CORRECTION OF CLERICAL ERROR (CCE) RA 9048 <i>Note: Correction of gender shall be filed personally by the document owner at the birth/death/marriage place concerned</i>	Original and three clear photocopy of the Certificate of Live Birth (COLB) or Certificate of Marriage (COM) or of Certificate of Death (COD)	Philippine Statistics Authority (PSA)
	Original and one clear photocopy of Voter's Certification/ Voter's Registration Record	COMELEC
	Original and three clear photocopies of Cedula	City Treasury Office
	At least 2 VALID IDs with clear photocopies	Government Agency concerned
	Original and three clear photocopies of the Baptismal certificate	Church
	Original and three clear photocopies of the School records	School attended
	Original and three clear photocopies of the Birth Certificate of at least two (2) siblings and/ children	Philippine Statistics Authority (PSA)/ Local Civil Registry Office concerned
	Original and three clear photocopies of the PNP clearance	Philippine National Police (PNP)
	Original and three clear photocopies of the NBI clearance	National Bureau of Investigation (NBI)
	Original and one clear photocopies of the Medical record	Medical clinic/ Hospital
Original and three clear photocopies of the Medical certificate that petitioner has not undergone sex change	Public Health Officer	
CHANGE OF FIRST NAME (CFN) RA 9048/ RA 10172	Original and three clear photocopies of the Certificate of Live Birth (COLB)	Philippine Statistics Authority (PSA)
	Original and three clear photocopies of the Certificate of employment of no pending administrative case	EMPLOYER
	Original and three clear photocopies of the Affidavit of unemployment	City Mayor's Office
	Original and three clear photocopies of the Voter's certification/ Voter's Registration Record	COMELEC
	Original and three clear photocopies of the Baptismal certificate	Church
	Original and three clear photocopies of the Earliest school record	Grade School/ High School concerned



	Original and three clear photocopies of the Marriage contract or Certificate of Marriage (COM) of parents	PSA/ Local Civil Registry Office concerned		
	Original and three clear photocopies of the Cedula	TREASURY Office		
	At least 2 Valid IDs with three clear photocopies	Concerned government agency		
	Original and three clear photocopies of the Police clearance	PNP		
	Original and three clear photocopies of the Barangay clearance	Barangay		
	Original and three clear photocopies of the NBI clearance	NBI		
	Original and three clear photocopies of the Affidavit of publication and newspaper clippings	Publisher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required supporting documents	Interview client, receive documents and scrutinize erroneous entries for completeness and accuracy of the supporting documents presented from receipt of Correction of Clerical Error (CCE) or Change of First Name (CFN) for mailing to Out-of-town Records Receiving LCR and issue order of payment.	<p>a. Correction of Clerical Error <u>MIGRANT</u> 500 + miscellaneous</p> <p>b. Change of First Name (CFN)/ GENDER/ Day or Month of date of Birth <u>Migrant Filing</u> 1000+3000 publication</p>	<p>30 minutes- 1 hour</p> <p>Posting of 10 days out-of-town</p>	OLIVIA E. LABIS City Civil Registrar
2. Wait while the document is on process by out-of-town LCR	Receive the petition, render decision and transmit to PSA Quezon City for affirmation of petition	None	<p>Posting of 10 days out-of-town</p> <p>5-10 days transmittal to PSA</p>	Record-Keeping LCR concerned



			Quezon City after decision 1-2 years or more waiting time for affirmation	PSA Quezon City Personnel
	(**Note: Some are not affirmed immediately if revisers find the supporting documents insufficient to prove. Petitions are then impugned, for motion for reconsideration complying the lacking requirements.)			
3. ---waiting time for Processing--	Upon return of the affirmed petition from Civil Registrar General- Quezon City, certificate of finality will be prepared together with the annotated and unannotated 1A/2A/3A and other supporting documents and it will be transmitted to the nearest PSA DECAP-Serbilis Outlet for SECPA request. (If negative at Decap Serbilis CDO, complete set of annotation request will be transmitted back to PSA Quezon City)	NONE	15 days to 1 month or more preparation of documents and transmittal to PSA DECAP-Serbilis Outlet	Records Keeping LCR concerned at their local Decap Serbilis Outlet PSA Personnel / Legal Service Personnel/ PSA Quezon City Central Office
4.1 Wait for the annotation to be uploaded in the PSA database 4.2 Claim the SECPA copy of civil registry document	Receive the annotated SECPA copy of the petition mailed from the out-of-town LCR concerned, notify the client and release it once available.	P 155.00	15-20 days to 1 month	EVELYN G. UY Clerk Designate Under the direct supervision of OLIVIA E. LABIS City Civil Registrar



7. FILING OF PETITION FOR CORRECTION OF CLERICAL ERROR AND CHANGE OF FIRST NAME (RA 9048/10172)

Description: This service is for those residents of the city who applies for correction of clerical error in the spelling of their names, birth month, date and gender or would like to change their first name entered erroneously in their Certificate of Live Birth (COLB), Certificate of Death (COD) and Certificate of Marriage (COM).

Office or Division:	City Civil Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	Legitimate owner only if the correction is for gender, immediate family member or duly authorized person whose Birth, Death And Marriage took place in El Salvador City.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
CORRECTION OF CLERICAL ERROR (CCE) RA 9048 <i>Note: Correction of gender shall be filed personally by the document owner</i>	Original and three clear photocopy of the Certificate of Live Birth (COLB) or Certificate of Marriage (COM) or of Certificate of Death (COD)	Philippine Statistics Authority (PSA)
	Original and one clear photocopy of Voter's Certification/ Voter's Registration Record	COMELEC
	Original and three clear photocopies of Cedula	Treasury Office
	At least 2 VALID IDs with clear photocopies	Government Agency concerned
	Original and three clear photocopies of the Baptismal certificate	Church
	Original and three clear photocopies of the School records	School attended
	Original and three clear photocopies of the Birth Certificate of at least two (2) siblings and/ children	Philippine Statistics Authority (PSA)/ Local Civil Registry Office concerned
	Original and three clear photocopies of the PNP clearance	PNP
	Original and three clear photocopies of the NBI clearance	NBI
	Original and one clear photocopies of the Medical record	Medical clinic/Hospital
Original and three clear photocopies of the Medical certificate that petitioner has not undergone sex change	Public Health Officer	
CHANGE OF FIRST NAME (CFN) RA 9048/ RA 10172	Original and three clear photocopies of the Certificate of Live Birth (COLB)	Philippine Statistics Authority (PSA)
	Original and three clear photocopies of the Certificate of employment of no pending administrative case	EMPLOYER
	Original and three clear photocopies of the Affidavit of unemployment	City Mayor's Office
	Original and three clear photocopies of the Voter's certification/ Voter's Registration Record	COMELEC
	Original and three clear photocopies of the Baptismal certificate	Church
	Original and three clear photocopies of the Earliest school record	Grade School/ High School concerned



	Original and three clear photocopies of the Marriage contract or Certificate of Marriage (COM) of parents	Philippine Statistics Authority (PSA)/ Local Civil Registry Office concerned		
	Original and three clear photocopies of the Cedula	TREASURY Office		
	At least 2 Valid IDs with three clear photocopies	Concerned government agency		
	Original and three clear photocopies of the Police clearance	PNP		
	Original and three clear photocopies of the Barangay clearance	Barangay		
	Original and three clear photocopies of the NBI clearance	NBI		
	Original and three clear photocopies of the Affidavit of publication and newspaper clippings	Publisher		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present required supporting documents	Interview client, scrutinize letter by letter all erroneous entries top to bottom for the completeness and accuracy of the supporting documents presented from receipt of Correction of Clerical Error (CCE) and issue order of payment	<p>Correction of Clerical Error RESIDENT Php1500.00+ miscellaneous</p> <p>Change of First Name (CFN)/ GENDER/ Day or Month of date of Birth Resident Filing – Php3000.00 + Publication 1500.00</p>	30 minutes- 1 hour	<p>OLIVIA E. LABIS City Civil Registrar</p> <p>DEBBIE JANE C. GATAB Administrative Officer V</p>
2. Present official receipt	<p>Check Official Receipt</p> <p>Encode and prepare the petitions and the documents needed for transmittal to PSA Quezon City</p>	NONE	5 minutes	<p>OLIVIA E. LABIS City Civil Registrar</p> <p>DEBBIE JANE C. GATAB Administrative Officer V</p>



<p>3. ---waiting time for processing---</p>	<p>For change of first name RA 9048/correction of entries and RA 10172 sex, month and day in the certificate of live birth, after ten days posting from the date of receipt, proceed to publication for 2 consecutive weeks and prepare for submission to Quezon City for affirmation.</p> <p>(<i>***Note: Some are not affirmed immediately if revisers find the supporting documents insufficient to prove. Petitions are then impugned, for motion for reconsideration complying the lacking requirements.</i>)</p> <p>Upon return of the affirmed petition from Civil Registrar General- Quezon City, a certificate of finality will be issued together with the Approved/ OCRG Affirmed petition, annotated and un-annotated local copy of the documents from the Philcris system with transmittal to PSA- CDO Decap Outlet.</p> <p>Review the documents, File/ transmit/ mail the CCR approved/ OCRG Affirmed petition with supporting documents for SECPA request to PSA CDO-DECAP Serbilis Outlet</p>	<p>NONE</p>	<p>10 days to 1month posting and preparation of petitions and supporting documents</p> <p>5-10 days submission/ mailing to PSA Quezon City</p> <p>1-2 years or more waiting time for affirmation</p> <p>15 days to 1 month or more</p>	<p>OLIVIA E. LABIS City Civil Registrar</p> <p>DEBBIE JANE C. GATAB Administrative Officer V</p>
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<p>4.1 Wait for the annotation to be uploaded in the PSA database <i>(If negative at PSA CDO-Serbilis Outlet, it will be re-endorsed to PSA Quezon City)</i></p> <p>4.2 Request annotated SECPA copy once available at PSA DECAP Serbilis Outlet</p>	<p>Verify to PSA CDO if annotation for correction is already uploaded in the database and notify the client once it is available.</p>	<p>NONE</p> <p>P 155.00</p>	<p>15-20 days to 1 month</p> <p>1 day</p>	<p>DEBBIE JANE C. GATAB Administrative Officer V</p> <p>PSA CDO Personnel</p>
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8. ISSUANCE OF LOCAL CERTIFICATION OF BIRTH, DEATH AND MARRIAGE

Description: This service is an issuance of local copy of the Certificate of Live Birth (LCR Form 1A), Certificate of Death (LCR Form 2A) and Certificate of Marriage (LCR Form 3A)

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Legitimate owner or duly authorized person whose birth, death and marriage took place in El Salvador City.			
Checklist Of Requirements		WHERE TO SECURE		
Original and One Photocopy of the Valid ID of the Document Owner (If The Transacting Person is the Document Owner)		Document Owner		
Original and One Photocopy of the Valid ID of the Document Owner and Authorized Person with Authorization Letter (If Authorized Person Only)		Legitimate owner and authorized person		
Official Receipt		City Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present yourself for an interview	Check the authenticity of the valid IDs or authorization letter presented then verify at the book of registry or scan in the database and key in the required data needed and issue order of payment	Php130.00	15 minutes	CEANNE T. LEONAR Clerk Designate under the direct supervision of ANNABEL G. MAESTRE Administrative Aide 1 EVELYN B. LOMONGO Clerk II
2. Receive the document and sign the log book	Check receipt and issue LCR Form 1A/ 2A/ 3A certificate and log out the released document	NONE	15 minutes	CEANNE T. LEONAR Clerk Designate under the direct supervision of ANNABEL G. MAESTRE Administrative Aide 1 EVELYN B. LOMONGO Clerk II



9. LATE REGISTRATION OF BIRTH, DEATH AND OUT OF TOWN REGISTRATION

Description: Late Registration -this service caters clients whose birth and death record that occurred in the city is not yet registered within the reglamentary period of 30 days.

Out-of-town registration- this service helps in the late registration of clients whose birth and death record is not yet registered within the reglementary period of 30 days and occurred outside El Salvador City.

Office or Division:	City Civil Registry Office	
Classification:	Complex	
Type of Transaction:	G2C	
Who may avail:	<p>Legitimate Owner, immediate family or duly authorized person whose birth and death occurred in El Salvador City (for the late registration).</p> <p>Legitimate owner, immediate family or duly authorized person whose birth and death occurred outside El Salvador City but presently resides in El Salvador City (for out-of-town registration).</p>	
Checklist Of Requirements		Where To Secure
BIRTH	Original and Two Photocopies of the Negative Result Of Birth (for age 5 years old and above)	Philippine Statistics Authority (PSA)
	Original and Two Photocopies of the Immunization Card (for age 0-4 years old)	Health Office where immunized
	Original and Two Photocopies of the affidavit of Mother for late registration (for age 0-4 years old)	City Civil Registry Office
	Original and Two Photocopies of the Certificate of Marriage of Parents, If Applicable. If not, the registrant.	Philippine Statistics Authority (PSA)
	Original and Two Photocopies of the Voter's Certification (for 18 years old and above)	COMELEC
	Original and Two Photocopies of the School Record (for 5 years old and above)	School concerned
	Affidavit to Use Surname of Father (AUSF, if parents are not married)	City Civil Registry Office
	Original and Two Photocopies of the Baptismal Certificate	Church
	Original and Two Photocopies of the Affidavit Of Two Disinterested Persons	City Civil Registry Office
	Original and Two Photocopies of the Barangay Certification For Late Registration	Barangay Hall Concerned
	CEDULA of the parents	City Treasury Office
	POLICE CLEARANCE (Optional)	El Salvador City Police Station
	DEATH	Original and Two Photocopies of the Negative Result Of Death



	Original and Two Photocopies of the Affidavit of two Disinterested Persons duly subscribed by a notary public	Notary Public		
	Original and Two Photocopies of the Certificate of Birth of the Deceased if available, else, Baptismal Certificate	Philippine Statistics Authority (PSA) / Local Civil Registry Office concerned Church concerned		
	Original and Two Photocopies of the Certificate of Marriage	Philippine Statistics Authority (PSA) / Local Civil Registry Office concerned		
	Original and Two Photocopies of the Certificate of Marriage Of Parents, If Applicable	Philippine Statistics Authority (PSA)		
	Original and Two Photocopies of the barangay certification for Late Registration	Barangay Hall Concerned		
	Original and Two Photocopies of the Burial Certificate	Church		
	Original and Two Photocopies of the Community Tax Certificate	City Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Present supporting documents	Interview client. Verify and scrutinize the supporting documents presented and issue order of payment	Php 180.00- residents of El Salvador 200.00- Out-of-town	20 minutes	ANNABEL G. MAESTRE Administrative Aide 1 EVELYN B. LOMONGO Clerk II
2. Wait for issuance of document	2.1 Check the receipt and prepare the documents (encode the verified details at the Philcris system and print the document) 2.2a for late registration in the city: Post and notify the client after 10 days to claim the document 2.2b for out-of-town late registration: Mail the prepared document to the out-of-town LCR concerned	NONE	15 minutes 10 days posting 10 days to 1 month mailing and posting	ANNABEL G. MAESTRE Administrative Aide 1 EVELYN B. LOMONGO Clerk II



<p>3.---additional waiting time for processing time--- (FOR OUT-OF-TOWN LATE REGISTRATION)</p>	<p>For out-of-town late registration: Receive the document, post for 10 days, assign registry number to the registry document for signature of the out-of-town LCR concerned and mail back the documents to the processing LCR concerned.</p>	<p>NONE</p>	<p>1 month</p>	<p>OUT-OF-TOWN LOCAL CIVIL REGISTRAR CONCERNED</p>
<p>4. Claim the requested document and sign the log book</p>	<p>4.1a for late registration in the city: Assign registry number to the registry document for signature and registration of the CCR and release the registered documents</p> <p>4.2 for out-of-town late registration: Receive the registered and mailed document from the out-of-town LCR, check the papers, notify the client that the registry document is already available and release it.</p>		<p>5 minutes</p>	<p>EVELYN G. UY Clerk Designate under the direct supervision of</p> <p>OLIVIA E. LABIS City Civil Registrar</p> <p>-----</p> <p>ANNABEL G. MAESTRE Administrative Aide 1</p> <p>EVELYN B. LOMONGO Clerk II</p> <p>FLORAMIE B. AGUSTIN Registration Officer 1</p>



10. LATE REGISTRATION OF MARRIAGE/ RECONSTRUCTION OF MARRIAGE

Description: This service caters clients whose marriage was not recorded/registered within the reglementary period of 30 days.

Office or Division:	City Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Legitimate owner or immediate family of the couple whose marriage took place in El Salvador City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Original and two photocopy of PSA Negative Result			Philippine Statistics Authority (PSA)	
b. Original and two photocopy of CENOMAR of both couple			Philippine Statistics Authority (PSA)	
c. Original And Two Photocopies of the Certificate of Live Birth of couple and children			Philippine Statistics Authority (PSA)	
d. Original and two clear photocopies of the owner's Copy of the Certificate of Marriage (COM) of the Couple			Couple	
e. (2) Valid IDs with photocopy			Concerned government agency	
f. Three copies of Affidavit of Couple and witnesses			City Civil Registry Office	
g. Original and one photocopy of CEDULA of both couple and two witnesses			City Treasury Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present all required documents	Interview client, verify and scrutinize the accuracy of the documents presented and issue order of payment	P 580.00	20 minutes	DEBBIE JANE C. GATAB Administrative Officer V
2. Wait for issuance of document and bring the document for signature of the two witnesses and return it immediately to the CCR	2.1 Check the receipt and prepare the documents (encode the verified details at the Philcris system and print the document) 2.2 Post and notify the client after 10 days to claim the document	NONE	15 minutes 10 days posting	DEBBIE JANE C. GATAB Administrative Officer V
3. Claim the requested document and sign the log book	Assign registry number to the registry document for signature and registration of the CCR and release the requested registered documents	NONE	5 Minutes	EVELYN G. UY Clerk Designate under the direct supervision of OLIVIA E. LABIS City Civil Registrar



11. REGISTRATION OF LEGAL INSTRUMENTS (LEGITIMATION OF BIRTH FOR RESIDENTS AND MIGRANT / AFFIDAVIT TO USE THE SURNAME OF FATHER (AUSF))

Description: This service provides legitimation to the illegitimate children of couple born out of wedlock.

Office or Division:	City Civil Registrar
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	All married couples presently residing in El Salvador City who have illegitimate children
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
LEGITIMATION OF BIRTH	
Original and two clear photocopies of Marriage Contract of parents	Philippine Statistics Authority (PSA)
Original and two clear photocopies of Certification of No Marriage (CENOMAR) of both parents	Philippine Statistics Authority (PSA)
Original and two clear photocopies of Community Tax Certification	City Treasury Office
Original and two clear photocopies of Birth Certificate of the Child	Philippine Statistics Authority (PSA)
Four copies of Affidavit of Legitimation	City Civil Registry Office
Four copies of Affidavit of acknowledgement of paternity	City Civil Registry Office
Four Copies of RA 9255 Form no. 1 Revised 2016 - Affidavit To Use the Surname of the Father (if father's name is unknown in the COLB and it requires personal appearance of the Father)	City Civil Registry Office
Four Copies of Sworn Attestation (if the child is 7-17 years old and it requires personal appearance of the child)	City Civil Registry Office
Original Baptismal Certificate	Church concerned
Original and one photocopy of the CEDULA of both parents	City Treasury Office
AFFIDAVIT TO USE THE SURNAME OF FATHER (AUSF)	
Original and two clear photocopy of the Certificate of Live Birth (COLB) of Child	Philippine Statistics Authority (PSA)
Four Copies of RA 9255 Form no. 1 Revised 2016 - Affidavit to Use the Surname of the Father (for child age 6 years old and below) or Four Copies of RA 9255 Form no. 1 Revised 2016 - Affidavit to Use the Surname of the Father (for child age 7-17 years old)	City Civil Registry Office
Four Copies Acknowledgement / Admission of paternity	City Civil Registry Office
Four Copies of Sworn Attestation (if the child is 7-17 years old and it requires personal appearance of the child)	City Civil Registry Office
Original and one clear photocopy Baptismal Certificate	Church



At least one Valid ID of both parents with one clear photocopy of each		Owner		
ANNOTATION OF LEGITIMATED CHILD				
Copy of Annotated and un-annotated Birth Certificate (COLB)		Philippine Statistics Authority (PSA)		
LCR registered court orders duly certified by the clerk of court		Trial Court		
Certificate of Finality		City Civil Registry Office		
Postal Money Order		Post Office		
Registration from CCR-CDO or where the court is functioning		City Civil Registry Office		
Certificate of Authenticity		City Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents	Interview the client, verify, scrutinize the documents presented and issue order of payment	for Affidavit of Legitimation (RA 9255) : P100.00 for AUSF of Mother/Child/Guardian : P100.00 for Attestation (Mother or Guardian) : P100.00 for Legitimation of RA 9858 (Minor Parents) : P200.00 for Sworn Attestation P100.00 for Remarks/Annotation of Certificate of Live Birth (COLB) for AUSF and Legitimation LCR form 1A : P130.00	20 minutes	FLORAMIE B. AGUSTIN Registration Officer 1



		For Migrant Legitimation of Birth- P 500.00		
2. Present official receipts and wait for the processing time	<p>Accept official receipt and money order and process the documents (encode)</p> <p>Mail and transmit the electronic endorsement)</p> <p>Posting of documents to book of legal instrument and assigning of Registry Number of AUSF, Admission of Paternity, Sworn Attestation, Affidavit of Legitimation</p>	NONE	<p>30 minutes</p> <p>One-week after</p> <p>30 minutes</p> <p>2 to 3 months waiting</p>	<p>FLORAMIE B. AGUSTIN Registration Officer 1</p>
3. Claim after 2 to 3 months the annotated Security paper (SECPA) copy and sign the log book	Verify at PSA CDO if it is already uploaded in the PSA database, notify the client and release the (annotated SECPA) copy (if it is requested through breqs) at PSA CDO	NONE	10 minutes	FLORAMIE B. AGUSTIN Registration Officer 1
Or Request annotated SECPA copy			1 day	PSA Personnel



12. REGISTRATION OF TIMELY BIRTH AND DEATH

Description: This service provides registration of the birth and death of clients occurred within 30 days in El Salvador City.

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Immediate family or duly authorized person whose birth and death took place in El Salvador City			
Office or Division:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH	One original and one clear photocopy of Certificate of Marriage of Parents	Philippine Statistics Authority (PSA)/ Local Civil Registry Office Concerned		
	One original and one clear photocopy of Birth Certificate of Both parents (if not married)	Philippine Statistics Authority (PSA)/ Local Civil Registry Office Concerned		
	One original and one clear photocopy of Cedula of both parents (if not married)	City Treasury Office		
DEATH	One original and one clear photocopy of Birth Certificate of the Deceased	Philippine Statistics Authority (PSA)/ Local Civil Registry Office Concerned		
	One original and one clear photocopy of Certificate of Marriage of the deceased	Philippine Statistics Authority (PSA)/ Local Civil Registry Office Concerned		
	Burial Permit- if death occurred in the city and the cadaver will be buried within El Salvador City	City Civil Registry Office		
	Transfer of Cadaver Permit- if the corpse will be transported to and from El Salvador City	City Health Office		
Exhumation Permit- if the cadaver will be exhumed from the exiting tomb and will be added/replaced with another cadaver.	City Health Office			
	Barangay Certification	Barangay Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Interview and presentation	Check for accuracy and evaluation of information	NONE	30 minutes	CEANNE T. LEONAR



of supporting documents	given for birth and death registration			<p>Clerk Designate under the direct supervision of</p> <p>ANNABEL G. MAESTRE Administrative Aide 1</p> <p>EVELYN B. LOMONGO Clerk II</p>
2. Wait for issuance of document	Prepare the Certificate of Live Birth (COLB) and Certificate of Death (COD) from the Philcris system	NONE	20 minutes	<p>CEANNE T. LEONAR Clerk Designate under the direct supervision of</p> <p>ANNABEL G. MAESTRE Administrative Aide 1</p> <p>EVELYN B. LOMONGO Clerk II</p>
3. Review the Prepared document for confirmation	Check the accuracy of the prepared document for final printing	NONE	15 minutes	<p>CEANNE T. LEONAR Clerk Designate under the direct supervision of</p> <p>ANNABEL G. MAESTRE Administrative Aide 1</p> <p>EVELYN B. LOMONGO Clerk II</p>
4. Bring the documents for signature to the Attending Physician/ Midwife/ hilot for COLB; Physician and embalmer for COD	Wait for the return of the documents	NONE	Not more than 30 days	<p>CEANNE T. LEONAR Clerk Designate under the direct supervision of</p> <p>ANNABEL G. MAESTRE Administrative Aide 1</p> <p>EVELYN B. LOMONGO Clerk II</p>



5. Claim the requested document and sign the log book	Assign registry number to the Certificate of Live Birth/ Certificate of Death for signature and registration of the CCR and release the registered document to the client	NONE	20 minutes	EVELYN G. UY Clerk designate under the direct supervision of OLIVIA E. LABIS City Civil Registrar
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13. REGISTRATION OF TIMELY MARRIAGE

Description: This provides registration of the marriage of clients that is solemnized within the city.

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Couple concerned or the solemnizing officer or its authorized representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Marriage duly signed by the contracting parties, solemnizing officer and witnesses			Congregation/Sect concerned	
Certificate of Registration of Authority to Solemnize Marriage (CRASM)			Philippine Statistics Authority (PSA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Interview and presentation of supporting documents	Check for accuracy and evaluation of information and required documents presented for marriage and issue order of payment.	500.00- solemnization fee if both couple are residents of the city 700.00- solemnization fee if either of the couple is a resident of the city 1,000.00- solemnization fee if either of the couple is a foreigner	20 minutes	DEBBIE JANE C. GATAB Administrative Officer V
2. Wait until the wedding date	Prepare the Certificate of Marriage from the Philcris System and forward it to the City Mayor's Office/ Solemnizing Officer concerned for signature of the solemnizing officer,	NONE	10 minutes	DEBBIE JANE C. GATAB Administrative Officer V



		couple and witnesses			
3. Claim requested document	the	Assign registry number to the Certificate of Marriage for signature and registration of the CCR and release the registered document.	NONE	3 minutes	EVELYN G. UY Clerk Designate under the direct supervision of OLIVIA E. LABIS City Civil Registrar



14. SUPPLEMENTAL REPORTS (BIRTH, MARRIAGE, DEATH)

Description: This service supplements the omitted entry in the Certificate of Live Birth, Death and Marriage.

Office or Division:	City Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Legitimate owner or immediate family of the document owner whose birth, death and marriage took place in El Salvador City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Original and two clear photocopy of the PSA copy of the Certificate of Live Birth (COLB)/ Certificate of Death (COD) / Certificate of Marriage (COM)			Philippine Statistics Authority (PSA)	
b. Affidavit of Supplemental Report			City Civil Registry Office	
c. At least 2 valid IDs with 2 photocopies			Personnel Concerned	
d. Original and one photocopy of CEDULA of document owner			City Treasury Office	
e. Original and one photocopy of Certificate of Marriage of Parents			Philippine Statistics Authority (PSA)	
Additional Requirements maybe required as needed:				
Certificate of Live Birth of Mother/ Father Baptismal Certificate of Mother/ Father/ Document Owner			Philippine Statistics Authority (PSA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all required documents	Interview of client, verify, scrutinize the documents presented and issue order of payment	P 200.00	20 minutes	DEBBIE JANE C. GATAB Administrative Officer V
2. Wait for the Issuance of Document.	Encode the entries to the Philcris system, process the documents and transmit to PSA Quezon City	NONE	2-3 days	DEBBIE JANE C. GATAB Administrative Officer V
3. Return after 2-3 months	Verify if it is uploaded already in the database and notify the client	NONE	After 2-3 months	DEBBIE JANE C. GATAB Administrative Officer V
4.1 Claim the requested document and sign the logbook	Release and the requested document (if it is requested through BREQS)	155.00	5 Minutes	DEBBIE JANE C. GATAB Administrative Officer V
Or Request annotated SECPA copy			1 day	PSA Personnel



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill up the paper provided for suggestions, comments and feedbacks and drop it at the box provided. /</p> <p>Personally appear or write a comment/ feedback through formal letter/ text to the City Civil Registrar through the office number at (088)555-0035</p>
How feedbacks are processed	After the comments/ feedback has reached the CCR, facts will be gathered and the CCR will either explain personally or write a written reply regarding the feedback.
How to file a complaint	Personally appear or file a formal letter of complaint/ to the City Civil Registrar and or the LCE.
How complaints are processed	After the complaint has reached the CCR or the LCE, facts will be gathered and the CCR will either explain personally or write a written reply regarding the complaint.
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
City Civil Registry Office	1 st floor, Legislative Building, El Salvador City Hall, Zone 1, Poblacion, El Salvador City	(088)555-0035