

CITY GOVERNMENT OF EL SALVADOR

CITIZEN’S CHARTER

2020 (1st Edition)



OFFICE OF THE CITY CIVIL REGISTRAR

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2020 (1st Edition)

**OFFICE OF THE CITY CIVIL REGISTRAR**

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 Authorityin 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**

1. Application For Marriage License
2. Annotation of Court Orders for final adoption into Security Paper
3. Annotation of Court Orders for Nullity Of Marriage, Annulment and Divorce into Security Paper
4. Batch Request Query System (BREQS)
5. Electronic Endorsements of Birth, Death and Marriage Certificates
6. Filing of Migrant Petitions for RA 9048/ RA10172
7. Filing of Petition for Correction of Clerical Error and Change of First Name (RA 9048/10172)
8. Issuance of LOCAL Certification of Birth, Death and Marriage
9. Late Registration of Birth, Death and Out of Town Registration
10. Late Registration of Marriage/ Reconstruction of Marriage
11. Registration of Legal Instruments (Legitimation of Birth for Residents and Migrant / Affidavit to Use the Surname of Father (AUSF)
12. Registration of Timely Birth and Death
13. Registration of Timely Marriage
14. Supplemental Reports (Birth, Marriage, Death)

1. **APPLICATION FOR MARRIAGE LICENSE (AML)**

**Description of the Service :**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.

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| **Office or Division:** | City Civil Registry Office | | | | |
| **Classification:** | Complex | | | | |
| **Type of Transaction:** | G2C | | | | |
| **Who may avail:** | All bonafide 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)** 2. 1 Original copy and one photocopy of latest CENOMAR (taken within 6 months) | | | | Philippine Statistics Authority (PSA) | |
| 1. 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 | |
| 1. Original Birth Certificates of the Couple with one clear photocopy of each | | | | Philippine Statistics Authority (PSA) | |
| 1. 2 original copies of Parental Consent   (if 18-20 years old) | | | | City Civil Registry Office | |
| 1. 2 original copies of Parental Advice   (if 21-25 years old) | | | | City Civil Registry Office | |
| 1. Latest CEDULA of both the couple with one clear photocopy of each | | | | City Treasurer’s Office | |
| 1. **Article 34** 2. 1 Original copy and one photocopy of latest CENOMAR (taken within 6 months) | | | | Philippine Statistics Authority (PSA) | |
| 1. 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 | |
| 1. Original Birth Certificates of the Couple with one clear photocopy of each | | | | Philippine Statistics Authority (PSA) | |
| 1. Original Birth Certificate of 1st Child with one clear photocopy | | | | Philippine Statistics Authority (PSA)/ Local Civil Registrar where the child was born | |
| 1. 2 original copies of Parental Consent (if 18-20 years old) | | | | City Civil Registry Office | |
| 1. 2 original copies of Parental Advice (if 21-25 years old) | | | | City Civil Registry Office | |
| 1. Latest CEDULA of both the couple with one clear photocopy of each | | | | City Treasurer’s Office | |
| 1. Affidavit of Corroboration | | | | City Civil Registry Office | |
| 1. **Filipino/Foreigner** 2. 1 Original copy and one photocopy of latest CENOMAR (taken within 6 months) | | | | Philippine Statistics Authority (PSA) | |
| 1. 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 | |
| 1. Original Birth Certificates of the Couple with one clear photocopy of each | | | | Philippine Statistics Authority (PSA) | |
| 1. 2 original copies of Parental Consent (if 18-20 years old) | | | | City Civil Registry Office | |
| 1. 2 original copies of Parental Advice (if 21-25 years old) | | | | City Civil Registry Office | |
| 1. Legal Capacity to Marry (Original copy and one photocopy) | | | | Embassy concerned in the Philippines | |
| 1. Divorce Court Order, if Divorced (Original copy and one photocopy) | | | | Court Concerned | |
| 1. 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**:   1. Certificate of Live Birth and/ baptismal certificate of parents and/ or siblings 2. Marriage Contract of Parents 3. Certificate of Residency | | | | Philippine Statistics Authority (PSA)  Philippine Statistics Authority (PSA)  Barangay concerned | |
| **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 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 |
| 1. Fill-out AML Form | | Check receipt and the filled-out 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 |
| 1. Wait for processing time | | Post the Notice of posting and assign license number to the AML | NONE | 10 days posting of notice | **DEBBIE JANE C. GATAB**  Administrative Officer V |
| 1. Claim the requested document after 10 days and signs 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 Civil Registrar |

1. **ANNOTATION OF COURT ORDERS FOR FINAL ADOPTION INTO SECURITY PAPER**

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

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| **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  Original SECPA copy and three photocopies of the Birth Certificate of the child  Original SECPA copy and three photocopies of the Marriage Contract of parents | | Court  Philippine Statistics Authority (PSA)  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 Civil Registrar |
| 1. Wait 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 already downloaded in the PSA database and notify the client to secure the amended SECPA copy. |  | Within 15 days from receipt  Wait for 3-6 months | **FLORAMIE B. AGUSTIN**  Registration Officer I |

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

**Description of the Srvice:** 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.

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| **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 |
| 1. Present the Official Receipt to the in-charge | Check the receipt and prepare annotated and un-annotated 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 |
| 1. Claim after 2-3 months the annotated SECPA copy at PSA | Verify from 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 |

1. **BATCH REQUEST QUERY SYSTEM (BREQS)**

**Description of the Service:** 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.

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| **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) | | Person who gave authorization | | |
| PSA Request Form | | City Civil Registry Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING 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 G. MAESTRE**  Administrative Aide 1 | |
| 2.Fill-out PSA request form | Check the Filled-out PSA form | None | 10 minutes | **ANNABEL G. MAESTRE**  Administrative Aide 1 | |
| 3.Pay the appropriate fees | Accept payment | Php**155** for Certificate of Live Birth, Death Certificate  Php**210.00** for CENOMAR | 5 minutes | **DAISY PALASAN**  Clerk Designate under direct supervision of  **ANNABEL G. MAESTRE**  Administrative Aide 1 | |
| 4.Return after 2nd 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 G. MAESTRE**  Administrative Aide 1 | |
| 1. Claim the requested documents | Notify the client once requested document is already available and release SECPA copy requested | None | 5 minutes | **ANNABEL G. MAESTRE**  Administrative Aide 1 | |

1. **ELECTRONIC ENDORSEMENTS OF BIRTH, DEATH AND MARRIAGE CERTIFICATES**

**Description of the Service:** Electronic endorsements at PSA are done when the Live Birth/Death Marriage records 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).

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| **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 City | | | | |
| **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** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present required documents | | Verify the accuracy of submitted documents | | None | 15 minutes | **EVELYN B. LOMONGO**  Clerk II |
| Prepare 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 Civil Registrar |
| 2. Follow-up after 15 days | | Verify if SECPA copy is already available  ***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)*** | | None | 15 days | **EVELYN B. LOMONGO**  Clerk II |
| 3.Claim the SECPA copy of civil registry document (if requested through BREQS, or else goes 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 |

1. **FILING OF MIGRANT PETITIONS FOR RA 9048/ RA10172**

**Description of the Service :** 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).

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| **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**  *Note: Correction of gender shall be filed personally by the document owner at the birth/death/marriage place concerned* | 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 photocopy of the Medical record | | Medical clinic | |
| 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. | 1. **CCorrection of Clerical Error**   **MIGRANT**  500 + misc.  **Change of First Name (CFN)/**  **GENDER/ Day or Month of date of Birth** Migrant Filing 1000+3000 pub. | 30 minutes- 1 hour  Posting of 10 days out-of-town | **OLIVIA E. LABIS**  City Civil Registrar |
| 1. 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  ***(\*\*\*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.)*** | **None** | Posting of 10 days out-of-town  5-10 days transmittal to PSA Quezon City after decision  1-2 years or more waiting time for affirmation | **Out-of-town LCR concerned**  **PSA Quezon City Personnel** |
| 1. Wait for Processing | Upon return of the affirmed petition from Civil Registrar General- Quezon City, certificate of finality by the out-of-town LCR concerned will be prepared together with the annotated and un-annotated 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 DecapSerbilis 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 DecapSerbilis Outlet**  **PSA Personnel/ Legal Service Personnel/ PSA Quezon City Central Office** |
| * 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 |

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

**Description of the Service:** This service is for those residents of the city who apply 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).

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| **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**  ***Note: Correction of gender shall be filed personally by the document owner*** | Original and three clear photocopies 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 photocopy of the Medical record | | Medical clinic | |
| 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  Encode the petitions, segregate and review for transmittal to PSA Quezon City | **Correction of Clerical Error**  **RESIDENT** Php1500.00+ misc.  **Change of First Name (CFN)/**  **GENDER/ Day or Month of date of Birth**  **Resident Filing**  – Php3000.00Publication 1500.00 | 30 minutes- 1 hour  Posting of 10 days | **OLIVIA E. LABIS**  City Civil Registrar  **DEBBIE JANE C. GATAB**  Administrative Officer V |
| 1. Present official receipt | Check Official Receipt | NONE | 5 minutes | **OLIVIA E. LABIS**  City Civil Registrar |
| 1. Wait for processing | For change of first name RA 9048/correction of entries, 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.  ***(\*\*\*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.)***  Upon return of the affirmed petition from Civil Registrar General- Quezon City, a certificate of finality by the CCR will be issued together with the transmittal to PSA CDO and with the CCR Approved/ OCRG Affirmed petition and annotated and un-annotated local copy of the documents from the database system  Review the documents  File/ transmit/ mail the CCR approved/ OCRG Affirmed petition with supporting documents for SECPA request to PSA CDO- DECAP Serbilis Outlet | NONE | 10 days to 1month postingand preparation of petitions and supporting documents  5-10 days submission/mailing to PSA Quezon City  1-2 years or more waiting time for affirmation  15 days to 1 month or more | **OLIVIA E. LABIS**  City Civil Registrar  **DEBBIE JANE C. GATAB**  Administrative Officer V |
| * 1. Wait for the annotation to be uploaded in the PSA database   ***(Ifnegative at PSA CDO- Serbilis Outlet, it will be re-endorsed to PSA Quezon City)***  4.2 Request annotated SECPA copy once available at PSA DECAP Serbilis Outlet | Verify to PSA CDO if annotation for correction is already uploaded in the database and notify the client once it is available. | NONE  P 155.00 | 15-20 days to 1 month  1 day | **DEBBIE JANE C. GATAB**  Administrative Officer V  **PSA CDO Personnel** |

1. **ISUANCE OF LOCAL CERTIFICATION OF BIRTH, DEATH AND MARRIAGE**

**Description of the Service:** 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)

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| **Offic 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)  Original and One Photocopy of the Valid ID of the Document Owner and Authorized Person with Authorization Letter (If Authorized Person Only)  Official Receipt | | Document Owner  Legitimate owner and authorized person  City Treasury Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Present self 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 |
| 1. Receive the document and sign the log book | Check receipt and issues 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 |

**Description of the Service: 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.

1. **LATE REGISTRATION OF BIRTH, DEATH AND OUT OF TOWN REGISTRATION**

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| **Office or Division:** | City Civil Registry Office | | | | |
| **Classification:** | Complex | | | | |
| **Type of Transaction:** | G2C | | | | |
| **Who may avail:** | Legitimate Owner, immediate family or duly authorized person whose birth and death occurred in El Salvador City (for the late registration.  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). | | | | |
| **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 Brgy. 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 | | | Philippine Statistics Authority (PSA) | |
| Original and Two Photocopies of theAffidavit 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** | | **PROCESSING 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 |
| 1. 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)  **2.2.A 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 |
| 1. ---additional waiting time for processing time---   ***(FOR OUT-OF-TOWN LATE REGISTRATION)*** | **For out-of-town late registration:**  Receive the document, post for 10 days, assigns 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. | NONE | | 1 month | **OUT-OF-TOWN LOCAL CIVIL REGISTRAR CONCERNED** |
| 1. Claim the requested document and sign the log book | **4.1.A 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  **4.2.A 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. |  | |  | **EVELYN G. UY**  Clerk Designate under the direct supervision of  **OLIVIA E. LABIS**  City Civil Registrar  **- - - - - -**  **ANNABEL G. MAESTRE**  Administrative Aide 1  **EVELYN B. LOMONGO**  Clerk II  **FLORAMIE B. AGUSTIN**  Registration Officer 1 |

1. **LATE REGISTRATION OF MARRIAGE/ RECONSTRUCTION OF MARRIAGE**

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

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| **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** | |
| 1. Original and two photocopy of PSA Negative Result | | | | Philippine Statistics Authority (PSA) | |
| 1. Original and two photocopy of CENOMAR of both couple | | | | Philippine Statistics Authority (PSA) | |
| 1. Original And Two Photocopies of the Certificate of Live Birth of couple and children | | | | Philippine Statistics Authority (PSA) | |
| 1. Original and two clear photocopies of the owner’s Copy of the Certificate of Marriage (COM) of the Couple | | | | Couple | |
| 1. (2) Valid IDs with photocopy | | | | Concerned government agency | |
| 1. Three copies of Affidavit of Couple and witnesses | | | | City Civil Registry Office | |
| 1. 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)   * 1. 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 |
| 1. 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 |

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

**Description of the Service:** This service provides legitimization of the illegitimate children of couple born out of wedlock.

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| **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 Legitimization (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 Legitimization LCR form 1A:**  P130.00  **For Migrant Legitimization of Birth**- P 500.00 | 20 minutes | **FLORAMIE B. AGUSTIN**  Registration Officer 1 |
| 1. Present official receipt and wait for the processing time | Accept official receipt and money order and process (encode)  the documents  Mail and transmit the electronic endorsement)  Post documents to book of legal instrument and assign Registry Number of AUSF, Admission of Paternity, Sworn Attestation, Affidavit of Legitimization | | NONE | 30 minutes  One-week after  30 minutes  2 to 3 months waiting | **FLORAMIE B. AGUSTIN**  Registration Officer 1 |
| 1. Claim after 2 to 3 months the annotated Security paper (SECPA) copy and sign the log book   Or Requests annotated SECPA copy | Verify from 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  1 day | **FLORAMIE B. AGUSTIN**  Registration Officer 1  **PSA Personnel** |

1. **REGISTRATION OF TIMELY BIRTH AND DEATH**

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

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| **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** | Certificate of Marriage of Parents | Philippine Statistics Authority (PSA)/ Local Civil Registry Office Concerned | | |
| **DEATH** | Birth Certificate of the Deceased |
| 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  **Transfer of Cadaver Permit**- if the corpse will be transported to and from El Salvador City  **Exhumation Permit-** if the cadaver will be exhumed from the exiting tomb and will be added/replaced with another cadaver. | City Civil Registry Office  City Health Office  City Health Office | | |
| **CLIENT STEPS** | **AGENCY ACTIONS** | **FEES TO BE PAID** | **PROCESSING TIME** | **PERSON RESPONSIBLE** |
| 1. Interview and present supporting documents | Check for accuracy and evaluation of information given for birth and death registration | NONE | 30 minutes | **CEANNE T. LEONAR**  Clerk Designate under the direct supervision of  **ANNABEL G. MAESTRE**  Administrative Aide 1  **EVELYN B. LOMONGO**  Clerk II |
| 1. Wait for issuance of document | Prepare the Certificate of Live Birth (COLB) and Certificate of Death (COD) from the Philcris system | NONE | 20 minutes | **CEANNE T. LEONAR**  Clerk Designate under the direct supervision of  **ANNABEL G. MAESTRE**  Administrative Aide 1  **EVELYN B. LOMONGO**  Clerk II |
| 1. Review the Prepared document for confirmation | Check the accuracy of the prepared document for final printing | NONE | 15 minutes | **CEANNE T. LEONAR**  Clerk Designate under the direct supervision of  **ANNABEL G. MAESTRE**  Administrative Aide 1  **EVELYN B. LOMONGO**  Clerk II |
| 1. Brings the documents for signature to the Attending Physician/ Midwife/hilotfor COLB; Physician and embalmer for COD | Waits for the return of the documents | NONE | Not more than 30 days | **CEANNE T. LEONAR**  Clerk Designate under the direct supervision of  **ANNABEL G. MAESTRE**  Administrative Aide 1  **EVELYN B. LOMONGO**  Clerk II |
| 1. 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 |

1. **REGISTRATION OF TIMELY MARRIAGE**

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

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| **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. Come for an interview and present supporting documents | Check for accuracy and evaluate 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 |
| 1. 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, couple and witnesses | NONE | 10 minutes | **DEBBIE JANE C. GATAB**  Administrative Officer V |
| 1. Claim the requested document | 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 |

1. **SUPPLEMENTAL REPORTS** (BIRTH, MARRIAGE, DEATH)

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

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| **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** | |
| 1. 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) | |
| 1. Affidavit of Supplemental Report | | | | City Civil Registry Office | |
| 1. At least 2 valid IDs with 2 photocopies | | | | Personnel Concerned | |
| 1. Original and one photocopy of CEDULA of document owner | | | | City Treasury Office | |
| 1. 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 client, verify, scrutinize the documents presented and issue order of payment | **P 200.00** | 20 minutes | **DEBBIE JANE C. GATAB**  Administrative Officer V |
| 1. 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 |
| 1. 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 |
| 4.1Claim the requested document and sign the logbook  or Request annotated SECPA copy | | Release the requested document (if it is requested through BREQS) | **155.00** | 5 Minutes  1 day | **DEBBIE JANE C. GATAB**  Administrative Officer V  **PSA Personnel** |

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| **FEEDBACK AND COMPLAINTS MECHANISM** | |
| How to send feedback | Fill-out the form provided for suggestions, comments and feedbacks and drop it at the box provided. /  Personally appear or write a comment/ feedback through formal letter/ text to the City Civil Registrar through the office number at 09261179943/ (088)555-00351 |
| How feedbacks are processed | After the comments/ feedbacks have 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 |  |

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| --- | --- | --- |
| **Office** | **Address** | **Contact Information** |
| City Civil Registry Office | 1st floor, Legislative Building, El Salvador City Hall, Zone 1, Poblacion, El Salvador City | 09261179943/ (088)555-0035 |