



CITY CIVIL REGISTRY  
DEPARTMENT

CITIZEN'S CHARTER

QCG.CCRD.AD. M.01



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2024 (7th Edition)

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## I. Mandate:

**Act No. 3753** or the *Civil Registry Law* and **Sec. 479** of **Republic Act No. 7160**, otherwise known as the *Local Government Code of 1991*, mandate the *Qualification, Powers and Duties of the Civil Registrar* as

(a) No person shall be appointed Civil Registrar unless he is a citizen of the Philippines, a resident of the government unit concerned, of good moral character, holder of a college degree from a recognized college or university, and a first grade civil service eligible or its equivalent. He must have acquired experience in civil registry work for at least (5) years in the case of the city civil registrar and three (3) years in the case of municipal civil registrar. The appointment of a civil registrar shall be mandatory for the city and municipal governments.

(b) The Civil Registrar shall be responsible for the civil registration program in the local government unit concerned, pursuant to the Civil Registry Law, The Civil Code and other pertinent laws, rules and regulation issued to implement them.

(c) The Civil Registrar shall take charge of the Office of the Civil Registrar and shall:

1. Develop plans and strategies and upon approval thereof by the governor or mayor, as the case may be, implement the same, particularly to those which have to do with civil registry programs and projects which the mayor is empowered to implement and which the Sanggunian is empowered to provide for under this Code;
2. In addition to the foregoing duties and functions, the civil registrar shall:
  - (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 National Statistics Office now Philippine Statistics Authority in conducting educational campaigns for vital registration and assist in the preparation of demographic and other statistics for the local government unit concerned; and
3. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



Administrative Order No. 1 series of 1983, Title One Rule 5. Duties of the Civil Registrar, states: "The civil registrar shall take charge of the office of the civil registry and shall:

- a. File registrable certificate and documents presented to them for entry;
- b. Compile the same monthly and prepare and send any information required of them by the Civil Registrar-General;
- c. Issue certified transcripts and copies of any certificate or document registered, upon payment of the proper fees;
- d. Order the binding, properly classified, of all certificates or documents registered during the year;
- e. Send to the Civil Registrar-General, (through his designated representative) during the first ten days of each month, a copy of entries made during the preceding month, for filing;
- f. Index the same to facilitate search and identification in case any information is required;
- g. Administer oaths, free of charge, for civil register purposes; (Sec 12, Act 3753)
- h. Accept all registrable documents and judicial decrees/orders affecting the civil status of persons;
- i. File, keep and preserve in a secured place the books required by law;
- j. Transcribe and enter immediately upon receipt all registrable documents and judicial decrees affecting the civil status of persons in the appropriate civil registry books;
- k. 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, shall issue the license upon payment of the authorized fee to the treasurer;
- l. Coordinate with the office of the civil Registrar-General (Philippine statistics Authority) in conducting educational campaigns for vital registration and assist in the preparation of demographic and other statistics for the local government unit concerned; (Article 9, Section 479, the Local Government Code of 1991)
- m. File, keep and preserve civil registry records as per archival system mandated by the Local Government Code; (Sec 374)
- n. Submit status reports on the condition of civil registry documents filed in the civil registry office whenever there are changes of the previous status of file;
- o. Reconstruct destroyed civil registry records upon compliance with the requirements following the procedures established by the Office of the Civil Registrar-General; and
- p. Make available at all times the civil registry forms in his office.



**Civil Registrar acquires quasi-judicial function on RA 9048,”** *An Act Authorizing the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or Typographical Error in an Entry and/or Change of First Name or Nickname in the Civil Register without need of a Judicial Order, Amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines “ and RA10172 “An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct clerical or typographical Error s in the Day and Month in the date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose Act Numbered Ninety Forty-Eight” which cannot be delegated to any officer of any civil registry office. RA 9255, “An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for this Purpose Article 176 of Executive Order 209 Otherwise known as the Family Code of the Philippines”.*

**Article 165 of the Family Code (Legitimation). Children conceived and born outside a valid marriage are illegitimate, unless otherwise provided in this Code and RA 9858,** *“An Act Providing for the Legitimation of Children Born to Parents below Marrying Age, Amending for the Purpose the Family Code of the Philippines, as Amended”*

## **II. Vision:**

We envision that all Quezon City- born persons and residents are documented and changes of vital events in their lives are likewise registered; and whose records are technologically accessed and universally accepted anywhere in the world.

## **III. Mission:**

We are committed to efficiently serve our constituents and effectively safe keep, register and issue all certificates of births, marriages, deaths, and court decrees, which occurred in the city with the cooperation of all stakeholders.

## **IV. Service Pledge:**

### **Committed**

To serve beyond efficiency by competent public servants, we vow to continuously register vital events of a person;

### **Credible**

We stand firm that all registered documents issued by this office are honored by government and private agencies and other instrumentalities;

### **Responsive**

We take delight to assist the general public

### **Dedicated**

We adhere to protect and safe keep the entrusted registered documents



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# 1. Registration of Regular and Timely Certificate of Live Birth

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Quezon City, within thirty (30) days from the date of birth.

<b>Office or Division:</b>	City Civil Registry Department - <b>Birth Registration Division (Counter 18)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For <b>Marital Child</b> ( <i>children born at the time of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Marriage Certificate of Parents;</li> <li>• Copy of valid IDs of parents (<i>Passport if one or both parents is a foreigner</i>)</li> </ul>		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered		
For <b>Non-Marital Child</b> ( <i>children born outside of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Signed and notarized Affidavit of Acknowledgment/Admission of Paternity (<i>found at the back of the Certificate of Live Birth, if the child is acknowledged by the father</i>);</li> <li>• Notarized Affidavit to Use the Surname of the Father (AUSF) (If surname of the father will be used) executed by:               <ul style="list-style-type: none"> <li>• Mother; or</li> <li>• Father (deceased mother or in case of abandonment)</li> </ul> </li> <li>• Copy of valid IDs of parents (<i>Passport if one or both parents is a foreigner with latest date of arrival</i>)</li> </ul>		City Civil Registry Department - Counter 18		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of Live Birth and all the requirements	1. Receives Certificate of Live Birth for registration	None	5 Minutes / Certificate of Live Birth	Receiving Clerk City Civil Registry Department
	1.1. Checks completeness and correctness of entries and attachments			
	1.2. If complete and correct, assigns registry number			
2. Receive personal copy of registered Certificate of Live Birth	2. Release personal copy to registrant			
<b>TOTAL:</b>		None	5 Minutes	
Registration of Regular and Timely Certificate of Live Birth is qualified for multi- stage processing. Note: All incomplete data/requirements will not be accepted.				



## 2. Registration of Regular and Timely Certificate of Live Birth Via QC Birth Registration Online

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Quezon City, within thirty (30) days from the date of birth through the QC Birth Registration Online portal at the QC E-services.

<b>Office or Division:</b>	City Civil Registry Department - <b>Birth Registration Division (Counter 18)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For <b>Marital Child</b> ( <i>children born at the time of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Marriage Certificate of Parents;</li> <li>• Copy of IDs of parents (<i>passport if one or both parents is a foreigner</i>)</li> </ul>		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered		
For <b>Non-Marital Child</b> ( <i>children born outside of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>;</li> <li>• Affidavit to Use the Surname of the Father (AUSF) (if surname of the father will be used) executed by:               <ul style="list-style-type: none"> <li>• Mother; or</li> <li>• Father (deceased mother or in case of abandonment)</li> </ul> </li> <li>• Copy of valid IDs of parents (<i>passport if one or both parents is a foreigner with latest date of arrival</i>)</li> </ul>		City Civil Registry Department - Counter 18		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>	Clerk monitors the QC Birth Registration Online (QC BRO) Dashboard. Once a submission is received, Clerk shall evaluate the virtually accomplished Certificate of Live Birth Form and its attachments.	NONE	1 - 3 working Days upon receipt of submission	City Civil Registry Department staff
Click "Civil Registry Online Services"				
At the Birth Services of the page, click "Birth Registration"				
Fill in all the required fields with the correct information about the child and the circumstances of birth.				
Upload the digital copy of the required documents to the assigned folder.				
An email notification will be received stating that the required original documents should be submitted.	Once documentary requirements are deemed complete and correct, clerk updates the status of submission to "For Submission of Original Documents".			





Proceed to the City Civil Registry Department Office to submit original documents.	Receives original requirements for birth registration If complete, assigns registry number.		5 Minutes	
Receive personal copy of registered Certificate of Live birth	Release personal copy to registrant			
	<b>TOTAL</b>	NONE	1 - 3 Working Days	
<p>Registration of Regular and Timely Certificate of Live Birth Via QC Birth Registration Online is qualified for multi-stage processing.            Note: All incomplete data/requirements will not be accepted.            Only documents with official receipt will be processed.</p>				

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### 3. Delayed Registration of Certificate of Live Birth

This is the process of registering the Certificates of Live Birth of Filipino citizens, born in Quezon City, after the thirty (30)-day filing period from the date of birth of the person or those who have no existing record in the Register of Births of the City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Birth Registration Division (Counter 16)</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/ other birth attendants, QC Constituents, Non-QC residents (who were born in QC)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Accomplished Certificate of Live Birth for Late Registration (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities or City Civil Registry Department (Counter 16)
Signed and Notarized Affidavit for Delayed Registration at the back of the Certificate of Live Birth form		
Negative Certification of Birth		PSA or National Archives of the Philippines, if applicable
Certificate of No Record (CNR)		City Civil Registry Department - Counter 1 or 2
<p>Any two of the following documents which show the name, date and place of birth of the child, name of the mother and father (if acknowledged):</p> <ul style="list-style-type: none"> <li>● Baptismal Certificate (1 original, 1 photocopy)</li> <li>● School Record (Form 137) or Report Card (Form 138)</li> <li>● Income Tax Return of Parents</li> <li>● Insurance Policy</li> <li>● Medical Records</li> <li>● Barangay Certification</li> <li>● Member's Data Record</li> <li>● Member's Data Form</li> <li>● SSS E-1 Form</li> <li>● Voter's Certification (with Voter's Registration Record, if the certification has no information on the place of birth)</li> </ul>		Religious Institutions School BIR Insurance provider Concerned Hospitals or other birthing facilities Office of the Barangay PhilHealth Pag-IBIG SSS COMELEC
<p>For <b>Marital Child</b>:</p> <ul style="list-style-type: none"> <li>● Parents' Certificate of Marriage</li> <li>● Passport (<i>If one or both parents is a foreigner</i>)</li> </ul>		PSA or a Local copy issued by the Local Civil Registry Office where the marriage certificate was registered
<p>For <b>Non-Marital Child</b>:</p> <ul style="list-style-type: none"> <li>● Signed and Notarized Acknowledgment/ Admission of Paternity (<i>found at the back of the Certificate of Live Birth, if the child is acknowledged by the father</i>);</li> <li>● Notarized Affidavit to Use the Surname of the Father (AUSF) executed by:               <ul style="list-style-type: none"> <li>● Mother or Father (deceased mother or in case of abandonment) for children below 7 years old</li> <li>● Child if 7 to 17 years old, with Sworn Attestation of the mother or Father (deceased mother/ in case of abandonment)</li> <li>● Child if 18 years old and above (majority age)</li> </ul> </li> <li>● Acceptable and recognized proof of acknowledgement by the father, if the child is born before August 3, 1988 and the father is deceased</li> <li>● Joint Affidavit of Two Disinterested Persons / Witnesses</li> <li>● Government issued ID or Cedula</li> <li>● Passport (<i>If one or both parents is a foreigner with latest date of arrival</i>)</li> </ul>		City Civil Registry Department - Counter 16;



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information desk to get a queue number	<ol style="list-style-type: none"> <li>Information personnel inquires the specific transaction of the applicant;</li> <li>Informs the applicant to secure Certificate of No Record (CNR) in Counter 1 or 2;</li> <li>Informs client to proceed to submit all necessary requirements to Counter 16</li> </ol>	Certificate of No Record (CNR) - PHP 150.00		<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Submit all necessary requirements	<ol style="list-style-type: none"> <li>1.1. If Issued with a CNR, provides requirements for late registration of birth certificate</li> <li>1.2. Upon completion of requirements, issues a dummy Certificate of Live Birth Form to be Filled-out by the applicant</li> <li>1.3. If completely filled – out, clerk encodes the entries into the Certificate of Live Birth form;</li> <li>1.3. After the applicant checks and signs the encoded form, with attached requirements, issues order of Payment</li> </ol>		11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	
3. Pays at cashier the corresponding fees	2. Once paid, gives the personal copy to the applicant/ registrant indicating the date of release			<i>Collector</i> City Treasurer's Office
4. 10 days Mandatory Posting Period	3. Once paid, wait for the mandatory posting period of 10 days	Late Registration - PHP 200.00		Receiving / Releasing Clerk City Civil Registry Department
5. Receives Personal Copy of the Registered Certificate of Live Birth	4. Release personal copy of the registered Certificate of Live Birth			
	<b>TOTAL:</b>	PHP 350.00	11 Days	
<p>Delayed Registration of Certificate of Live Birth is qualified for multi-stage processing.            Note: All incomplete data/requirements will not be accepted.            Only documents with official receipt will be processed.</p>				

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#### 4. Delayed Registration of Certificate of Live Birth Via QC Birth Registration Online

This is the process of registering the Certificates of Live Birth of Filipino citizens, born in Quezon City, after the thirty (30)-day filing period from the date of birth of the person who have no existing record in the Register of Births of the City, through the QC Birth Registration Online portal at the QC E-services.

<b>Office or Division:</b>	City Civil Registry Department - <b>Birth Registration Division (Counter 18)</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Client
<b>Who may avail:</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Accomplished Certificate of Live Birth (4 copies)	Hospital, Maternity/Lying-In Clinics, other birthing facilities
Signed and Notarized Affidavit for Delayed Registration at the back of the Certificate of Live Birth form	
Negative Certification of Birth	PSA or National Archives of the Philippines, if applicable
Certificate of No Record (CNR)	City Civil Registry Department - <i>Counter 1 or 2</i>
Any two of the following documents which show the name, date and place of birth of the child, name of the mother and father (if acknowledged): <ul style="list-style-type: none"> <li>• Baptismal Certificate (1 original, 1 photocopy)</li> <li>• School Record (Form 137) or Report Card (Form 138)</li> <li>• Income Tax Return of Parents</li> <li>• Insurance Policy</li> <li>• Medical Records</li> <li>• Barangay Certification</li> <li>• Member's Data Record</li> <li>• Member's Data Form</li> <li>• SSS E-1 Form</li> </ul> Voter's Certification (with Voter's Registration Record, if the certification has no information on the place of birth)	Religious Institutions School BIR Insurance provider Concerned Hospitals or other birthing facilities Office of the Barangay PhilHealth Pag-IBIG SSS COMELEC
For <b>Marital Child</b> ( <i>children born at the time of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Marriage Certificate of Parents;</li> <li>• Passport (<i>If one or both parents is a foreigner</i>)</li> </ul>	Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered
For <b>Non-marital Child</b> ( <i>children born outside of marriage of the parents</i> ): <ul style="list-style-type: none"> <li>• Signed and notarized Affidavit of Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, <i>if the child is acknowledged by the father</i>;</li> <li>• Notarized Affidavit to Use the Surname of the Father (AUSF) (<i>if the surname of the father will be used</i>) executed by: <ul style="list-style-type: none"> <li>• Mother or Father (deceased mother or in case of abandonment) for children below 7 years old</li> <li>• Child if 7 to 17 years old, with Sworn Attestation of the Mother or Father (deceased mother/ in case of abandonment)</li> <li>• Child if 18 years old and above (majority age)</li> </ul> </li> <li>• Acceptable and recognized proof of acknowledgment by the father, if the child is born before 03 August 1988 and the father is deceased</li> <li>• Joint Affidavit of Two Disinterested Persons / Witnesses</li> <li>• Government issued ID or Cedula</li> <li>• Passport (<i>If one or both parents is a foreigner with latest date of arrival</i>)</li> </ul>	City Civil Registry Department - <i>Counter 18</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>	Clerk monitors the QC Birth Registration Online (QC BRO) Dashboard. Once a submission is received, Clerk shall evaluate the virtually accomplished Certificate of Live Birth Form and its attachments.	Certificate of No Record (CNR) - PHP 150.00	1 - 3 working days upon receipt of submission	City Civil Registry Department staff
Click "Civil Registry Online Services"				
At the Birth Services part of the page, click "Birth Registration"				
Upload the digital copy of the required documents to the assigned folder.				
Fill in all the required fields with the correct information about the child and the circumstances of birth.				
An email notification will be received stating that the required original documents should be submitted.	Once documentary requirements are deemed complete and correct, clerk updates the status of submission to "For Submission of Original Documents".  Clerk then prints, in four (4) copies, the virtually accomplished Certificate of Live Birth.			
Proceed to the City Civil Registry Department Office to submit original documents.	Receiving Clerk informs applicant/ registrant to secure Certificate of No Record.  If Issued with a CNR, Clerk receives original requirements for birth registration		11 Days If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	
Pays at City Treasurer's Office the corresponding fees	Once paid, gives personal copy of applicant/ registrant indicating the date of release	Late Registration Fee - PHP 200.00		City Treasurer's Office
10 days Mandatory Posting Period	Once paid, wait for the Mandatory posting period of 10 days			City Civil Registry Department staff
Receive personal copy of Certificate of Live Birth	Date of Release shall be the 11th day			
	<b>TOTAL:</b>	PHP 350.00	11-14 Days	
Delayed Registration of Certificate of Live Birth Via QC Birth Registration Online is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.				



## 5. Application and Issuance of Marriage License

The process of applying for and issuing a Marriage License to a couple, wherein one should be a resident of Quezon City, and intends to marry in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Marriage Registration Division (Counter 11)</b>		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C - Government to Client		
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who intend to marry in Quezon City) <i>*Marriageable Age: 18 years old; No "Legal Impediments to Marry"</i>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Marriage License Application Form		City Civil Registry Department - <i>Counter 11</i>	
Government-issued/Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office	
Birth or Baptismal Certificates of both applicants		PSA; Place of Baptism	
Certificate of No Marriage (CENOMAR)		PSA	
Community Tax Certificate (if no valid Government – issued Identification Card)		City Treasurer's Office	
2x2 picture of both applicants (1 for each applicant)		Client	
<p>If applicable:</p> <ul style="list-style-type: none"> <li>• Municipal Form No. 92 - <i>Consent of Marriage of A Person Under Age (18- 20 yrs. old)</i></li> <li>• Municipal Form No. 7 - <i>Sworn Statement that Advice of Parents or Guardian has been asked (21-25 yrs. old)</i></li> <li>• Municipal Form No. 8 - <i>Advice upon Intended Marriage (21-25 yrs. old)</i></li> <li>• Certificate of Family Planning</li> <li>• Certificate of Marriage Counseling</li> </ul> <p>If either of the contracting parties is previously married:</p> <ul style="list-style-type: none"> <li>• Judicial Decree of Annulment or declaration of nullity of his or her previous marriage</li> <li>• Judicial decree of Absolute Divorce</li> <li>• Death Certificate of the deceased spouse</li> </ul>		<p>City Civil Registry Department - <i>Counter 11</i>;</p> <p>City Health Department;</p> <p>Social Services and Development Department (SSDD);</p> <p>Court of the place where the decision was rendered;</p> <p>Court of the place where the decision was rendered; PSA</p>	
<p>For Foreigners:</p> <ul style="list-style-type: none"> <li>• Photocopy of valid passport (<i>indicating the date of arrival</i>)</li> <li>• Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials</li> <li>• Certificate of Family Planning and Marriage Counseling &amp; Responsible Parenthood</li> <li>• If Divorced: <ul style="list-style-type: none"> <li>• Copy of final decree or absolute divorce</li> </ul> </li> </ul> <p>❖ <b>Present to the Civil Registry Officer the original copies of the requirements for examination;</b></p> <p>❖ <b>Personal appearance of both the contracting parties is required;</b></p> <p><b>Marriage License is valid for 120 days from the date of issuance.</b></p>		<p>Client;</p> <p>Embassy of country of origin based in the Philippines;</p> <p>City Health Department;</p> <p>Court where the divorce was decided</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification documents	1. Issuing clerk shall determine the residence of contracting applicants	None	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's office the corresponding fees	2. Issues order of payment	Marriage License Application Form - PHP 50.00	Marriage license shall be issued on the 11 <sup>th</sup> day from the submission of the application	<i>Collector</i> City Treasurer's Office
3. Submit the notarized marriage license application form and all the other required documents	3. Once the payment is received, issuing clerk shall give the marriage license application form	Filing Fee - PHP 100.00		<i>Receiving / Releasing Clerk</i> City Civil Registry Department
4. Before receiving the Marriage License: Submit the Certificate of Family Planning and if applicable, submit the Certificate of marriage Counseling	4. Release of Marriage License	Marriage License - PHP 100.00		<i>Receiving / Releasing Clerk</i> City Civil Registry Department
	<b>TOTAL:</b>	PHP 250.00		

Application and Issuance of Marriage License is qualified for multi-stage processing.  
 Note: All incomplete data/requirements will not be accepted.  
 Only documents with official receipt will be processed.



## 6. Registration of Regular and Timely Certificate of Marriage

The process of registering the Certificates of Marriage of constituents who married in Quezon City. Timely registration of Marriage Certificate is fifteen (15) days following the solemnization of the marriage. For marriage exempt from license requirement, the prescribed period is thirty (30) days from the solemnization of marriage.

<b>Office or Division:</b>	City Civil Registry Department - <b>Marriage Registration Division (Counter 12)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC constituents, Non-QC Residents (who were married in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Marriage (4 copies) signed by the solemnizing officer		Church, Place of marriage		
Original or Photocopy of Marriage License		Local Civil Registry Office of the place of residency		
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer		Church		
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)				
If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law.		Solemnizing officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Marriage for registration	1. Receives Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Registration Fee - PHP 50.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive personal copy of Marriage Certificate	3. Upon receipt of Official Receipt, assign registry no. and release the same	None	5 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 50.00	15 Minutes	
<p>Registration of Regular and Timely Certificate of Marriage is qualified for multi-stage processing.            Note: All incomplete data/requirements will not be accepted.            Only documents with official receipt will be processed.</p>				





## 7. Delayed Registration of Certificate of Marriage

The process of registering the Certificates of Marriage constituents who married in Quezon City and which were not filed within 15 days following the solemnization of marriage or 30 days, for those exempted from marriage license requirement.

<b>Office or Division:</b>	City Civil Registry Department - <b>Marriage Registration Division (Counter 12)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	QC constituents, Non-QC Residents (who were married in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Marriage (4 copies) signed by the solemnizing officer		Church, Place of marriage		
Original or Photocopy of Marriage License		Local Civil Registry Office of the place of residency		
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer		Church		
If applicable: Duly Notarized Affidavit of Cohabitation under Art. 34 of the Family Code (Contracting parties are living together as husband and wife for 5 years without legal impediment to marry)		Client		
If applicable: Notarized Request for the celebration of marriage in a place other than those authorized by law.		Solemnizing Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Marriage for registration	1. Receives Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at cashier the corresponding fees	2. Issues order of payment	Registration Fee - PHP 200.00  Certificate of No Record (CNR) - PHP 150.00	10 Days Posting  *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday.	<i>Collector</i> City Treasurer's Office
3. Receive personal copy of Marriage Certificate	3. Upon receipt of Official Receipt, assign registry no. and release the same	None		<i>Receiving / Releasing Clerk</i> City Civil Registry Department
			Certificate of Marriage shall be issued on the 11 <sup>th</sup> day from the submission of the Application	
<b>TOTAL:</b>		PHP 350.00		
<p>Delayed Registration of Certificate of Marriage is qualified for multi-stage processing.          Note: All incomplete data/requirements will not be accepted.          Only documents with official receipts will be processed</p>				



## 8. Registration of Regular and Timely Certificate of Death

This is the process of registering the Certificates of Death of the constituents whose death occurred in Quezon City within thirty (30) days from the date of death.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors		
Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
Photocopy of Government Issued IDs of the Deceased and Informant		BIR, UMID, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits a Certificate of Death for registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	Registration Fee - PHP 50.00	20 Minutes	<i>Receiving / Releasing Clerk City Civil Registry Department</i>
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment			<i>Collector City Treasurer's Office</i>
3. Receive personal copy of Certificate of Death	3. Upon receipt of Official Receipt, assign registry no. and release the same			<i>Receiving / Releasing Clerk City Civil Registry Department</i>
<b>TOTAL:</b>		PHP 50.00	20 Minutes	
<p>Registration of Regular and Timely Certificate of Death is qualified for multi-stage processing.          Note: All incomplete data/requirements will not be accepted.          Only documents with official receipts will be processed</p>				

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## 9. Delayed Registration of Certificate of Death

This is the process of registering the Certificates of Death of those who died in Quezon City after the thirty (30)-day filing period from the date of death.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 7)</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors, or other persons (Attendant)		
Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
Certificate of Burial/Cremation		Cemetery/Columbarium/Crematorium		
Certificate of Service		Funeral Parlors		
PSA Negative Certification		PSA		
Local Civil Registry (LCR) Certificate of No Record (CNR)		City Civil Registry Department - Counter 6 and 7		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Certificate of Death for late registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	Certificate of No Record (CNR) - PHP 150.00  Late Registration - PHP 200.00	11 Days mandated 10 days posting period from date of receipt  If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	<i>Releasing Clerk / Acting Chief</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment			<i>Collector</i> City Treasurer's Office
3. Receive personal copy of Certificate of Death	3. Upon receipt of Official Receipt, assign registry no. and release the same			<i>Releasing Clerk / Acting Chief</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 350.00	11 Days	
<p>Delayed Registration of Certificate of Death is qualified for multi-stage processing.            Note: All incomplete data/requirements will not be accepted.            Only documents with official receipts will be processed.</p>				

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## 10. Request for Exhumation Permit

This is the process of securing an Exhumation Permit for constituents who were buried in cemeteries located in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents whose deceased member is buried in cemeteries in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Exhumation Letter	Quezon City Health Department, City Hall Complex			
Certificate of Death	Local Civil Registry Office (LCRO) where the death occurred or PSA			
Valid Identification Cards (IDs)	The informant of the Certificate of Death/Family/Relative/Authorized Person			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Exhumation Letter, together with the Certificate of Death	Receive the Exhumation Letter and Certificate of Death	Exhumation of Cadaver Fee - PHP 100.00  or  Removal of Cadaver Fee - PHP 100.00	20 - 30 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Secure the Order of Payment from the Receiving Clerk	Issue Order of Payment upon evaluation if the documentary requirements are complete and correct			
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt				<i>Collector City Treasurer's Office</i>
4. Return the Official Receipt to Window 6 or 7, and secure the Exhumation Permit, which is in the form of an Official Receipt.	Receive the Official Receipt, record the Official Receipt Number, then return the receipt, which serves as the Exhumation Permit			<i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 100.00	20 - 30 Minutes	
Request for Exhumation Permit is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipts will be processed.				

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## 11. Request for Burial Permit

This is the process of securing a Burial Permit for deceased persons who wish to be buried in cemeteries or columbarium located in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents whose deceased member died in Quezon City or in another city/municipality but want to be buried in cemeteries located in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Death		Local Civil Registry Office (LCRO) where the death occurred		
Transfer/Entrance Permit (if death occurred in another city/municipality)		Transfer Permit - Local/Municipal Civil Registry Office or Local/Municipal Health Department where the death occurred  Entrance Permit – Counter 6 or 7, City Civil Registry Department of Quezon City		
Affidavit of Undertaking (if the remains will be interred in Bagbag Public Cemetery or Novaliches Public Cemetery)		Window 6 or 7, City Civil Registry Department of Quezon City		
Burial Form		Death Certificate Section – Special Services Division, Quezon City Health Department (QCHD)		
Valid Identification Cards (IDs)		The informant of the Certificate of Death/Family/Relative/Authorized Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements for evaluation	Receive documentary requirements for evaluation	Burial Permit 100.00 PHP	30 - 45 Minutes	Receiving / Releasing Clerk City Civil Registry Department
2. Secure the Order of Payment from the Receiving Clerk	Issue Order of Payment upon evaluation if the documentary requirements are complete and correct	Entrance/ Transfer Permit – PHP 100.00  <i>If the interment is in Bag Bag / Novaliches Public Cemetery:</i>		
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt		Niche PHP 750.00 (Child)  Niche PHP 1500.00 (Adult)		Collector City Treasurer's Office
4. Return the Official Receipt to the Receiving Clerk in Window 6 or 7, then receive the Burial Permit in the form of an Official Receipt	Receive the Official Receipt, record the Official Receipt Number, then return the receipt, which serves as the Burial Permit			
<b>TOTAL:</b> <i>(Depending on what is applicable)</i>		PHP 100.00 PHP 100.00 PHP 750.00 PHP 1,500.00	30 - 45 Minutes	
Request for Burial Permit is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipts will be processed.				



## 12. Request for Cremation Permit

This is the process of securing a cremation permit for deceased persons whose death occurred in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC residents who died in Quezon City or in another city/municipality but want to be cremated in crematoriums located in Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Death		Hospitals, Funeral Parlors		
Cremation Form		Death Certificate Section – Special Services Division, Quezon City Health Department (QCHD)		
Transfer/Entrance Permit (if death occurred in another city/municipality)		Transfer Permit - Local/Municipal Civil Registry Office or Local/Municipal Health Department where the death occurred Entrance Permit – Window 6 or 7, City Civil Registry Department of Quezon City		
Valid Identification Cards (IDs)		The informant of the Certificate of Death/Family/Relative/Authorized Person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	Receive documentary requirements for evaluation	Cremation Permit Fee - PHP 100.00	30 - 45 Minutes	Receiving / Releasing Clerk City Civil Registry Department
2. Secure the Order of Payment from the Receiving Clerk	Issue Order of Payment upon evaluation if the documentary requirements are complete and correct			
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt		Entrance/Transfer Permit Fee - PHP 100.00		
4. Return the Official Receipt to the Receiving Clerk in Window 6 or 7, then receive the Cremation Permit in the form of an Official Receipt	Receive the Official Receipt, record the Official Receipt Number, then return the receipt, which serves as the Cremation Permit			Collector City Treasurer's Office
<b>TOTAL:</b> <i>(Depending on what is applicable)</i>		PHP 100.00 PHP 100.00	30 - 45 Minutes	
Request for Cremation Permit is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipts will be processed.				
In case the client would avail the cremation services of the City's Crematorium, the following are the corresponding fees: 1.) Infant/ Child ----- Php 15,000.00; 2.) Adult ----- Php 15,000.00; 3.) Senior Citizen ----- Php 12,000.00; 4.) Indigent -----FREE; 5.) Minimum Wage Earner ---12,000.00				

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### 13. Cremation Service

This is the process of cremation services in the City-owned Baesa Public Crematorium.

<b>Office or Division:</b>	City Civil Registry Department - <b>Death Registration Division (Counter 6, 7)</b>				
<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C - Government to Client				
<b>Who may avail:</b>	QC Residents				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
Certificate of Death		Hospitals, Funeral Parlors			
Cremation Form		Death Registration Division (Counter 6, 7)			
Cremation Permit		Death Registration Division (Counter 6, 7)			
Valid Identification Cards(IDs)		The deceased AND informant of the Certificate of Death/Family/Relative/Authorized Person			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Submit documentary requirements	Receive documentary requirements for evaluation	Cremation Fee  1) Infant/Child – PHP 15,000.00 2) Adult- PHP 15,000.00 3) Senior Citizen - PHP 12,000.00 4) Indigent –FREE 5) Minimum Wage Earners - PHP 12,000.00	30 - 45 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department <i>Collector City Treasurer's Office</i>	
2. Secure the Order of Payment from the Receiving Clerk	Issue Order of Payment upon evaluation if the documentary requirements are complete and correct				
3. Submit the Order of Payment to the cashier for payment of the corresponding fee and secure the Official Receipt					
4. Return the Official Receipt to the Receiving Clerk in Window 6 or 7 for scheduling.	Receive the Official Receipt, record the Official Receipt Number, then return the receipt with schedule				<i>Releasing Clerk</i> City Civil Registry Department
5. At the scheduled time and date, bring the cadaver to Baesa Public Crematorium for cremation	Receive the Official Receipt, record the Official Receipt Number, return the receipt then proceed to cremation			2 Hours	<i>Baesa Public Crematorium Staff</i>
<b>TOTAL:</b> <i>(Depending on what is applicable)</i>		PHP 12,000.00 PHP 15,000.00	2 Hours and 30 Minutes – 2 Hours and 45 Minutes		
Cremation Services is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipts will be processed.					



## 14. Request and Issuance of Certified True Copy of Birth Certificate

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) Copy of the Certificates of Live Birth registered in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Records Management and Archiving Division</b> <b>(Counter 1, 2)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who was born in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Birth Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, Pag-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: <ul style="list-style-type: none"> <li>• If necessary, Authorization Letter/Special Power of Attorney from the document owner (one original)</li> <li>• Photocopy of Government Issued ID with signature of the document owner</li> <li>• Photocopy of the Government Issued ID of the representative</li> </ul>		Client / Document Owner		
Requested document, if available (1 photocopy)		Client/ Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out CTC request form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the cashier the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Birth Certificate - PHP 65.00 PER COPY	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching  Records serial number before release of documents		5 Minutes - if document is in the database (1945 to 2015)  3 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher</i> City Civil Registry Department
4. Receives certified copy of the document/s	4. Releasing of requested documents		<i>Releasing Clerk</i> <b>(Counter 5)</b> City Civil Registry Department	
<b>TOTAL:</b>		-PHP 65.00 PER COPY	15 minutes - available on database 3 days - manual searching	
<p>Request and Issuance of Certified True Copy of Birth Certificate is qualified for multi-stage processing.  Note: All incomplete data/requirements will not be accepted.  Only documents with official receipts will be processed.</p>				





## 15. Request and Issuance of Certified True Copy of Marriage Certificate

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) Copy of the Certificates of Marriage registered in Quezon City

<b>Office or Division:</b>	City Civil Registry Department - <b>Records Management and Archiving Division</b> <b>(Counter 3)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who married in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Marriage Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: - If necessary, Authorization Letter/Special Power of Attorney from the document owner (one original) - Photocopy of Government Issued ID with signature of the document owner - Photocopy of the Government Issued ID of the representative		Client / Document Owner		
Requested document, if available(1 photocopy)		Client/ Document Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled-out CTC request form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the cashier the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Marriage Certificate - PHP 65.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		5 Minutes - if document is in the database (1945 to 2015)  3 days - manual searching	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher</i> City Civil Registry Department
4. Receive certified copy of the document/s	4. Record serial number before release of documents		<i>Releasing Clerk</i> City Civil Registry Department	
<b>TOTAL:</b>		PHP 65.00 - PER COPY	15 minutes - available on database 3 days - manual searching	
<p>Request for issuance of Marriage Certificates is qualified for multi-stage processing.            Note: All incomplete data/requirements will not be accepted.            Only documents with official receipts will be processed.</p>				



## 16. Request and Issuance of Certified True Copy of Death Certificate

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) copy of the Certificates of Death registered in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Records Management and Archiving Division (Counter 4)</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who died in Quezon City)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for Death Certificate		Information Desk		
Government-issued / Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the document owner: <ul style="list-style-type: none"> <li>- If necessary, Authorization Letter/Special Power of Attorney from the document owner (one original)</li> <li>- Photocopy of Government Issued ID with signature of the document owner</li> <li>- Photocopy of Government Issued ID of the representative</li> </ul>		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled - out CTC request form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the cashier the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Death Certificate - PHP 65.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		5 Minutes - if document is in the database (1945 to 2015)  3 days - manual searching	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher</i> City Civil Registry Department
4. Receive certified copy of the document/s	4. Record serial number before release of documents		<i>Releasing Clerk</i> City Civil Registry Department	
<b>TOTAL:</b>			PHP 65.00 PER COPY	15 minutes - available on database 3 days - manual searching
<p>Request and Issuance of Certified True Copy of Death Certificate is qualified for multi-stage processing.          Note: All incomplete data/requirements will not be accepted.          Only documents with official receipts will be processed.</p>				



## 17. Request for Issuance of Certified True Copy of Birth, Marriage, and Death Certificate via Civil Registry Online Services

This is the process of acquiring the certified true copy (CTC) or local civil registry (LCR) Copy of the Certificates of Live Birth registered in Quezon City through the Civil Registry Online Services portal at the QC E-services.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in to QC E-services Account at <a href="https://qceservices.quezoncity.gov.ph">https://qceservices.quezoncity.gov.ph</a>	Verifier handling the "Civil Registry Online Services" through the QC E-service portal, receives an online request for Certified True Copy with corresponding Reference number.	NONE	1-3 working Days upon receipt of submission	City Civil Registry Department (Counter 9)
Click "Civil Registry Online Services"				
At the lower part of the page, click "Request for a Certificate"				
Fill in all the required fields with the correct information about the document you are requesting.				
An email notification will be received stating that the CTC document is ready for pick-up.	Verifier conducts electronic or manual verification  If a record is found, verifier updates the status at the portal from "Pending" to "For pick-up".	NONE	5 minutes	City Civil Registry Department
Proceed to the City Civil Registry Department office to pick-up the document.  For the representative of the document owner: <ul style="list-style-type: none"> <li>- If necessary, Authorization Letter/Special Power of Attorney from the document owner (one original)</li> <li>- Photocopy of Government Issued ID with signature of the document owner</li> <li>- Photocopy of Government Issued ID of the representative</li> </ul>	Receiving clerk receives the printed e-mail confirmation with reference number and other necessary documents.			
Pays at the City Treasurer's Office the corresponding fees	Clerk issues an Order of Payment amounting to be paid at the City Treasurer's Office.			
Receive document/s	Release the document			City Civil Registry Department
	<b>TOTAL</b>	PHP 65.00 PER COPY	1-3 Working Days	
<p>Request for Issuance of Certified True Copy of Birth, Marriage, and Death Certificate via Civil Registry Online Services is qualified for multi-stage processing.  Note: All incomplete data/requirements will not be accepted.  Only documents with official receipts will be processed.</p>				



## 18. Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)

<b>Office or Division:</b>	City Civil Registry Department - <b>Records Management and Archiving Division</b> ( <b>Counter 14</b> )			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Parents of Quezon City-born illegitimate children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certified True Copy of Child's Certificate of Live Birth, back-to-back, if with Admission of Paternity (1 original)		City Civil Registry Department - <i>Counter 1 or 2</i>		
Baptismal Certificate (1 original)		Place of baptismal		
School records ( <i>Form 137/ Form 138</i> ) Medical records ( <i>Immunization Record</i> )		School, Hospital		
<p><b>FATHER:</b> To prove child's filiation, any two (2) of the following:</p> <ul style="list-style-type: none"> <li>• Employment Record</li> <li>• SSS/GSIS Record/ Insurance Policy</li> <li>• Income Tax Return (ITR)</li> <li>• Statement of Assets and Liabilities (SALN)</li> <li>• Pag - ibig / Philhealth (MDR)</li> </ul> <p><b>NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</b></p> <p>Please bring the following:</p> <ul style="list-style-type: none"> <li>- <b>Valid ID's or CEDULA</b></li> <li>- <b>Original documents and One (1) set photocopy</b></li> </ul> <p><i>Note: If not Acknowledged by the father, same requirements shall be required. Please prepare two (2) sets of Admission Paternity</i></p>		<p>Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR;</p> <p>Pag - Ibig/ Philhealth</p>		
<p><b>If child is 0 - 6 yrs. old:</b></p> <ul style="list-style-type: none"> <li>• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother</li> </ul> <p><b>If child is 7 - 17 yrs. old:</b></p> <ul style="list-style-type: none"> <li>• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child with mother's attestation</li> </ul> <p><b>If child is above 18 yrs. old:</b></p> <ul style="list-style-type: none"> <li>• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child without mother's attestation</li> </ul>		City Civil Registry Department - <i>Counter 13</i>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents	1. Receives requirements for registration, check if documents are in order	R.A. 9255 - PHP 100.00	10 Minutes	<i>Receiving Clerk</i> City Civil Registry Department



2. Pays at cashier the fees to be paid	2. If requirements are in order, issues order of payment	Admission of Paternity - PHP 440.00  Legal Instrument - PHP 440.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release.  3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.		3 Days	<i>Searcher / Processor / Signing Officer</i> City Civil Registry Department  <i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		Admission and Legal Instrument PHP 880.00  Admission, AUSF, and Legal Instrument PHP 980.00		
Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father) is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted Only documents with official receipts will be processed.				

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## 19. Legitimation with Admission of Paternity, including

### R.A. 9858 / Supplemental Report

Legitimation is the process of allowing the child who was born outside wedlock of parents who, at the time of conception of the former were not disqualified by any impediment to marry each other or were so disqualified only because either or both of them were below eighteen (18) years of age, but has a subsequent marriage, to use the surname of the father.

Supplemental Report is the process of supplying the missing or omitted information in the Certificates of Live Birth registered in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - <b>Records Management and Archiving Division (Counter 13)</b>	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	Parents/minor parents of Quezon City-born illegitimate children who eventually married each other; document owner with missing entry in the COLB (supplemental)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For <b>Legitimation with Admission of Paternity and Legitimation including R.A. 9858:</b>		
Certificate of No Previous Marriage (CENOMAR) of both parents (1 original)	PSA	
Certificate of Marriage of parents - PSA or Local Copy	PSA; City Civil Registry Department - <i>Counter 3</i>	
Child's Certificate of Live Birth - PSA copy or Local Copy	PSA; City Civil Registry Department - <i>Counter 3</i>	
Government-issued/Valid Identification Card of the Parents		
Signed Joint Affidavit of Legitimation (parents who have no legal impediment to marry)	City Civil Registry Department - <i>Counter 13</i>	
Signed Supplemental Joint Affidavit of Legitimation under R.A 9858 (parents who were disqualified to marry each other due to minority) *** If not specified in the original Affidavit of Legitimation	Public Attorney's Office; Law Offices	
Affidavit Of Admission of Paternity ( <i>if not yet previously executed</i> )	City Civil Registry Department - <i>Counter 13</i>	
<b>FATHER:</b> To prove child's filiation, any two (2) of the following: <ul style="list-style-type: none"> <li>● Employment Record</li> <li>● SSS/GSIS Record/ Insurance Policy</li> <li>● Income Tax Return (ITR)</li> <li>● Statement of Assets and Liabilities (SALN)</li> <li>● Pag - ibig / Philhealth (MDR)</li> <li>● Medical Record of the Child (immunization or baby book)</li> <li>● School Record of the Child</li> <li>● Baptismal Certificate of the Child (original)</li> </ul>	Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag - Ibig/ Philhealth Hospitals; Clinics School	
<b>ADDITIONAL REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>● PSA copy of Death Certificate *** if any or both parents are dead *** if previous spouse/s died before child's conception</li> <li>● Certified True Copy of the Decision and Certificate of Finality of Annulment/ Divorce ( if any or both parents are annulled or divorced from the first marriage)</li> </ul>	PSA  Court	

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**NOTE:**

- **PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED**

**LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY:**

- Any or both parents have previous valid marriage
- Child is conceived and born without any Court Order or Decision of Annulment of Divorce

**Please bring the Original documents and One (1) set photocopy**

For **SUPPLEMENTAL:**

- PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original)
- Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original)

**Affidavit of Supplemental Report**

PSA  
City Civil Registry Department - *Counter 1 or 2*  
Public Attorney's Office; Law Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1. Receives requirements for registration, check if documents are in Order.		10 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at cashier the fees to be paid	2. If requirements are in order, issues order of payment	Admission of Paternity PHP 440.00 Legitimation PHP 400.00 Legal Instrument PHP 440.00 Supplemental Report PHP 440.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of Release  3.1. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release.		3 Days	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher / Processor</i> City Civil Registry Department  <i>Releasing Clerk</i> City Civil Registry Department
<b>TOTAL</b>		Admission of Paternity, Legitimation, and Legal Instrument – PHP 1,280.00 Supplemental Report and Legal Instrument – PHP 880.00		

Legitimation with Admission of Paternity, including R.A. 9858 / Supplemental Report are qualified for multi-stage processing.  
Note: All incomplete data/requirements will not be accepted  
Only documents with official receipts will be processed.



## 20. R.A. 9048 - Petition for Change of First Name (CFN)

This is the process of allowing the document owner to have his/her first name be changed in his/her Certificate Live Birth.

<b>Office or Division:</b>	City Civil Registry Department - <b>Petition for Correction Unit (Counter 19 and 2<sup>nd</sup> Floor)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certified True Copy /Local Copy of the Certificate of Live Birth (3 original)		City Civil Registry Department - <i>Counter 1, 2, or 3</i>		
Authenticated/Latest PSA Copy of the Certificate of Live Birth (1 original, 3 photocopies should be in legal size paper)		PSA		
<b>Mandatory requirements to be submitted</b> <i>(3 photocopies - should be in legal size paper):</i> <ul style="list-style-type: none"> <li>• Certification of Employment with no pending case <i>(if employed)</i>;</li> <li>• Affidavit of Non-Employment <i>(If not employed)</i>;</li> <li>• NBI Clearance (latest) <b>purpose: For Change of First Name</b></li> <li>• Police Clearance (latest with 6 months validity) <b>purpose: For Change of First Name</b></li> </ul>		Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office		
Any three (2) of the following <b>Supporting Documents</b> showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> <li>• Baptismal Certificate</li> <li>• School Records</li> <li>• Voter's Affidavit</li> <li>• SSS/GSIS Records</li> <li>• Medical or Business Record</li> <li>• Certificate of Marriage (if applicable)</li> <li>• Certificate of Live Birth of Child</li> <li>• (2) Government-issued / Valid Identification Card or CEDULA</li> </ul> *NOTE: The processor will determine applicable documents		Place of baptism; School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
<b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b>		Depends on the documents required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the document sought for correction/change	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00	30 Minutes/ petition	<i>Interviewer / Processor</i> City Civil Registry Department

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	1.2. Issues list of applicable requirements.		10 Days mandatory posting period		
2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of Payment	Publication – PHP 2,300.00	2 Weeks, consecutive, publication		
3. Pays at the cashier the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in- fact and gives contact numbers for follow-up after 3 months.	Additional fee for Migrant Petition - PHP 500.00	4 Weeks (in PSA Legal Division) depending on the volume of transaction	Collector City Treasurer's Office	
				Interviewer / Processor City Civil Registry Department	
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.		Legal Instrument fee (2sets) - PHP 670.00	Length of Interview (10 minutes)	Interviewer / Processor City Civil Registry Department
					Receiving Clerk / Processor PSA
			Processor / Releasing Clerk City Civil Registry Department		
<b>TOTAL:</b>		PHP 5,970.00  For Migrant Petition - PHP 5,800.00	3 - 4 Months		
<p>R.A. 9048 - Petition for Change of First Name (CFN) are qualified for multi-stage processing.          Note: All incomplete data/requirements will not be accepted          Only documents with official receipts will be processed.</p>					

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## 21. R.A. 9048 - Petition for Correction of Clerical Error (CCE)

This is the process of allowing the document owner to correct clerical or typographical error in his/her Civil Registration documents.

**(Birth Certificate, Marriage Certificate, Death Certificate)**

<b>Office or Division:</b>	City Civil Registry Department - <b>Petition for Correction Unit (Counter 19 and 2<sup>nd</sup> Floor)</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)</b>		City Civil Registry Department - <i>Counter 1, 2, or 3</i>		
<b>Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)</b>		PSA		
<p>Any three (2) of the following <b>Supporting Documents</b> showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (3 photocopies - should be in legal size paper):</p> <ul style="list-style-type: none"> <li>• Certificate of Live Birth (Wife/Husband, for Marriage Petition)</li> <li>• Baptismal Certificate</li> <li>• School Records</li> <li>• Voter's Affidavit</li> <li>• SSS/GSIS Records</li> <li>• NBI Clearance (latest)</li> <li>• Police Clearance (latest, 6 months validity)</li> <li>• Medical or Business Record</li> <li>• Certificate of Marriage</li> <li>• Certificate of Live Birth of Child/Children</li> <li>• Certificate of Live Birth of the Father, Mother, and Siblings</li> <li>• Certificate of Marriage of Parents</li> <li>• (2) Government-issued / Valid Identification Card/ CEDULA</li> </ul> <p>*NOTE: A processor will determine applicable documents</p>		<p>PSA; School of Client; Comelec; SSS; GSIS; Hospital; NBI Police</p> <p>Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p>		
<b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b>		Depends on the documents required		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the document sought for correction/ change	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 1,000.00	30 Minutes/ petition	<i>Interviewer / Processor</i> City Civil Registry Department
	1.2. Issues list of applicable requirements.		10 Days mandatory posting period	



2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment			
3. Pays at the cashier the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 2 months.	Additional fee for Migrant Petition - PHP 500.00  Legal Instrument fee (2 sets for regular petition): * Birth Certificate - PHP 670.00	4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Collector</i> City Treasurer's Office
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.	* Marriage Certificate – PHP670.00 * Death Certificate - PHP 670.00		<i>Interviewer / Processor</i> City Civil Registry Department
	Length of Interview (10 minutes)	<i>Receiving Clerk / Processor</i> PSA		
	<b>TOTAL:</b>	For: Birth Certificate - PHP 1,670.00  Marriage Certificate - PHP 1,670.00  Death Certificate - PHP 1,670.00  For Migrant Petition - PHP 1,500.00	2 - 3 Months	
		<p>R.A. 9048 - Petition for Correction of Clerical Error (CCE) are qualified for multi-stage processing.          Note: All incomplete data/requirements will not be accepted          Only documents with official receipts will be processed.</p>		

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## 22. R.A. 10172 - Petition for Correction of Sex and/or Day and/or Month In the Date of Birth

This is the process of correcting the entry of the sex or day and/or month of date of birth of the document owner in his/her Certificate of Live Birth.

<b>Office or Division:</b>	City Civil Registry Department - <b>Petition for Correction Unit (Counter 19 and 2<sup>nd</sup> Floor)</b>	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Client	
<b>Who may avail:</b>	<i>For Correction in the Date/Month of Birth:</i> Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Birth	
	<i>For Correction in the Entry of Sex:</i> Personal appearance of document owner	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)</b>		City Civil Registry Department - <i>Counter 1, 2, or 3</i>
<b>Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)</b>		PSA
<b>Mandatory requirements to be submitted (3 photocopies - should be in legal size paper):</b> <ul style="list-style-type: none"> <li>● Certification of Employment with no pending case (<i>if employed</i>);</li> <li>● Affidavit of Non-Employment (<i>If not employed</i>);</li> <li>● NBI Clearance (latest) <b>purpose: Petition to correct Date of Birth/Sex</b></li> <li>● Police Clearance (latest with 6 months' validity) <b>purpose: Petition to correct Date of Birth/Sex</b></li> <li>● Baptismal Certificate</li> <li>● Elementary School Record</li> <li>● (2) Government-issued / Valid Identification Card or CEDULA</li> <li>● <b>Medical Certification (for petition to correct entry of sex)</b> issued by an accredited government physician that the petitioner did not undergo sex change or sex transplant with the following required information: <ul style="list-style-type: none"> <li>- Full name of government physician with valid medical/PRC license</li> <li>- Name of hospital, designation, and contact number</li> </ul> </li> <li>● Medical Record</li> </ul> <p>*NOTE: A processor will determine applicable documents</p>		Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office; Hospital / Clinic  Place of baptismal; School of Client; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
<b>Other relevant documents the Civil Registrar may require for the approval of the Petition</b>		Depends on the documents required

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/ change	1. Receiving clerk compares PSA and local copy for consistency of discrepancy.		30 Minutes/ petition	<i>Interviewer / Processor City Civil Registry Department</i>
	1.2. Issues list of applicable requirements.			
2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Filing fee - PHP 3,000.00	10 Days mandatory posting period	<i>Interviewer / Processor City Civil Registry Department</i>
3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 3 months.	Publication - PHP 2,300.00	2 Weeks, consecutive, publication	<i>Collector City Treasurer's Office</i>
		Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00	4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Interviewer / Processor City Civil Registry Department</i>
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.	Legal Instrument fee (2 sets for regular petition) - PHP 670.00		<i>Receiving Clerk / Processor PSA</i>
				<i>Processor / Releasing Clerk City Civil Registry Department</i>
<b>TOTAL:</b>		For Regular Petition - PHP 5,970.00  For Migrant Petition – PHP 6,300.00	3 - 4 Months	
R.A. 10172 - Petition for Correction of Sex and/or Day and/or Month in the Date of Birth are qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted Only documents with official receipts will be processed.				

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## FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Accomplish our Service Experience Survey (SES) Form available at the Public Assistance and Complaints Desk and put it at its designated drop box.</p> <p>Clients can also direct their feedback to the office via the following:</p> <ul style="list-style-type: none"> <li>● Telephone Number: 8988-42-42 local 1514</li> <li>● E-mail Address: <a href="mailto:scarinojr@quezoncity.gov.ph">scarinojr@quezoncity.gov.ph</a></li> </ul>
<p>How feedbacks are processed</p>	<p>Once the feedback is received, it will be evaluated and endorsed to the concerned person or division for appropriate action.</p> <p>The concerned division or person would address the complaint and provides feedback.</p> <p>The answer of the concerned division or person is then relayed to the client.</p>
<p>How to file a complaint</p>	<p>Files duly accomplished Client Complaint / Feedback Form with Public Assistance and Complaints Desk (PACD)</p> <p>Reports with the PACD the details of his/her complaint</p> <p>Clients can also direct their complaints to the office via the following:</p> <ul style="list-style-type: none"> <li>● Telephone Number: 8988-42-42 local 1514</li> <li>● E-mail Address: <a href="mailto:scarinojr@quezoncity.gov.ph">scarinojr@quezoncity.gov.ph</a></li> </ul>
<p>How complaints are processed</p>	<p>The Public Assistance and Complaints Desk (PACD) Officer evaluates the complaint, then interviews the client and provides information on the complaint procedure.</p> <p>The complaint is then endorsed to the concerned division or person for appropriate action.</p> <p>The concerned division or person addresses the complaint and provides feedback.</p> <p>The Public Assistance and Complaints Desk (PACD) Officer mails/emails the report on action taken to the client.</p>
<p>Contact Information of City Civil Registry Department (CCRD), Presidential Complaints Center (PCC) of the Office of the President, and Contact Center ng Bayan (CCB) of the Civil Service Commission</p>	<p>CCRD: <a href="mailto:salvador.cariño@quezoncity.gov.ph">salvador.cariño@quezoncity.gov.ph</a>          Civil Registry@<a href="mailto:quezoncity.gov.ph">quezoncity.gov.ph</a>          8988-42-42 loc. 1514 to 1517          PCC: 8888          CCB: 0908-881-6565</p>



## DIVISIONS/SECTIONS

DIVISION	OFFICE ADDRESS	CONTACT INFORMATION
<b>Department Head</b> Mr. Salvador G. Cariño, Jr. City Registrar	2 <sup>nd</sup> Floor, Door 2, Civic Center Bldg. C, Quezon City Hall Compd., Mayaman St. Corner East Ave., Quezon City	8988-4242 local 1514 <a href="mailto:civilregistry@quezoncity.gov.ph">civilregistry@quezoncity.gov.ph</a>
<b>Administrative Division</b> Atty. Paolo Carlo B. Brillantes Chief Administrative Officer	2 <sup>nd</sup> Floor, Door 2, Civic Center Bldg. C, Quezon City Hall Compd., Mayaman St. Corner East Ave., Quezon City	8988-4242 local 1514 <a href="mailto:civilregistry@quezoncity.gov.ph">civilregistry@quezoncity.gov.ph</a>
<b>Birth Registration Division</b> Atty. Ira C. Montecastro Registration Officer V	1 <sup>st</sup> Floor, Door 2, Civic Center Bldg. C, Quezon City Hall Compd., Mayaman St. Corner East Ave., Quezon City	8988-4242 local 1516 <a href="mailto:birth.ccrd@quezoncity.gov.ph">birth.ccrd@quezoncity.gov.ph</a>
<b>Marriage Registration Division</b> Mr. Ken Dexter M. Barrera Acting Registration Officer V	1 <sup>st</sup> Floor, Door 2, Civic Center Bldg. C, Quezon City Hall Compd., Mayaman St. Corner East Ave., Quezon City	8988-4242 local 1516 <a href="mailto:marriage.ccrd@quezoncity.gov.ph">marriage.ccrd@quezoncity.gov.ph</a>
<b>Death Registration Division</b> Mr. Rocky B. Palaganas Acting Registration Officer V	1 <sup>st</sup> Floor, Door 2, Civic Center Bldg. C, Quezon City Hall Compd., Mayaman St. Corner East Ave., Quezon City	8988-4242 local 1517 <a href="mailto:death.ccrd@quezoncity.gov.ph">death.ccrd@quezoncity.gov.ph</a>
<b>Records Management and Archiving Division</b> Mr. Clifford Glenn D. Malaay Acting Records Officer V	1 <sup>st</sup> Floor, Door 2, Civic Center Bldg. C, Quezon City Hall Compd., Mayaman St. Corner East Ave., Quezon City	8988-4242 local 1517 <a href="mailto:records.ccrd@quezoncity.gov.ph">records.ccrd@quezoncity.gov.ph</a>
<b>Public Cemetery Management Division</b> Mr. Teogenes DM. Biglang-awa Special Operations Officer IV	2 <sup>nd</sup> Floor, Administrative Office, Bag-Bag Public Cemetery, Novaliches, Quezon City	8988-4242 local 1517 <a href="mailto:civilregistry@quezoncity.gov.ph">civilregistry@quezoncity.gov.ph</a>
<b>Petition for Correction Unit</b> Atty. Ralph Leo S. Lofranco Attorney III  Ms. Arrianne A. Alberto-Hipolito Administrative Officer V	2 <sup>nd</sup> Floor, Door 2, Civic Center Bldg. C, Quezon City Hall Compd., Mayaman St. Corner East Ave., Quezon City	8988-4242 local 1515 <a href="mailto:petitions.ccrd@quezoncity.gov.ph">petitions.ccrd@quezoncity.gov.ph</a>
<b>Anti-Red Tape Authority</b>	G/F HPGV Bldg., 395 Sen. Gil Puyat Avenue, Makati City	8478-5091 8478-5093 8478-5099

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