



CITY CIVIL REGISTRY DEPARTMENT

CITIZEN'S CHARTER



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2020 (3rd Edition)



## I. Mandate:

Republic Act 7160, Sec. 479 mandates the *Qualification, Powers and Duties* 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.

**Act 3753 Civil Registry Law and RA 7160, Sec. 479;**

**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; technologically accessed and universally accepted by the users anywhere in the world.

## III. Mission:

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

## IV. Service Pledge:

### Competence and Commitment

Serving beyond efficiency by competent public servants

We commit ourselves 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 adhere to protect and safe keep the entrusted registered documents



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## 1. Registration of Marriage Certificate

The process of registering the Certificates of Marriage of constituents who married in Quezon City.

<b>Office or Division:</b>	City Civil Registry Department - Counter 12			
<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 (1 set)		Church, Place of marriage		
Request for the Celebration of Marriage in a place other than those authorized by law, if applicable		Place of marriage		
<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 70.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive released document	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 70.00	15 Minutes	

Registration of Certificate of Marriage is qualified for multi-stage processing.

All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed



## 2. 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 - Counter 11			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	QC Constituents, Non-QC Residents (who intends to marry in Quezon City) <i>*Marriageable Age: 18 years old</i>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Marriage License Application Form		City Civil Registry Department - Counter 11		
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		
Community Tax Certificate		City Treasurer's Office		
2x2 picture of both applicants (1 for each applicant)		Client		
If applicable: <ul style="list-style-type: none"> <li>• Municipal Form No. 92 (<i>Consent of Marriage of A Person Under Age</i>)</li> <li>• Municipal Form No. 7 (<i>Sworn Statement that Advice of Parents or Guardian has been asked</i>)</li> <li>• Municipal Form No. 8 (<i>Advice upon Intended Marriage</i>)</li> <li>• Certificate of Family Planning (City Health Department)</li> <li>• Certificate of Marriage Counseling (SSDD)</li> </ul>		City Civil Registry Department - Counter 11; City Health Department; Social Services and Development Department		
For Foreigners: <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>• If Divorced: <ul style="list-style-type: none"> <li>• Copy of final decree or absolute divorce</li> <li>• Certificate of Family Planning and Marriage Counseling &amp; Responsible Parenthood</li> </ul> </li> </ul>		Client; Embassy of country of origin; Court where the divorce was decided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Identification	1. Issuing clerk determines 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. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Marriage License Application Form - PHP 50.00		<i>Collector</i> City Treasurer's Office





3. Submit all required documents	3. Once paid, gives marriage license application form	Filing Fee - PHP 100.00		<i>Receiving / Releasing Clerk City Civil Registry Department</i>
3.1. If applicable, applicants attend Family Planning Seminar (Health Dept.) and Guidance Counseling & Responsible Parenthood (SSDD) and submit Certificate/s before the release of marriage license		Marriage License - PHP 100.00		
4. Receive Marriage License	4. Release of Marriage License	None		
<b>TOTAL:</b>		PHP 250.00	11 Days	

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



### 3. 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 - Counter 18			
<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>		
Certificate of Live Birth (1 set)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
Parents' Certificate of Marriage (1 original)		PSA		
For Illegitimate Child: <ul style="list-style-type: none"> <li>Notarized Affidavit to Use the Surname of the Father if the child was acknowledged</li> <li>Notarized Joint Affidavit of Two Disinterested Persons / Witness</li> </ul>		City Civil Registry Department - Counter 18; Public Attorney's Office, Law Offices, Hall of Justice		
<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 - Free within 30 Days after birth	5 Minutes / Certificate of Live Birth	<i>Receiving Clerk</i> City Civil Registry Department
	1.1. Checks completeness of entries and attachments			
	1.2. If complete, assigns registry number			
2. Receive released document	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.

All incomplete data/requirements will not be accepted.



#### 4. Late 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 - Counter 16			
<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>		
Certificate of Live Birth for Late Registration (1 set)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
Negative Result from PSA (1 original)		PSA		
Local Civil Registry (LCR) Certificate of No Record (CNR), not previously registered (1 original)		City Civil Registry Department - Counter 1 or 2		
Baptismal Certificate (1 original, 1 photocopy)		Church, place of baptismal		
Notarized Affidavit of Non-Baptism (for those of other religion)		City Civil Registry Department - Counters 19 and 20; Public Attorney's Office, Law Offices, Hall of Justice		
For Legitimate Child (below 17 years old) <ul style="list-style-type: none"> <li>Certified True Copy of Parents' Certificate of Marriage (1 original)</li> </ul>		City Civil Registry Department - Counter 3		
For Illegitimate Child (below 17 years old) <ul style="list-style-type: none"> <li>Notarized Affidavit to Use the Surname of the Father</li> <li>Notarized Joint Affidavit of Two Disinterested Persons / Witness</li> </ul>		City Civil Registry Department - Counter 16; Public Attorney's Office, Law Offices, Hall of Justice		
For applicants 18 years and above, same as above plus other supporting documents: <ul style="list-style-type: none"> <li>Medical Records (if born in hospital)</li> <li>Voter's Affidavit</li> <li>Old NBI Clearance</li> <li>Old Police Clearance</li> <li>Certificate of Death of Mother/Father</li> <li>Form 137/138</li> <li>SSS E-1</li> <li>GSIS Service Record</li> <li>Insurance Policy</li> <li>Income Tax Return</li> <li>Affidavit of Abandonment</li> </ul>		Hospitals, Maternity & Lying-In Clinics, other Birthing Facilities; Comelec; NBI; Police District Office; PSA; SSS; GSIS; Insurance Company; BIR; Public Attorney's Office, Law Offices, Hall of Justice		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all necessary requirements	1. Receiving Clerk informs applicant/ registrant to secure Certificate of No Record	Certificate of No Record (CNR) - PHP 50.00	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	Receiving / Releasing Clerk City Civil Registry Department
	1.1. If Issued with a CNR, provides requirements for late registration of birth certificate attachments	Late Registration - PHP 150.00		



	1.2. Issues Certificate of Live Birth Form			
	1.3. If completely filled – out with attached requirements, issues order of payment			
2. Pays at City Treasurer's Office the corresponding fees	2. Once paid, gives personal copy of applicant/ registrant indicating the date of release			<i>Collector</i> City Treasurer's Office
				<i>Receiving /  Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 200.00	11 Days	

Registration of Late Filing 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.



## 5. 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 - Counter 7			
<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>		
1. Certificate of Death (1 set)		Hospitals, Funeral Parlors		
2. Autopsy Report, if applicable		PNP - Medico-Legal Section		
<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</i> City Civil Registry Department
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment			<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			<i>Receiving / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 50.00	20 Minutes	

Registration of Certificate of Death is qualified for multi-stage processing.



## 6. Late Registration of Certificate of Death

This is the process of registering the Certificates of Death of the constituents 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 - Counter 7 and Counter 8			
<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>		
1. Certificate of Death (1 set)		Hospitals, Funeral Parlors		
2. Autopsy Report, if applicable		PNP - Medico-Legal Section		
3. Certificate of Burial		Cemetery		
4. Certificate of Service		Funeral Parlors		
5. PSA Negative Certification		PSA		
6. Local Civil Registry (LCR) Certificate of No Record (CNR)		City Civil Registry Department - Counter 7 and 8		
<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 50.00	11 Days *mandated 10 days posting period from date of receipt	<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	Late Registration - PHP 150.00	**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 released document	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 200.00	11 Days	

Late Registration of Certificate of Death is qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



## 7. Courtesy Lane (PWD/Senior Citizen/Heavily Pregnant)

The counter dedicated for the constituents with special needs and/or who need special assistance.

<b>Office or Division:</b>	City Civil Registry Department - Counter 10			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Client			
<b>Who may avail:</b>	Person/s with disability, Senior Citizen/s, Heavily pregnant women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Depends on the request made		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. Present concern to receiving clerk	1. Receiving clerk assists Client	Certified True Copy (CTC) of Birth and Death Certificate - PHP 40.00	20 Minutes - if the document is on the database	<i>Releasing Clerk</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 released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	Certified True Copy (CTC) of Marriage Certificate - PHP 50.00	3 Days - if the document required manual searching	<i>Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 40.00 or PHP 50.00	20 Minutes or 3 Days	



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

This is the process of allowing the child, born from March 19, 2004 onwards, whose parents are not married during the time of birth up to the present, but was acknowledged by the father, to use the surname of the father.

<b>Office or Division:</b>	City Civil Registry Department - Counter 14			
<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 - Counter 1 or 2		
Baptismal Certificate (1 original)		Place of baptismal		
School records or medical records		School, Hospital		
To prove child's filiation, any 2 of the following: <ul style="list-style-type: none"> <li>• Father's Employment Record</li> <li>• SSS/GSIS Record</li> <li>• ITR</li> <li>• SALN</li> <li>• Insurance Policy</li> </ul>		Company/Employer of Father; SSS; GSIS; BIR; Insurance Company		
<ul style="list-style-type: none"> <li>• AUSF executed by the mother if child is 0-6 yrs. Old;</li> <li>• AUSF executed by the child if the child is 7-17 yrs. Old; with mother's attestation</li> <li>• AUSF executed by the child if the child is 18 and above yrs. old; without mother's attestation</li> </ul>		City Civil Registry Department - Counter 13		
<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	Releasing Clerk City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. If requirements are in order, issues order of payment	Certified True Copy (CTC) - PHP 120.00		
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release.	Admission of Paternity - PHP 300.00  Legal Instrument - PHP 150.00	3 Days	Searcher / Processor / Signing Officer City Civil Registry Department





	3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.			<i>Releasing Clerk</i> City Civil Registry Department
	<b>TOTAL:</b>	PHP 370.00 or PHP 670.00	3 Days, 15 Minutes	

Admission of Paternity is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



## 9. Legitimation with Admission of Paternity, Legitimation including R.A. 9858 / Supplemental Report

Legitimation is the process of allowing the child, whose parents were not married at the time of birth, 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 - Counter 13			
<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>		
<b>For 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 copy (1 original)	PSA;			
Certificate of Marriage of parents - LCR copy (1 original)	City Civil Registry Department - Counter 3			
Child's Certificate of Live Birth - PSA copy (1 original)	PSA;			
Child's Certificate of Live Birth - LCR copy (1 original)	City Civil Registry Department - Counter 1 or 2			
Baptismal Certificate (1 original)	Place of baptismal			
School/Medical Records (1 original)	School, Hospital			
Additional requirements if not Acknowledged by the Father/Admission of Paternity to prove the child's filiation, any 2 of the following: <ul style="list-style-type: none"> <li>Father's Employment Record</li> <li>SSS/GSIS Record</li> <li>Insurance Policy</li> <li>ITR</li> <li>SALN</li> <li>Joint Affidavit of Acknowledgement (execute by both parents, in the absence of proof)</li> </ul>	Company/Employer of Father; SSS; GSIS; BIR; Insurance Company; Public Attorney's Office, Law Offices, Hall of Justice			
Joint Affidavit of Legitimation	City Civil Registry Department – Counter 13			
Joint Supplemental Affidavit of Minor Parents For RA 9858	Public Attorney's Office, Law Offices, Hall of Justice			
Affidavit Of Admission of Paternity	City Civil Registry Department – Counter 13			
<b>NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</b>				
<b>For Supplemental:</b>				
1. Certificate of Live Birth - PSA Copy (1 original)	PSA			
2. Certificate of Live Birth - LCR Copy (1 original)	City Civil Registry Department - Counter 1 or 2			
3. Affidavit of Supplemental Data	Public Attorney's Office, Law Offices, Hall of Justice			
<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	*Admission of Paternity - PHP 300.00	10 Minutes	Receiving Clerk City Civil Registry Department



2. Pays at City Treasurer's Office as indicated in the order of payment	2. If requirements are in order, issues order of payment	*Legitimation - PHP 400.00	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.	*Legal Instrument - PHP 150.00	3 Days	<i>Receiving Clerk</i> City Civil Registry Department
	3.1. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release.	*Supplemental Report - PHP 100.00		<i>Searcher / Processor</i> City Civil Registry Department
		*Legal Instrument - PHP 150.00		<i>Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 1,100.00	3 Days, 15 Minutes	

Legitimation with Admission of Paternity, Legitimation including R.A. 9858, and Supplemental are qualified for multi-stage processing.

Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



## 10. 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 - Counter 19 and 2 <sup>nd</sup> Floor			
<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 sought to be corrected/changed (3 original)		City Civil Registry Department - Counter 1, 2, or 3		
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)		PSA		
Clearance from the Authorities - Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none"> <li>• Employer (if employed): Certification of Employment with no pending case</li> <li>• If not employed: Affidavit of Non-Employment</li> <li>• NBI Clearance (current) <b>purpose: For Change of First Name</b></li> <li>• Police Clearance (current 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		
Documents 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</li> <li>• Certificate of Live Birth of Child</li> <li>• Government-issued / Valid Identification Card</li> </ul> *NOTE: A 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		
Other relevant documents the Civil Registrar may require		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	10 Minutes/petition	<i>Interviewer / Processor</i> City Civil Registry Department



	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.	Publication - PHP 2,000.00	10 Days mandatory posting period	
2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment			
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 2 months.	Additional fee for Migrant Petition - PHP 1,000.00	2 Weeks, consecutive, publication	<i>Collector</i> City Treasurer's Office
			4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Interviewer / Processor</i> City Civil Registry Department
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.		Interview time (15 minutes)	<i>Receiving Clerk / Processor</i> PSA
				<i>Processor / Releasing Clerk</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 5,000 or PHP 6,000	5 Months	

Petition for Change of First Name covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be processed.



## 11. R.A. 9048 - Petition for Correction of Clerical OR Typographical Error (CCE)

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

<b>Office or Division:</b>	City Civil Registry Department - Counter 19 and 2 <sup>nd</sup> Floor			
<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>		
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)		City Civil Registry Department - Counter 1, 2, or 3		
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)		PSA		
<p>Documents 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>• 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>• Government-issued / Valid Identification Card</li> </ul> <p>*NOTE: A processor will determine applicable documents</p>		PSA; School of Client; Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Other relevant documents the Civil Registrar may require		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	10 Minutes/ petition	Interviewer / Processor City Civil Registry Department
	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.		10 Days mandatory posting period	



2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment			
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 2 months.	Additional fee for Migrant Petition - PHP 500.00	4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Collector</i> City Treasurer's Office
				<i>Interviewer / Processor</i> City Civil Registry Department
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.		*Time of interview: 9:00am-3:00pm	<i>Receiving Clerk / Processor</i> PSA
<b>TOTAL:</b>		PHP 1,500.00	5 Months	

Petition for Correction of Clerical or Typographical Error is covered under R.A. 9048. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete date/requirements will not be accepted. Only documents with official receipt will be process.



## 12. R.A. 10172 Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live 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 - Counter 19 and 2 <sup>nd</sup> Floor	
<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>
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)		City Civil Registry Department - Counter 1, 2, or 3
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed with (1 original, 3 photocopies should be in legal size paper)		PSA
<p>Clearance from the Authorities - Mandatory requirements to be submitted (3 photocopies - should be in legal size paper):</p> <ul style="list-style-type: none"> <li>• Employer (if employed): Certification of Employment with no pending case</li> <li>• If not employed: Affidavit of Non-Employment</li> <li>• NBI Clearance (current) <b>purpose: Petition to correct Date of Birth/Sex</b></li> <li>• Police Clearance (current with 6 months validity) <b>purpose: Petition to correct Date of Birth/Sex</b></li> <li>• Medical Certification (for petition to correct entry of sex) issued by an accredited government physician that the petitioner has not undergone 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> </ul>		Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office; Hospital / Clinic





<p>Documents 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>• Baptismal Certificate</li> <li>• School Records (earliest school record)</li> <li>• Medical or Business Record</li> <li>• Government-issued / Valid Identification Card</li> </ul> <p>*NOTE: A processor will determine applicable documents</p>		<p>Place of baptismal; School of Client; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p>		
<p>Other relevant documents the Civil Registrar may require</p>		<p>Depends on the documents required</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Presents the document sought for correction/ change</p>	<p>1. Receiving clerk compares PSA and local copy for consistency of discrepancy.</p>	<p>Filing fee - PHP 3,000.00</p>	<p>*10 Minutes/ petition</p> <p>10 Days mandatory posting period</p>	<p><i>Interviewer / Processor</i> City Civil Registry Department</p>
	<p>1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.</p>			
<p>2. On the scheduled interview, submits requirement to processor.</p>	<p>2. If requirements are in order, issues order of payment</p>	<p>Publication - PHP 2,000.00</p> <p>Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00</p>	<p>2 Weeks, consecutive, publication</p>	<p><i>Interviewer / Processor</i> City Civil Registry Department</p>
<p>3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees</p>	<p>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.</p>		<p>4 Weeks (in PSA Legal Division) depending on the volume of transaction</p>	<p><i>Collector</i> City Treasurer's Office</p>
			<p>Time of interview(15 Minutes)</p>	<p><i>Interviewer / Processor</i> City Civil Registry Department</p>



	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.			Receiving Clerk / Processor PSA
				Processor / Releasing City Civil Registry Department
<b>TOTAL:</b>		PHP 5,000.00 or PHP 6,000.00	5 Months	

Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth in the Certificate of Live Birth is covered under R.A. 10172. Only the Civil Registrar has the quasi-judicial power or function to implement the law, which he/she cannot delegate. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



### 13. Request for Issuance of Certified True Copy of Birth Certificates

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 - Counter 1 or 2			
<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		
Letter of Authority, if applicable (1 original)		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 application 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 City Treasurer's Office 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 40.00	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  3 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents		<i>Releasing</i> City Civil Registry Department	
<b>TOTAL:</b>			PHP 40.00	15 minutes Or 3 Days, 15 Minutes

Request for issuance of Birth Certificates is qualified for multi-stage processing.



## 14. Request for Issuance of Certified True Copy of Marriage Certificates

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 - Counter 3			
<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		
Letter of Authority, if applicable (1 original)		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 application 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 City Treasurer's Office 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 50.00	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  3 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents			<i>Releasing</i> City Civil Registry Department
<b>TOTAL:</b>		PHP 50.00	15 minutes Or 3 Days, 15 Minutes	

Request for issuance of Marriage Certificates is qualified for multi-stage processing.



## 15. Request for Issuance of Certified True Copy of Death Certificates

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 - Counter 4			
<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		
Letter of Authority, if applicable (1 original)		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 application 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 City Treasurer's Office 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 40.00	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  3 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department  <i>Searcher</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents		<i>Releasing</i> City Civil Registry Department	
<b>TOTAL:</b>			PHP 40.00	15 minutes Or 3 Days, 15 Minutes

Request for issuance of Death Certificates is qualified for multi-stage processing.



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<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>
How feedbacks are processed	<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>
How to file a complaint	<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>
How complaints are processed	<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>
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>CCRD: <a href="mailto:scarinojr@quezoncity.gov.ph">scarinojr@quezoncity.gov.ph</a> 8988-42-42 loc. 1514</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>



Office	Address	Contact Information
Administrative Division	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1514/1515
Birth Division	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1516
Marriage Division	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1516
Death Division	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1517
Records Division	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1517
Public Cemetery Management Division	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1514/1515
Anti-Red Tape Authority	G/F HPGV Bldg., 395 Sen. Gil Puyat Avenue, Makati City	8478-5091 8478-5093 8478-5099