



CITY CIVIL REGISTRY DEPARTMENT



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CITIZEN’S CHARTER

2025 Edition



I. Mandates:

Republic Act No. 3753 or the *Civil Registry Law*

Republic Act No. 7160 *The Local Government Code of 1991*; **Section 479** Qualifications, Powers, and Duties of a Civil Registrar

Administrative Order No. 1, Series of 1993 or the *Implementing Rules and Regulations of Act No. 3753 and Other Laws on Civil Registration* (Volume 89, Number 2, Official Gazette; January 11, 1993)

Republic Act No. 9048, as amended or *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*

Republic Act No. 10172 or *An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors 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 Republic Act Numbered Ninety Forty-Eight*

Republic Act No. 10173 or the *Data Privacy Act of 2012*

Republic Act No. 386 or *The Civil Code of the Philippines*

Executive Order No. 209 or *The Family Code of the Philippines*

Republic Act No. 9255, Administrative Order No. 1 Series 2016 or *An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for the Purpose Article 176 of Executive Order No. 209, Otherwise Known as the "Family Code of the Philippines"*

Republic Act No. 9858 or *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*

Republic Act No. 11642 or the *Domestic Administrative Adoption and Alternative Child Care Act*

Republic Act No. 11767 or the *Foundling Recognition and Protection Act*

Republic Act No. 11909 or the *Permanent Validity of the Certificates of Live Birth, Death, and Marriage Act*

Presidential Decree No. 1083 or *A Decree to Ordain and Promulgate a Code Recognizing the System of Filipino Muslim Laws, Codifying Muslim Personal Laws, and Providing for its Administration and for Other Purposes*

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.

Office or Division:	City Civil Registry Department - Birth Registration Division (Counter 18)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For Marital Child (children whose parents are married at the time of birth): <ul style="list-style-type: none">Marriage Certificate of Parents;Copy of valid IDs of parents (Passport if one or both parents is a foreigner)		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered		
For Non-Marital Child (children born outside of marriage of the parents): <ul style="list-style-type: none">Signed and notarized Affidavit of Acknowledgment/Admission of Paternity (found at the back of the Certificate of Live Birth, if the child is acknowledged by the father);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">Mother; orFather (deceased mother or in case of abandonment)Copy of valid IDs of parents (Passport if one or both parents is a foreigner with latest date of arrival)		City Civil Registry Department - Counter 18		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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			
TOTAL:		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 (BRO)

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.

Office or Division:	City Civil Registry Department - Birth Registration Division (Counter 18)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Certificate of Live Birth (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
For Marital Child (children whose parents are married at the time of birth): <ul style="list-style-type: none">Marriage Certificate of Parents;Copy of IDs of parents (passport if one or both parents is a foreigner)		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered		
For Non-Marital Child (children born outside of marriage of the parents): <ul style="list-style-type: none">Signed Acknowledgment/Admission of Paternity at the back of the Certificate of Live Birth, if the child is acknowledged by the father;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">Mother; orFather (deceased mother or in case of abandonment)Copy of valid IDs of parents (passport if one or both parents is a foreigner with latest date of arrival)		City Civil Registry Department - Counter 18		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in to QC E-services Account at https://qceservices.quezoncity.gov.ph/	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 Days upon receipt of submission	Staff City Civil Registry Department
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.				
Await an email notification stating that the required original documents should be submitted.	Once documentary requirements are deemed complete and correct, the 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			
	TOTAL	NONE	1 - 3 Days and 5 Minutes	
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.				



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.

Office or Division:	City Civil Registry Department - Birth Registration Division (Counter 16)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/ other birth attendants, QC Constituents, Non-QC residents (who were born in QC)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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
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">Baptismal Certificate (1 original, 1 photocopy)School Record (Form 137) or Report Card (Form 138)Income Tax Return of ParentsInsurance PolicyMedical RecordsBarangay CertificationMember's Data RecordMember's Data FormSSS E-1 Form 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 Marital Child : <ul style="list-style-type: none">Parents' Certificate of Marriage Passport (<i>If one or both parents is a foreigner</i>)		PSA or a Local copy issued by the Local Civil Registry Office where the marriage certificate was registered
For Non-Marital Child : <ul style="list-style-type: none">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>);Notarized Affidavit to Use the Surname of the Father (AUSF) executed by:<ul style="list-style-type: none">Mother or Father (deceased mother or in case of abandonment) for children below 7 years oldChild if 7 to 17 years old, with Sworn Attestation of the mother or Father (deceased mother/ in case of abandonment)Child if 18 years old and above (majority age)Acceptable and recognized proof of acknowledgement by the father, if the child is born before August 3, 1988 and the father is deceased		City Civil Registry Department - Counter 16;

<ul style="list-style-type: none">• Joint Affidavit of Two Disinterested Persons / Witnesses• Government issued ID or Cedula <p>Passport (If one or both parents is a foreigner with latest date of arrival)</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1.1. Informs the applicant to 1.2. secure Certificate of No Record (CNR) in Counter 1 or 2; 1.3. Informs client to proceed to submit all necessary requirements to Counter 16 1.4. If Issued with a CNR, provides requirements for late registration of birth certificate 1.5. Upon completion of requirements, issues a dummy Certificate of Live Birth Form to be Filled-out by the applicant 1.6. If completely filled – out, clerk encodes the entries into the Certificate of Live Birth from; 1.7. After the applicant checks and signs the encoded form, with attached requirements, issues order of Payment	Certificate of No Record (CNR) - PHP 150.00	11 Calendar 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
2. Pay at cashier the corresponding fees	2. Once paid, gives the personal copy to the applicant/ registrant indicating the date of release	Late Registration - PHP 200.00		Collector City Treasurer's Office
3. Wait until the 10-day Mandatory Posting Period is complete	3. Once paid, wait for the mandatory posting period of 10 days			Receiving / Releasing Clerk City Civil Registry Department
4. Receive Personal Copy of the Registered Certificate of Live Birth	4. Release personal copy of the registered Certificate of Live Birth			
	TOTAL:	PHP 350.00	11 Days	
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.				



4. Delayed Registration of Certificate of Live Birth Via QC Birth Registration Online (BRO)

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.

Office or Division:	City Civil Registry Department - Birth Registration Division (Counter 18)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, QC Constituents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
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 - Counter 1 or 2
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">Baptismal Certificate (1 original, 1 photocopy)School Record (Form 137) or Report Card (Form 138)Income Tax Return of ParentsInsurance PolicyMedical RecordsBarangay CertificationMember's Data RecordMember's Data FormSSS E-1 FormVoter'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 Marital Child : <ul style="list-style-type: none">Marriage Certificate of Parents;Passport (<i>If one or both parents is a foreigner</i>)		Philippine Statistics Authority (PSA) or a local copy issued by the Local Civil Registry Office where the marriage certificate was registered
For Non-marital Child : <ul style="list-style-type: none">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>;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">Mother or Father (deceased mother or in case of abandonment) for children below 7 years oldChild if 7 to 17 years old, with Sworn Attestation of the Mother or Father (deceased mother/ in case of abandonment)Child if 18 years old and above (majority age)Acceptable and recognized proof of acknowledgment by the father, if the child is born before 03 August 1988 and the father is deceasedJoint Affidavit of Two Disinterested Persons / WitnessesGovernment issued ID or CedulaPassport (<i>If one or both parents is a foreigner with latest date of arrival</i>)		City Civil Registry Department - Counter 18

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in to QC E-services Account at https://qceservices.quezoncity.gov.ph	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 Days upon receipt of submission	Staff City Civil Registry Department
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.	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.			
Await an email notification stating that the required original documents should be submitted.				
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 Calendar Days	
Pay 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	* If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Collector City Treasurer’s Office
Wait until the 10-day Mandatory Posting Period is complete	Once paid, wait for the Mandatory posting period of 10 days			Staff City Civil Registry Department
Receive personal copy of Certificate of Live Birth	Date of Release shall be the 11th day			
	TOTAL:	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 via QC Marriage Registration Online (MRO) 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

Office or Division:	City Civil Registry Department - Marriage Registration Division (Counter 11)
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	QC Residents <i>*Marriageable Age: at least 18 years old; No "Legal Impediments to Marry"</i>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage License Application Form (via QC MRO)	City Civil Registry Department - Counter 11 Client
Government-issued/Valid Identification Card <ul style="list-style-type: none">• QCitizen ID or any ID with QC address indicated (for QC residents)	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Post Office, Quezon City Hall
Birth or Baptismal Certificates of both applicants (if no BC)	PSA; Local Registry Office / Place of Birth (for Certified True Copy of BC) Place of Baptism
Certificate of No Marriage (CENOMAR) (At least 6 months from the date of issuance)	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
Barangay Residency Certificate (if no valid ID with QC address)	Place of residency's Barangay Hall
If applicable: <ul style="list-style-type: none">• Municipal Form No. 92 - <i>Consent of Marriage of A Person Under Age (18- 20 yrs. old)</i>• Municipal Form No. 7 - <i>Sworn Statement that Advice of Parents or Guardian has been asked (21-25 yrs. old)</i>• Municipal Form No. 8 - <i>Advice upon Intended Marriage (21-25 yrs. old)</i>• Certificate of Family Planning (18 yrs old and above)• Certificate of Marriage Counseling (18-25 yrs old) If either of the contracting parties is previously married: <ul style="list-style-type: none">• Judicial Decree of Annulment or declaration of nullity of his or her previous marriage (Decision and Finality)• Judicial decree of Absolute Divorce• Death Certificate of the deceased spouse• Annotated Marriage Certificate	City Civil Registry Department - Counter 11; City Health Department; Social Services and Development Department (SSDD); Court of the place where the decision was rendered; Court of the place where the decision was rendered; PSA

<p>For Foreigners:</p> <ul style="list-style-type: none"> • Photocopy of valid passport (<i>Bio page and latest date of arrival</i>) • Alien Certificate of Registration (ACR) or Extension (<i>if any</i>) • Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials • Apostilled Certificate of No Legal Impediment (CNI) to Marry • Certificate of Family Planning and Marriage Counseling & Responsible Parenthood • If Divorced: <ul style="list-style-type: none"> • Copy of final decree or absolute divorce • If widowed: <ul style="list-style-type: none"> • Death Certificate of the deceased spouse <p>Note:</p> <ul style="list-style-type: none"> • Submit to the Civil Registry Officer the original copies of the requirements for filing; • Personal appearance of both the contracting parties is required • Filing & Release of Marriage License: only until 3 pm • Marriage License is valid for 120 days from the date of issuance. 	<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> <p>Respective Country or State issuing the CNI</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to QC E-services Account at https://qceservices.zoncity.gov.ph	1. Clerk monitors the QC Marriage Registration Online (QC MRO) Dashboard. 1.1. Once a submission is received, Clerk shall evaluate the virtually accomplished Application form and its attachments.	None	1 - 3 Days upon receipt of submission	Receiving / Releasing Clerk City Civil Registry Department
1.1. Click “Civil Registry Online Services”				
1.2. At the Birth Services part of the page, click “Marriage Registration” then click “Marriage License Application”				
1.3. Upload the digital copy of the required documents to the assigned folder.				
1.4. Fill in all the required fields with the correct information about the groom and bride.				

1.5. Await an email notification stating that the required original documents should be submitted.	1.2 Once documentary requirements are deemed complete and correct, clerk updates the status of submission to “For Submission of Original Documents”.			
2. Proceed to the City Civil Registry Department Office to submit original documents.	2. Evaluate the submitted documents	None	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. Marriage license shall be issued on the 11 th day from the submission of the application	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
3. Pay at City Treasurer’s office the corresponding fees	3. Issue an order of payment	Marriage License Application Form - PHP 50.00 Filing Fee - PHP 100.00		<i>Collector</i> City Treasurer's Office
4. Submit the notarized marriage license application form and all the other required documents	4. Receive payment and issue the client’s receiving copy of the filed marriage license application form			<i>Receiving / Releasing Clerk</i> City Civil Registry Department
5. Before receiving the Marriage License: Submit the Certificate of Family Planning and if applicable, submit the Certificate of marriage Counseling	5. Release of Marriage License	Marriage License - PHP 100.00		<i>Receiving / Releasing Clerk</i> City Civil Registry Department
	TOTAL:	PHP 250.00		
<p>Application and Issuance of Marriage License is qualified for multi-stage processing.</p> <p>Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.</p>				

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.



Office or Division:	City Civil Registry Department - Marriage Registration Division (Counter 12)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC constituents, Non-QC Residents (who were married in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 Ministry / Religious Sect		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	Receiving / Releasing Clerk City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issue order of payment	Registration Fee - PHP 50.00	5 Minutes	Collector City Treasurer's Office
3. Receive personal copy of Marriage Certificate	3. Receive Official Receipt, assign registry number, and release the same	None	5 Minutes	Receiving / Releasing Clerk City Civil Registry Department
TOTAL:		PHP 50.00	15 Minutes	
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.				



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.

Office or Division:	City Civil Registry Department - Marriage Registration Division (Counter 12)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	QC constituents, Non-QC Residents (who were married in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Marriage (4 copies) signed by the solemnizing officer with Notarized Affidavit for Delayed Registration found at the back of Certificate of Marriage		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 Ministry / Religious Sect		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Certificate of Marriage for registration	1. Receive Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	Receiving / Releasing Clerk City Civil Registry Department
2. Pay at cashier the corresponding fees	2. Issue order of payment	Registration Fee - PHP 200.00 Certificate of No Record (CNR) - PHP 150. 00	10 Calendar 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.	Collector City Treasurer's Office
3. Receive personal copy of Marriage Certificate	3. Receive Official Receipt and issue claim stub of the applicant / registrant indicating the date of release	None		Receiving / Releasing Clerk City Civil Registry Department
			Certificate of Marriage shall be issued on the 11 th day from the submission of the Application	
TOTAL:		PHP 350.00	11 Days	
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				



8. Registration of Regular and Timely Certificate of Death

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

Office or Division:	City Civil Registry Department - Death Registration Division (Counter 7)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents whose deceased family member died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Home			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Certificate of Death (4 copies)		Hospitals, Funeral Homes , City Health Department, Medical Clinics		
Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
Photocopy of Government Issued IDs of the Deceased and Informant		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP or Birth Certificate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits original 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 Burial or Cremation Fee - PHP 100.00 Transfer Fee - PHP 100.00 (if applicable)	20 Minutes	Receiving / Releasing Clerk City Civil Registry Department
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment			Collector City Treasurer's Office
3. Receive personal copy and certified photocopy of registered Certificate of Death with official receipts.	3. Upon receipt of Official Receipt, receive to assign registry no. and release the same			Receiving / Releasing Clerk City Civil Registry Department
TOTAL:		PHP 150.00	20 Minutes	
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				



9. Registration of Regular and Timely Certificate of Death Via QC Death Registration Online (DRO)

This is the process of registering the Certificates of Death of deceased persons whose death occurred in Quezon City within thirty (30) days from the date of death through the QC Death Registration Online portal at the QC E-services.

Office or Division:	City Civil Registry Department - Death Registration Division (Counter 7)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents whose deceased family member died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Home			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Certificate of Death (4 copies)		Hospitals, Funeral Homes, City Health Department, Medical Clinics		
Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
Photocopy of Government Issued IDs of the Deceased and Informant		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP or Birth Certificate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in to QC E-services Account at https://qceservices.quezoncity.gov.ph/	Clerk monitors the QC Death Registration Online (QC DRO) Dashboard. Once a submission is received, Clerk shall evaluate the virtually accomplished Certificate of Death Form and its attachments.	NONE	5 MInutes	Staff City Civil Registry Department
Click "Civil Registry Online Services"				
Death Services of the page, click "Death Registration"				
Fill in all the required fields with the correct information about the deceased and the circumstances of death.				
Upload the digital copy of the required documents to the assigned folder.	Once documentary requirements are deemed complete and correct, clerk updates the status of submission to "For Submission of Original Documents".			
Notification will be received stating that the required original documents should be submitted.				
Proceed to the City Civil Registry Department Office to submit original documents.	Receives original requirements for Death registration If complete, assigns registry number.		5 Minutes	

Receive personal copy of registered Certificate of Death	Release personal copy to registrant			
	TOTAL	NONE	10 Minutes	

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.



10. Delayed Registration of Certificate of Death

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

Office or Division:	City Civil Registry Department - Death Registration Division (Counter 7)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents whose deceased family member died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Homes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Certificate of Death (4 copies) with Notarized Affidavit for Delayed Registration found at the back of Certificate of Death		Hospitals, Funeral Homes, City Health Department, Medical Clinics or other persons holding the original copy of certificate of death.		
Autopsy Report (if applicable)		NBI or PNP - Medico Legal Section		
Photocopy of Government Issued IDs of the Deceased and Informant		BIR, SSS, UMID, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office, IBP or Birth Certificate		
Certificate of Burial/Cremation		Cemetery/Columbarium/Crematorium		
Certificate of Service		Funeral Homes		
PSA Negative Certification		PSA		
Local Civil Registry (LCR) Certificate of No Record (CNR)		City Civil Registry Department - Counter 6 and 7		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original 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 Calendar Days (from the 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	Releasing Clerk / Acting Chief City Civil Registry Department
2. Pay at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment	Burial or Cremation Fee - PHP 100.00		Collector City Treasurer's Office
3. Receive the photocopy of official receipt as claim stab and Wait for the 10-day mandatory posting period.	3. Upon receipt of Official Receipt, review the documents within 10 days and assign schedule date for its release	Transfer Fee - PHP 100.00 (if applicable)		
4. Receive personal copy and certified photocopy of registered Certificate of Death with official receipts on the day of its release.	4. Release the personal copy and registered Certificate of Death with official receipts on the 11 th day			Releasing Clerk / Acting Chief City Civil Registry Department
TOTAL:		PHP 450.00	11 Days	
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.				



11. Request for Exhumation Permit

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

Office or Division:	City Civil Registry Department - Death Registration Division (Counters 6 & 7)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents whose deceased family member is buried in cemeteries in Quezon City			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Exhumation Letter	Quezon City Health Department, City Hall Complex			
Certified copy of 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			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Exhumation Letter, together with the certified copy of 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 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				Collector City Treasurer's Office
4. Return the Official Receipt to Counter 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			Receiving / Releasing Clerk City Civil Registry Department
TOTAL:		PHP 100.00	20 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.				

12. 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.



Office or Division:	City Civil Registry Department - Death Registration Division (Counters 6 & 7)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents whose deceased family member died in Quezon City or in another city/municipality but want to be buried in cemeteries or columbarium located in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of Certificate of Death		Local Civil Registry Office (LCRO) where the death occurred		
Original Copy of Transfer or 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)		Counter 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 Entrance/Transfer Permit - PHP 100.00 <i>If the interment is in Bagbag / Novaliches Public Cemetery:</i> Niche Child: PHP 750.00 Adult: PHP 1500.00	30 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			Collector City Treasurer's Office
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, 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			Receiving / Releasing Clerk City Civil Registry Department
TOTAL: (Depending on what is applicable)		PHP 100.00 PHP 750.00 PHP 1,500.00	30 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.				



13. Request for Cremation Permit

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

Office or Division:	City Civil Registry Department - Death Registration Division (Counters 6 & 7)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of Certificate of Death		Hospitals, Funeral Parlors		
Cremation Form		Death Certificate Section - Special Services Division, Quezon City Health Department (QCHD)		
Original copy of Transfer or 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		
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 documentary requirements	Receive documentary requirements for evaluation	Cremation Permit Fee - PHP 100.00 Entrance/Transfer Permit Fee - PHP 100.00	30 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				
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
TOTAL: (Depending on what is applicable)		PHP 100.00 PHP 100.00	30 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.) Child ----- Php 15,000.00; 2.) Adult ----- Php 15,000.00; 3.) Senior Citizen ----- Php 12,000.00; 4.) PWD ----- Php 12,000.00; 5.) Solo Parent ----- Php 12,000.00; 6.) Minimum Wage Earner — Php 12,000.00; and 7.) Bones/Body Parts ----- Php 4,000.00				



14. Cremation Service

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

Office or Division:	City Civil Registry Department - Death Registration Division (Counters 6 & 7)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Residents Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified copy of Certificate of Death		Hospitals, Funeral Homes		
Terms of Cremation		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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	Receive documentary requirements for evaluation	Cremation Fees: 1.) Child PHP 15,000.00; 2.) Adult PHP 15,000.00; 3.) Senior Citizen PHP 12,000.00; 4.) PWD PHP 12,000.00; 5.) Solo Parent PHP 12,000.00; 6.) Minimum Wage Earner PHP 12,000.00; 7.) Bones/Body Parts PHP 4,000.00	30 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			Collector City Treasurer's Office
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.	Receive and record the Official Receipt and the Terms of Cremation. Advise the family to coordinate with Baesa Crematorium for the schedule of cremation.			Releasing Clerk City Civil Registry Department
5. At the scheduled time and date, bring the cadaver to Baesa Public Crematorium for cremation	Receive and record the Official Receipt	For Free Cremation of Indigent QCitizen, SSDD approval is required.	2 Hours	Staff Baesa Public Crematorium
TOTAL: (Depending on what is applicable)		PHP 12,000.00 PHP 15,000.00 PHP 4,000.00	2 Hours and 30 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.				



15. 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.

Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counters 1 & 2)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC Residents (who was born in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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">• 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CTC request form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	Receiving Clerk 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	Collector 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	Receiving Clerk City Civil Registry Department Searcher City Civil Registry Department
4. Receives certified copy of the document/s	4. Releasing of requested documents			Releasing Clerk (Counter 5) City Civil Registry Department
TOTAL:		PHP 65.00 PER COPY	15 Minutes - available on database 3 Days - manual searching	
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.				

16. 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



Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counter 3)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC Residents (who married in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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: <ul style="list-style-type: none">- 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CTC request form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	Receiving Clerk 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		5 Minutes	Collector 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	Receiving Clerk City Civil Registry Department Searcher City Civil Registry Department
4. Receive certified copy of the document/s	4. Record serial number before release of documents			Releasing Clerk City Civil Registry Department
TOTAL:		PHP 65.00 PER COPY	15 Minutes - available on database 3 Days - manual searching	
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.				



17. 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.

Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counter 4)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC Residents (who died in Quezon City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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">- 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 Government Issued ID of the representative		Client / Document Owner		
Requested document, if possible (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled - out CTC request form and ID	1. Receive application with requirements and issues order of payment.	None	5 Minutes	Receiving Clerk City Civil Registry Department
2. Pay at the cashier the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release		5 Minutes	Collector City Treasurer's Office
3. Receive claim stub	3. Verify 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	Receiving Clerk City Civil Registry Department Searcher City Civil Registry Department
4. Receive certified copy of the document/s	4. Record serial number before release of documents			Releasing Clerk City Civil Registry Department
TOTAL:		PHP 65.00 PER COPY	15 Minutes - available on database 3 Days - manual searching	

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.



18. 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 https://qceservices.quezoncity.gov.ph	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 Days upon receipt of submission	Staff 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”.			
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">- 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 Government Issued ID of the representative	Receiving clerk receives the printed e-mail confirmation with reference number and other necessary documents.		5 Minutes	
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.	PHP 65.00 PER COPY		Collector City Treasurer’s Office
Receive document/s	Release the document			Staff City Civil Registry Department
	TOTAL	PHP 65.00 PER COPY	1-3 Days and 5 Minutes	
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.				



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

Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counter 14)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Parents of Quezon City-born illegitimate children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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 (Form 137/ Form 138)		School, Hospital		
Medical records (Immunization Record)				
<p>FATHER: To prove child's filiation, any two (2) of the following:</p> <ul style="list-style-type: none">• Employment Record• SSS/GSIS Record/ Insurance Policy• Income Tax Return (ITR)• Statement of Assets and Liabilities (SALN)• Pag - ibig / Philhealth (MDR) <p>NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED</p> <p>Please bring the following:</p> <ul style="list-style-type: none">- Valid ID's and CEDULA- Original documents and One (1) set photocopy <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>Child is 0 - 6 yrs. old:</p> <ul style="list-style-type: none">• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother <p>Child is 7 - 17 yrs. old:</p> <ul style="list-style-type: none">• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child with mother's attestation <p>Child is above 18 yrs. old:</p> <ul style="list-style-type: none">• Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child without mother's attestation		City Civil Registry Department - Counter 13		
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	R.A. 9255 - PHP 100.00	10 Minutes	Receiving Clerk 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	Collector City Treasurer's Office
3. Receive/ Release document	3.1. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release. 3.2. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.		3 Working Days	Searcher / Processor / Signing Officer City Civil Registry Department Receiving / Releasing Clerk City Civil Registry Department
TOTAL:		Admission and Legal Instrument - PHP 880.00 Admission, AUSF, and Legal Instrument - PHP 980.00	3 Days and 15 Minutes	
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.				



20. 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.

Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counter 13)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Parents/minor parents of Quezon City-born illegitimate children who eventually married each other; document owner with missing entry in the COLB (supplemental)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Legitimation with Admission of Paternity and Legitimation including R.A. 9858:		
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 - Counter 3	
Child's Certificate of Live Birth - PSA copy and Local Copy	PSA; City Civil Registry Department - Counter 3	
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 - Counter 13	
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; Private Law Offices	
Affidavit Of Admission of Paternity (<i>if not yet previously executed</i>)	City Civil Registry Department - Counter 13	
FATHER: To prove child's filiation, any two (2) of the following: <ul style="list-style-type: none">• Employment Record• SSS/GSIS Record/ Insurance Policy• Income Tax Return (ITR)• Statement of Assets and Liabilities (SALN)• Pag - ibig / Philhealth (MDR)• Medical Record of the Child (immunization or baby book)• School Record of the Child• Baptismal Certificate of the Child (original)	Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag - Ibig/ Philhealth Hospitals; Clinics School	
ADDITIONAL REQUIREMENTS: <ul style="list-style-type: none">• PSA copy of Death Certificate *** if any or both parents are dead *** if previous spouse/s died before child's conception• 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)	PSA Court	

NOTE: <ul style="list-style-type: none"> PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED LEGITIMATION AND R.A 9858 IS NOT APPLICABLE TO PARENTS WHO HAVE LEGAL IMPEDIMENTS TO MARRY: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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; Private 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	Receiving Clerk 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	Collector City Treasurer's Office
3. Receive/ Release document	3.1. Upon receipt of Official Receipt, issues claim stub indicating the time and date of Release 3.2. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release.		3 Working Days	Receiving Clerk City Civil Registry Department Searcher / Processor City Civil Registry Department Releasing Clerk City Civil Registry Department
TOTAL		Admission of Paternity, Legitimation, and Legal Instrument - PHP 1,280.00 Supplemental Report and Legal Instrument - PHP 880.00	3 Days and 15 Minutes	
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.				



21. 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.

Office or Division:	City Civil Registry Department - Petition for Correction Section (Counter 19 and 2nd Floor)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy /Local Copy of the Certificate of Live Birth (3 original)		City Civil Registry Department - Counter 1 or 2		
Authenticated/Latest PSA Copy of the Certificate of Live Birth (1 original, 3 photocopies should be in legal size paper)		PSA		
Mandatory requirements to be submitted (3 photocopies - should be in legal size paper): <ul style="list-style-type: none">• Certification of Employment with no pending case (if employed);• Affidavit of Non-Employment (If not employed);• NBI Clearance (current with 6 months validity) purpose: For Change of First Name• Police Clearance (current with 6 months validity) purpose: For Change of First Name		Employer of Client; Public Attorney's Office, Private Law Offices, Hall of Justice; NBI; Police District Office		
Any two (2) of the following Supporting 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">• Baptismal Certificate• School Records• Voter's Affidavit• SSS/GSIS Records• Medical or Business Record ***Additional Supporting Documents: <ul style="list-style-type: none">• Certificate of Marriage (if applicable)• Certificate of Live Birth of Child• Two (2) Government-issued / Valid Identification Card or CEDULA *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		
Other relevant documents the Civil Registrar may require for the approval of the Petition		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/change	1.1 Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00	10 Minutes	Interviewer/ Processor City Civil Registry Department

	1.2. Issues list of applicable requirements.			
2. Initial Interview, state what entry/ies to be corrected. Submits requirements to processor. 3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.	2. Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview. 3. If the requirements are correct and complete, get the contact details and Issues order of payment.	Publication - PHP 2,300.00	Duration of Interviews: 15 minutes Preparation of petition: 45 minutes	
4. Pays at the cashier the corresponding fees	4.1 Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in- fact and gives contact numbers of the office for follow-up after 3 months.	Legal Instrument fee (2 sets) - PHP 670.00 Additional fee for Migrant Petition - PHP 500.00	10 Calendar Days mandatory posting period 2 Consecutive Weeks (Publication)	Collector City Treasurer's Office Interviewer/ Processor City Civil Registry Department Interviewer/ Processor City Civil Registry Department Receiving Clerk/ Processor PSA Processor/ Releasing Clerk City Civil Registry Department
	4.2 Upon receipt of Decision from PSA Legal Division, annotate document, issue certificate of Finality with annotated copy. Release.			
TOTAL:		PHP 5,970.00 For Migrant Petition - PHP 2,800.00	24 Days 1 Hour and 10 Minutes (Processing time excludes Final Review/ evaluation of the PSA Legal Division)	
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.				



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

This is the process of allowing the document owner to correct clerical or typographical errors in his/her Civil Registration Documents.
(Birth Certificate, Marriage Certificate, Death Certificate)

Office or Division:	City Civil Registry Department - Petition for Correction Section (Counter 19 and 2nd Floor)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Marriage, and Death			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy /Local Copy of the certificate sought to be corrected/changed (3 original)		City Civil Registry Department - Counter 1, 2, 3, or 4		
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)		PSA		
Any two (2) of the following Supporting 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">• Certificate of Live Birth (Wife/Husband, for Marriage Petition)• Baptismal Certificate• School Records• Voter's Affidavit• SSS/GSIS Records• NBI Clearance• Police Clearance• Medical or Business Record ***Additional Supporting Documents: <ul style="list-style-type: none">• Certificate of Marriage• Certificate of Live Birth of Child/Children• Certificate of Live Birth of the Father, Mother, and Siblings• Certificate of Marriage of Parents• (2) Government-issued / Valid Identification Card/ CEDULA *NOTE: A processor will determine applicable documents		PSA; School of Client; Comelec; SSS; GSIS; Hospital; NBI Police Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Other relevant documents the Civil Registrar may require for the approval of the Petition		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/ change	1.1. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 1,000.00	10 Minutes	Interviewer/ Processor City Civil Registry Department
	1.2. Issues list of applicable requirements.			

<p>2. Initial Interview, state what entry/ies to be corrected. Submits requirements to processor.</p> <p>3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.</p>	<p>2. Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview.</p> <p>3. If the requirements are correct and complete, get the contact details and Issues order of payment.</p>	<p>Additional fee for Migrant Petition - PHP 500.00</p> <p>Legal Instrument fee (2 sets for regular petition):</p> <p>* Birth, Marriage, or Death Certificate - PHP 670.00</p>	<p>Duration of Interviews: 15 minutes</p> <p>Preparation of petition: 45 minutes</p>	
<p>4. Pays at the cashier the corresponding fees</p>	<p>4.1. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and give contact numbers of the office for follow-up after 2 months.</p>		<p>10 Calendar Days mandatory posting period</p>	<p><i>Collector</i> City Treasurer's Office</p>
				<p><i>Interviewer/ Processor</i> City Civil Registry Department</p>
	<p>4.2. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.</p>			<p><i>Receiving Clerk/ Processor</i> PSA</p>
				<p><i>Processor/ Releasing Clerk</i> City Civil Registry Department</p>
<p>TOTAL:</p>		<p>* Birth, Marriage, or Death Certificate - PHP 670.00</p> <p>For Migrant Petition - PHP 500.00</p>	<p>10 Days 1 hour and 10 Minutes</p> <p><i>(Processing time excludes Final Review/ evaluation of the PSA Legal Division)</i></p>	
<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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23. **R.A. 10172 - Petition for Correction of Sex, Day in the date of birth, 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.

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

24. Legal Instruments that will affect the Certificate of Marriage

(Annulment, Divorce, Foreign Divorce, Presumptive Death, Affidavit of Reappearance and Dissolution of Properties)



Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counter 9)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who can file:	Individuals/Parties who were married (inside or outside Q.C.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If the court is <u>within QC</u>: <ul style="list-style-type: none">1 copy of Certified True Copy of Certificate of Finality/ Entry of Judgment1 copy of Certified True Copy of Decision/Order/ Judgment1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment & Decision/Order/ Judgment		Regional Trial Court of QC where court decision is rendered		
If the court is <u>outside QC</u>: <ul style="list-style-type: none">1 copy of Certified True Copy of Finality/ Entry of Judgment1 copy of Certified True Copy of Decision/Order/ Judgment1 original copy of Certificate of Registration (from the civil registry where the court is located)1 original copy of the Certificate of Authenticity (from the civil registry where the court is located)1 photocopy of the Certificate of Registration & Certificate of Authenticity1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment & Decision/Order/ Judgment		Regional Trial Court where court decision is rendered		
Additional Requirements: <ul style="list-style-type: none">1 copy of marriage certificate.3 copies of Foreign Judgment (1 Certified True Copy & 2 photocopies)1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable)1 copy each of photocopy of valid ID of document owner and Authorized Representative with 3 specimen signatures.1 original copy of Notarized Affidavit of Delayed Registration (if not registered within 2 years from the date of Finality).		Personal copy/ from the court where the decision is rendered and/or from the document owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1. Receive the requirements from the client/s	N/A	5 Minutes	City Civil Registry Department - Counter 9
2. Evaluating of the document	2.1 Checking of documents including the important details stated in the Certificate of Finality/ Entry of Judgment and Decision 2.2 Checking of the additional requirements including the spelling of name and date of marriage if it matches with the details stated in the document	N/A	10 Minutes	

3.Stamping of date and Labeling of Document	3. After evaluating, we will receive the document by stamping and assigning a control number for each document depending on the nature of the case submitted by the client			
4.Issuance of the receiving copy and explaining the process to the client	4. Verification of the Court Decision and Finality, for PSA compliance, shall be done (the duration varies whether the court is within or outside Q.C.). The client shall follow up through the contact details and control number which will be attached to his/her receiving copy	Verification within Q.C. Courts or through Postal - NONE Verification outside Q.C. Courts and through LBC - corresponding fees shall apply	5 Minutes	City Civil Registry Department - Counter 9
5.Payment of the corresponding registration fee	5.1 Once we received the confirmation from the court, the client will proceed to counter 9 for the issuance of the order of payment. 5.2 Proceed to counters 8 or 15 for the payment of the registration fee	Dissolution of Property - PHP 300 Annulment, Divorce- PHP 500 Foreign Divorce, Presumptive Death & Affidavit of Reappearance - PHP 1,000	10 Minutes	
6. Issuance of Claim Stub	6. Upon receiving the receipt of payment, we will issue a claim stub to the client with a reference number.	N/A	5 Minutes	
7. Release of Document	7. After 3-5 working days, the client will proceed to counter 9 to claim the document that they will need to submit to PSA or to the LCR where the client is married	N/A	5 Working Days 5 Minutes	
TOTAL:		Dissolution of Properties - PHP 300.00 Annulment & Divorce - PHP 500.00 Foreign Divorce, Presumptive Death & Affidavit of Reappearance	5 Days 40 Minutes	

	<div>- PHP 1,000.00</div> <div>Verification within Q.C. Courts or through Postal - NONE</div> <div>Verification outside Q.C. Courts and through LBC - corresponding fees shall apply</div>		
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The registration process of documents (Annulment, Divorce, Foreign Divorce, Presumptive Death, Affidavit of Reappearance and Dissolution of properties are qualified in many stages.

Note: If the details and requirements in processing the document are incomplete, it will not be received and processed. The complete details and requirements are the documents that will be processed.

25. Legal Instruments that will affect the Certificate of Live Birth
(Correction of Entries, Adoption, Foreign Adoption, Administrative Adoption
and Foundling)



Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counters 9)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who can file:	Individuals/ Parties who were born (inside or outside Q.C.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If the court is <u>within QC</u>: <ul style="list-style-type: none">1 copy of Certified True Copy of Certificate of Finality/ Entry of Judgment1 copy of Certified True Copy of Decision/Order/ Judgment1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment & Decision/Order/ Judgment		Regional Trial Court of QC where court decision is rendered		
If the court is <u>outside QC</u>: <ul style="list-style-type: none">1 copy of Certified True Copy of Finality/ Entry of Judgment1 copy of Certified True Copy of Decision/Order/ Judgment1 original copy of Certificate of Registration (from the civil registry where the court is located)1 original copy of the Certificate of Authenticity (from the civil registry where the court is located)1 photocopy of the Certificate of Registration & Certificate of Authenticity1 photocopy of the Certified True copies of the Certificate of Finality/ Entry of Judgment & Decision/Order/ Judgment		Regional Trial Court where court decision is rendered		
Additional Requirements: <ul style="list-style-type: none">1 copy of birth certificatecopies of Foreign Judgment (1 Certified True Copy & 2 photocopies) - (if applicable)1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable)1 copy each of photocopy of valid ID of document owner and Authorized Representative with 3 specimen signatures.1 original copy of Notarized Affidavit of Delayed Registration (if not registered within 2 years from the date of Finality).		Personal copy/from the court where the decision is rendered and/or from the document owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of complete requirements	1. Receive the requirements from the client/s	N/A	5 Minutes	City Civil Registry Department - Counter 9
2. Evaluate the documents received	2.1 Checking of documents including the important details stated in the Certificate of Finality/ Entry of Judgment and Decision 2.2 Checking of the additional requirements including the spelling of name and date of marriage if it matches with the details stated in the document	N/A	10 Minutes	

3.Stamping of date and Labelling of Document	3. After evaluating, we will receive the document by stamping and assigning a control number for each document depending on the nature of the case submitted by the client			
4.Issuance of the receiving copy and explaining the process to the client	4. Verification of the Court Decision and Finality, for PSA compliance, shall be done (the duration varies whether the court is within or outside Q.C.). The client shall follow up through the contact details and control number which will be attached to his/her receiving copy	Verification within Q.C. Courts or through Postal - NONE Verification outside Q.C. Courts and through LBC - corresponding fees shall apply	5 Minutes	City Civil Registry Department - Counter 9
5. Payment of the corresponding registration fee	5.1 Once we received the confirmation from the court, the client will proceed to counter 9 for the issuance of the order of payment. 5.2 Proceed to counters 8 or 15 for the payment of the registration fee	Correction of Entry - PHP 500.00 Adoption, Administrative Adoption & Foundling - PHP 1,000	10 Minutes	
6. Issuance of Claim Stub to the Client	6. Upon receiving the receipt of payment, we will issue a claim stub to the client with a reference number.	N/A	5 Minutes	
7. Release of Document to the client	7. After 3-5 working days, the client will proceed to counter 9 to claim the document that they will need to submit to PSA or to the LCR where the client is born/married	N/A	5 Working Days 5 Minutes	
TOTAL:		Correction of Entries - PHP 500.00 Adoption, Foreign Adoption, Administrative Adoption & Foundling - PHP 1,000.00 Verification within Q.C. Courts or through Postal - NONE Verification outside Q.C. Courts and through LBC - corresponding fees shall apply	5 Days and 40 Minutes	
The registration process of documents (Correction of Entries, Adoption, Foreign Adoption, Administrative Adoption & Foundling) are qualified in many stages. Note: If the details and requirements in processing the document are incomplete, it will not be received and processed. The complete details and requirements are the documents that will be processed.				

26. Other Registration of Legal Instruments
(Pre-Nuptial Agreement, Naturalization & Renunciation)



Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counters 9)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who can file:	Individuals/ Parties who were born & will be married in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-nuptial Agreement: <ul style="list-style-type: none">1 original copy of Notarized Pre-nuptial agreementphotocopies of the Notarized Pre-nuptial agreement1 copy each - photocopy of valid ID of parties with 3 specimen signatures1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable)1 photocopy of valid ID of Authorized Representative <i>Note: The place of marriage must take place in Quezon City & it should be filed prior to the wedding date</i>		Document Owner/Client		
Naturalization & Renunciation: <ul style="list-style-type: none">All pertinent documents of Naturalization/Renunciation1 photocopy of valid ID of document owner with 3 specimen signatures1 copy of Authorization from the document owner (applicable only for the immediate family member)1 original copy of Special Power of Attorney from the document owner (applicable only if the representative is not an immediate family member)1 photocopy of valid ID of Authorized Representative with 3 specimen signatures		Office of the Solicitor General		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1. Receive the requirements from the client/s	N/A	5 Minutes	City Civil Registry Department - Counter 9
2. Evaluating of the documents received	2.1 Checking of documents including the important details stated in the Certificate of Finality/ Entry of Judgment and Decision 2.2 Checking of the additional requirements including the spelling of name and date of marriage if it matches with the details stated in the document	N/A		
3.Stamping of date received	3. After evaluating, we will receive the document by stamping and assigning a control number for each document depending on the nature of the case submitted by the client			

4. Giving the receiving copy to the client and explaining the process then the client will pay the necessary fees	<p>For Pre-nuptial agreement, client will pay the registration fee upon receiving the complete documents.</p> <p>For Naturalization/Renunciation:</p> <p>If received personally, the client needs to pay ₱1,000 registration fee after the 30-day mandatory posting.</p> <p>If received via mail from the Office of Solicitor General (OSG), 30-day mandatory posting will be followed. Thereafter, a formal letter (with the client's information) will be mailed via Postal to the OSG informing that we have complied with the process.</p>	Pre-Nuptial Agreement - ₱300 Naturalization/ Renunciation - ₱1,000	5 Minutes 3 Working Days	City Civil Registry Department - Counter 9
5. Issuance of Claim Stub	5. Upon receiving the receipt of payment, we will issue a claim stub to the client with a reference number.	N/A		
6. Release of Document to the client	6. After 3 working days, the client will proceed to Counter 9 to claim the document	N/A		
TOTAL:		Pre- nuptial Agreement - PHP 300.00 Naturalization/ Renunciation - PHP 1,000.00	3 Days and 10 Minutes	
<p>The registration process of documents (Pre-nuptial Agreement, Naturalization and Renunciation) are qualified in many stages.</p> <p>Note: If the details and requirements in processing the document are incomplete, it will not be received and processed. The complete details and requirements are the documents that will be processed.</p>				

27. Requesting Certified True Copies of Legal Instruments



Office or Division:	City Civil Registry Department - Records Management and Archiving Division (Counters 9)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who can file:	Individuals/Parties who were born/married and the court is located in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Personal Copy of the Legal Instruments (if available)• Marriage/ Birth Certificate with annotation (if available)• 1 photocopy of valid ID of Document owner with 3 specimen signatures• 1 original copy of Authorization Letter/Special Power of Attorney from the document owner (whichever is applicable)• 1 photocopy of valid ID of the Representative with 3 specimen signatures		Client's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry of the client	1. Client's copy of the document they are requesting for manual searching	N/A	5 Minutes	City Civil Registry Department - Counter 9
2. Advising the client with the process	2. Advising the client that once we found the document they will pay ₱50 per page	N/A	10 Minutes	
3. Searching of Documents	3. We will search the documents with the document that client provided through our referral books.			
4. Giving clients updates	<p>Giving clients updates with the search done:</p> <p>4.1 If found, we will inform them on how much it will cost per copy of the legal instrument.</p> <p>4.2 If not yet found, we will give a personal information stub for the client to fill out so that we can contact them once we found the document.</p>		10 Minutes	
5. The client will pay the necessary fees	5. Upon consulting with the client, and the client agrees and wants to pay for the document that she/ he is requesting, we will issue an order of payment.		10 Minutes	

6. Issuing of Claim Stub to Client	6. Upon receiving the receipt of payment, we will issue a claim stub to the client with a reference number and we will explain that the document will be released after 3 working days.	N/A	3 Working Days 5 Minutes	
TOTAL:		PHP 50.00 /page	3 Days and 40 Minutes	
<p>The requesting of certified true copies of documents (Annulment, Divorce, Foreign Divorce, Presumptive Death, Affidavit of Reappearance, Dissolution of properties, Correction of Entries, Adoption, Foreign Adoption, Administrative Adoption & Foundling, Pre-nuptial Agreement, Naturalization and Renunciation) are qualified in many stages.</p> <p>Note: If the details and requirements in processing the document are incomplete, it will not be received and processed. The complete details and requirements are the documents that will be processed.</p>				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the document sought for correction/ change	1.1. Receiving clerk compares PSA and local copy for consistency of discrepancy.		10 Minutes	Interviewer/Processor City Civil Registry Department
	1.2. Issues list of applicable requirements.			
2. Initial Interview, state what entry/ies to be corrected. Submits requirements to processor.	2. Assess the document to be corrected, arrange and evaluate requirements. If requirements are in order, proceed to the final interview.		Duration of Interviews: 15 minutes	Interviewer/Processor City Civil Registry Department
3. On final interview, clarify what entry/ies to be corrected. Reevaluation requirements.	3. If the requirements are correct and complete, get the contact details and issues order of payment.		Preparation of petition: 45 minutes	
4. Pays at the City Treasurer’s Office, Trust Fund Section, the corresponding fees	4.1. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers of the office for follow-up after 3 months.	Filing fee - PHP 3,000.00	10 Calendar Days Mandatory Posting Period	Collector City Treasurer's Office
		Publication - PHP 2,300.00		
		Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00	2 Consecutive Weeks Publication	Interviewer/Processor City Civil Registry Department
				Receiving Clerk/Processor

	4.2. 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		PSA
				<i>Processor / Releasing Clerk City Civil Registry Department</i>
TOTAL:		For Regular Petition - PHP 5,970.00 For Migrant Petition - PHP 3,300.00	24 Days 1 Hour and 10 Minutes <i>(Processing time excludes Final Review/ evaluation of the PSA Legal Division)</i>	
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	
How to send feedback	<p>Accomplish our Client Satisfaction Measurement (CSM) 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"> • Telephone Number: 8988-42-42 local 1514 • E-mail Address: civilregistry@quezoncity.gov.ph
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 Satisfaction Measurement 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"> • Telephone Number: 8988-42-42 local 1514 • E-mail Address: civilregistry@quezoncity.gov.ph
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: salvador.cariño@quezoncity.gov.ph CivilRegistry@quezoncity.gov.ph 8988-42-42 loc. 1514 to 1517 PCC: 8888 CCB: 0908-881-6565</p>



DEPARTMENT HEAD/DIVISIONS/SECTIONS

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

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