



CITY CIVIL REGISTRY DEPARTMENT

CITIZEN'S CHARTER



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2021 (4th Edition)



I. Mandate:

Republic Act 7160, Sec. 479 mandates the *Qualification, Powers and Duties of the Civil Registrar* as

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

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

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

1. Develop plans and strategies and upon approval thereof by the governor or mayor, as the case may be, implement the same, particularly to those which have to do with civil registry programs and projects which the mayor is empowered to implement and which the Sanggunian is empowered to provide for under this Code;
2. In addition to the foregoing duties and functions, the civil registrar shall:
 - (i) Accept all registrable documents and judicial decrees affecting the civil status of persons;
 - (ii) File, keep and preserve, in a secure place the books required by law;
 - (iii) Transcribe and enter immediately upon receipt all registrable documents and judicial decrees affecting the civil status of persons in the appropriate civil registry books;
 - (iv) Transmit to the Office of the Civil Registrar-General, within the prescribed period, duplicate copies of registered documents required by law;
 - (v) Issue certified transcripts or copies of any certificate or registered documents upon payment of the prescribed fees to the treasurer;
 - (vi) Receive applications for the issuance of a marriage license and after determining that the requirements and supporting certificates and publication thereof for the prescribed period have been complied with, issue the license upon payment of the authorized fee to the treasurer;
 - (vii) Coordinate with the National Statistics Office now Philippine Statistics Authority in conducting educational campaigns for vital registration and assist in the preparation of demographic and other statistics for the local government unit concerned; and
3. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

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

- a. File registrable certificate and documents presented to them for entry;



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

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

Civil Registrar acquires quasi-judicial function on RA 9048,” *An Act Authorizing the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or Typographical Error in an Entry and/or Change of First Name or Nickname in the Civil Register without need of a Judicial Order, Amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines “ and*

RA10172 “An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct clerical or typographical Error s in the Day and Month in the date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose Act Numbered Ninety Forty-Eight” which cannot be delegated to any officer of any civil registry office.

RA 9255, “An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for this Purpose Article 176 of Executive Order 209 Otherwise known as the Family Code of the Philippines”.



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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

Competence and Commitment

Serving beyond efficiency by competent public servants

We commit ourselves to continuously register vital events of a person;

Credible

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

Responsive

We adhere to protect and safe keep the entrusted registered documents



LIST OF SERVICES

CITY CIVIL REGISTRY DEPARTMENT	PAGE NUMBER
FRONTLINE SERVICES	
Registration of Marriage Certificate	6
Application and Issuance of Marriage License	7
Registration of Regular and Timely Certificate of Live Birth	9
Late Registration of Certificate of Live Birth	10
Registration of Regular and Timely Certificate of Death	12
Late Registration of Certificate of Death	13
Courtesy Lane (PWD/Senior Citizen/Heavily Pregnant)	14
Admission of Paternity/R.A. 9255 (An Act Allowing Illegitimate Children to Use the Surname of the Father)	15
Legitimation with Admission of Paternity, Legitimation including R.A. 9858 / Supplemental Report	17
R.A. 9048 – Petition for Change of First Name (CFN)	19
R.A. 9048 - Petition for Correction of Clerical or Typographical Error (CCE)	21
R.A. 10172 - Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live Birth)	23
Request for Issuance of Certified True Copy of Birth Certificates	26
Request for Issuance of Certified True Copy of Marriage Certificates	27
Request for Issuance of Certified True Copy of Death Certificates	28



1. Registration of Marriage Certificate

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 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 - 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		Civil Registry of the place of residency		
Photocopy of the Authorization to Solemnize Marriage of Solemnizing Officer		Church		
Duly Notarized Affidavit of Cohabitation (Art. 34 of Family Code) if applicable				
Solemnizing officer if Marriage Venue is outside the church		Place of Marriage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Certificate of Marriage for registration	1. Receives Certificate of Marriage for registration, check entries and signatures	None	5 Minutes / Certificate of Marriage	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Registration Fee - PHP 70.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	None	5 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 70.00	15 Minutes	

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

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



2. Application and Issuance of Marriage License

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

Office or Division:	City Civil Registry Department - Counter 11			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC Residents (who intends to marry in Quezon City) * <i>Marriageable Age: 18 years old; No "Legal Impediments to Marry"</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage License Application Form		City Civil Registry Department - Counter 11		
Government-issued/Valid Identification Card		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Birth or Baptismal Certificates of both applicants		PSA; Place of Baptism		
Certificate of No Marriage (CENOMAR)		PSA		
Community Tax Certificate or any valid Government Issued ID's		City Treasurer's Office		
2x2 picture of both applicants (1 for each applicant)		Client		
If applicable:		City Civil Registry Department - Counter 11; City Health Department; Social Services and Development Department		
<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 (21-24 yrs. old)</i> • Municipal Form No. 8 <i>Advice upon Intended Marriage (21-24 yrs. old)</i> • Certificate of Family Planning (City Health Department) • Certificate of Marriage Counseling (SSDD) 				
For Foreigners:		Client; Embassy of country of origin; Court where the divorce was decided		
<ul style="list-style-type: none"> • Photocopy of valid passport (<i>indicating the date of arrival</i>) • Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials • If Divorced: <ul style="list-style-type: none"> • Copy of final decree or absolute divorce • Certificate of Family Planning and Marriage Counseling & Responsible Parenthood 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification	1. Issuing clerk determines residence of contracting applicants	None	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pay at City Treasurer's office the corresponding fees	2. Issues order of payment	Marriage License Application Form - PHP 50.00		<i>Collector</i> City Treasurer's Office



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

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



3. Registration of Regular and Timely Certificate of Live Birth

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

Office or Division:	City Civil Registry Department - 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		
Certificate of Live Birth (1 set)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
Parents' Certificate of Marriage (1 original)		PSA		
For Legitimate Child (<i>Parents are married</i>):				
<ul style="list-style-type: none"> Duly Accomplished Certificate of Live Birth Form (4 copies); Marriage Certificate of Parents; Original and Photocopy of Passport (<i>If one or both parents is a foreigner</i>) 				
For Illegitimate Child (<i>Parents are not married</i>):		City Civil Registry Department - Counter 18; Public Attorney's Office, Law Offices, Hall of Justice		
<ul style="list-style-type: none"> Signed Admission of Paternity at the back of the Certificate of Live Birth (<i>Optional</i>); Notarized Affidavit to Use the Surname of the Father if the child was acknowledged (<i>Only when the mother allows it; optional</i>); Sworn Attestation of the Mother allowing the child to use the surname of the father; 				
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 - Free within 30 Days after birth	5 Minutes / Certificate of Live Birth	Receiving Clerk City Civil Registry Department
	1.1. Checks completeness of entries and attachments			
	1.2. If complete, assigns registry number			
2. Receive released document	2. Release personal copy to registrant			
TOTAL:		None	5 Minutes	

Registration of Regular and Timely Certificate of Live Birth is qualified for multi-stage processing.

All incomplete data/requirements will not be accepted.



4.Late Registration of Certificate of Live Birth

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

Office or Division:	City Civil Registry Department - 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		
Certificate of Live Birth for Late Registration (4 copies)		Hospital, Maternity/Lying-In Clinics, other birthing facilities		
Negative Result from PSA (1 original)		PSA		
Local Civil Registry (LCR) Certificate of No Record (CNR), not previously registered (1 original)		City Civil Registry Department - Counter 1 or 2		
At least one of the following documents which may show the name, date and place of birth of the child: <ul style="list-style-type: none"> Baptismal Certificate (1 original, 1 photocopy) **Notarized Affidavit of Non-Baptism (for those of other religion) <ul style="list-style-type: none"> Immunization Chart (Baby Book) Medical Certificate of the child (if the hospital born) 		Church, place of baptismal City Civil Registry Department - Counters 19 and 20; Public Attorney's Office, Law Offices, Hall of Justice		
For Legitimate Child (6 years old and below): <ul style="list-style-type: none"> Original and Certified True Copy of Parents' Certificate of Marriage 		City Civil Registry Department - Counter 3		
For Illegitimate Child (6 years old and below): <ul style="list-style-type: none"> Notarized Affidavit to Use the Surname of the Father Notarized Joint Affidavit of Two Disinterested Persons / Witness 		City Civil Registry Department - Counter 16; Public Attorney's Office, Law Offices, Hall of Justice		
For applicants 7 years old and above, same as above plus any two the following supportive documents: <ul style="list-style-type: none"> Medical Records (if born in hospital) Voter's Affidavit NBI Clearance Police Clearance Certificate of Death of Mother/Father Form 137/138 SSS E-1 Philhealth Member Data Record with I.D Certification from the Office of the Senior Citizens Affairs Notarized Joint Affidavit of two (two) disinterested persons Notarized Affidavit of Abandonment (if applicable) 		Hospitals, Maternity & Lying-In Clinics, other Birthing Facilities; Comelec; NBI; Police District Office; PSA; SSS; GSIS; Insurance Company; BIR; Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1. Receiving Clerk informs applicant/ registrant to secure Certificate of No Record	Certificate of No Record (CNR) - PHP 50.00	11 Days *If Release date falls on a holiday, the next working	<i>Receiving / Releasing Clerk</i> City Civil Registry Department



	<p>1.1. If Issued with a CNR, provides requirements for late registration of birth certificate attachments</p> <p>1.2. Issues a dummy Certificate of Live Birth Form to be fill up by the applicant</p> <p>1.3. If completely filled – out with attached requirements, issues order of payment</p>	<p>Late Registration - PHP 150.00</p>	<p>day; if it falls on Saturday or Sunday, release shall be on a Monday</p>	
<p>2. Pays at City Treasurer's Office the corresponding fees</p> <p>3. 10 days Mandatory Posting Period</p> <p>4. Release Date</p>	<p>2. Once paid, gives personal copy of applicant/ registrant indicating the date of release</p> <p>3. Once paid, wait for the mandatory posting period of 10 days</p> <p>4. Date of Release shall be the 11th day</p>	<p>Late Registration - PHP 150.00</p>		<p><i>Collector</i> City Treasurer's Office</p> <p><i>Receiving / Releasing Clerk</i> City Civil Registry Department</p>
		<p>PHP 200.00</p>	<p>11 Days</p>	
	TOTAL:	<p>PHP 200.00</p>	<p>11 Days</p>	

Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing.

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



5. Registration of Regular and Timely Certificate of Death

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

Office or Division:	City Civil Registry Department - Counter 7			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors		
Autopsy Report, if applicable		PNP - Medico-Legal Section		
Photocopy of Government Issued ID's				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Certificate of Death for registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	Registration Fee - PHP 50.00	20 Minutes	<i>Receiving / Releasing Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment			<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			<i>Receiving / Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 50.00	20 Minutes	

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



6. Late Registration of Certificate of Death

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

Office or Division:	City Civil Registry Department - Counter 7 and Counter 8			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors		
Autopsy Report, if applicable		PNP - Medico-Legal Section		
Certificate of Burial		Cemetery		
Certificate of Service		Funeral Parlors		
PSA Negative Certification		PSA		
Local Civil Registry (LCR) Certificate of No Record (CNR)		City Civil Registry Department - Counter 7 and 8		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Certificate of Death for late registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	Certificate of No Record (CNR) - PHP 50.00 Late Registration - PHP 150.00	11 Days *mandated 10 days posting period from date of receipt **If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	<i>Releasing Clerk / Acting Chief</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment			<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			<i>Releasing Clerk / Acting Chief</i> City Civil Registry Department
TOTAL:		PHP 200.00	11 Days	

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

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



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

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

Office or Division:	City Civil Registry Department - Counter 10			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Person/s with disability, Senior Citizen/s, Heavily pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Depends on the request made		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present concern to receiving clerk	1. Receiving clerk assists Client	Certified True Copy (CTC) of Birth and Death Certificate - PHP 40.00	20 Minutes - if the document is on the database	<i>Releasing Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment			<i>Collector</i> City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	Certified True Copy (CTC) of Marriage Certificate - PHP 50.00	3 Days - if the document required manual searching	<i>Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 40.00 or PHP 50.00	20 Minutes or 3 Days	



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

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

Office or Division:	City Civil Registry Department - 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 (<i>Form 137/ Form 138</i>) Medical records (<i>Immunization Record</i>)		School, Hospital		
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) 		Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag – Ibig/ Philhealth		
NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED				
Please bring the following: <ul style="list-style-type: none"> - Valid ID's or CEDULA - Original documents and One (1) set photocopy 				
***If not Acknowledged by the father, same requirements shall be required. Please prepare two (2) sets of Admission Paternity				
If child is 0-6 yrs. old: <ul style="list-style-type: none"> • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother 		City Civil Registry Department - Counter 13		
If child is 7 – 17 yrs. old: <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 				
If child is above 18 yrs. old: <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 				
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 Certified True Copy (CTC) - PHP 120.00	10 Minutes	<i>Releasing Clerk</i> City Civil Registry Department



2. Pays at City Treasurer's Office as indicated in the order of payment	2. If requirements are in order, issues order of payment		5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release.	Admission of Paternity - PHP 300.00 Legal Instrument - PHP 150.00	3 Days	<i>Searcher / Processor / Signing Officer</i> City Civil Registry Department
	3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.	Documentary Authentication- PHP 100.00 Documentary Authentication for AUSF only – PHP 250. 00 Documentary Authentication for Admission only (RA9255)- PHP 150.00		<i>Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 470.00 – AUSF only PHP 600. 00 – Admission only PHP 770.00 – Admission and AUSF	3 Days, 15 Minutes	

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



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

Legitimation is the process of allowing the child, whose parents were not married at the time of birth, but has a subsequent marriage, to use the surname of the father.

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

Office or Division:	City Civil Registry Department - 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 copy (1 original)	PSA;	
Certificate of Marriage of parents - LCR copy (1 original)	City Civil Registry Department - Counter 3	
Child's Certificate of Live Birth - PSA copy (1 original)	PSA;	
Child's Certificate of Live Birth - LCR copy (1 original)	City Civil Registry Department - Counter 1 or 2	
Baptismal Certificate (1 original)	Place of baptismal	
Decision/ Finality of Annulment/ Divorce (<i>if applicable</i>)		
Decision/ Finality of Annulment/ Divorce (<i>if applicable</i>)		
*** ADDITIONAL REQUIREMENTS IF NOT ACKNOWLEDGED BY THE FATHER/ ADMISSION OF PATERNITY		
- School/Medical Records of the Child (1 original)	School, Hospital	
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) • Joint Affidavit of Acknowledgement (<i>executed by both parents, in the absence of proof</i>) 	Company/Employer of Father; SSS/ Insurance Company; GSIS; BIR; Pag – Ibig/ Philhealth Public Attorney's Office, Law Offices, Hall of Justice	
NOTE: PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED		
Please bring the following: <ul style="list-style-type: none"> - Valid ID's or CEDULA - Original documents and One (1) set photocopy 		
Joint Affidavit of Legitimation	City Civil Registry Department – Counter 13	



Joint Supplemental Affidavit of Minor Parents For RA 9858 (Children Born for Parents Below Marrying Age)	Public Attorney's Office, Law Offices, Hall of Justice
Affidavit Of Admission of Paternity	City Civil Registry Department – Counter 13

For SUPPLEMENTAL:				
PSA Copy of the Certificate of Live Birth/ Marriage/ Death (1 original)		PSA		
Local Copy of the Certificate of Live Birth/ Marriage/ Death (1 original)		City Civil Registry Department - Counter 1 or 2		
Affidavit of Supplemental Report		Public Attorney's Office, Law Offices, Hall of Justice		
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	*Admission of Paternity - PHP 300.00	10 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at City Treasurer's Office as indicated in the order of payment	2. If requirements are in order, issues order of payment	*Legitimation - PHP 400.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release. 3.1. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release.	*Legal Instrument - PHP 150.00	3 Days	<i>Receiving Clerk</i> City Civil Registry Department
		*Supplemental Report - PHP 100.00		<i>Searcher / Processor</i> City Civil Registry Department
		*Legal Instrument - PHP 150.00 Documentary Authentication for Legitimation only – PHP 350.00 Documentary Authentication for Legitimation and Admission of Paternity – PHP 300.00		<i>Releasing Clerk</i> City Civil Registry Department



TOTAL:	Documentary Authentication for Supplemental Report – PHP. 100.00	3 Days, 15 Minutes	
	Legitimation only – PHP 900.00		
	Legitimation with Admission of Paternity – PHP 1,150.00		
	Supplemental Report – PHP 350.00		

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

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



10. R.A. 9048 – Petition for Change of First Name (CFN)

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

Office or Division:	City Civil Registry Department - Counter 19 and 2 nd 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, 2, or 3		
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 (<i>if employed</i>); • Affidavit of Non-Employment (<i>If not employed</i>); • NBI Clearance (latest) purpose: For Change of First Name • Police Clearance (latest with 6 months validity) purpose: For Change of First Name 		Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office		
Any three (3) 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 • Certificate of Marriage (if applicable) • Certificate of Live Birth of Child • (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. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00	10 Minutes/petition	<i>Interviewer / Processor</i> City Civil Registry Department



	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.	Publication - PHP 2,300.00	10 Days mandatory posting period	
2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment			
3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact and gives contact numbers for follow-up after 2 months.	Additional fee for Migrant Petition - PHP 1,000.00	2 Weeks, consecutive, publication	<i>Collector</i> City Treasurer's Office
			4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Interviewer / Processor</i> City Civil Registry Department
	Interview time (15 minutes)			<i>Interviewer / Processor</i> City Civil Registry Department
			<i>Receiving Clerk / Processor</i> PSA	
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.			<i>Processor / Releasing Clerk</i> City Civil Registry Department
TOTAL:		PHP 5,300 For Migrant Petition- PHP 6,300	5 Months	

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



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

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

Office or Division:	City Civil Registry Department - Counter 19 and 2 nd 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, or 3		
Authenticated/Latest PSA Copy of the certificate sought to be corrected/changed (1 original, 3 photocopies should be in legal size paper)		PSA		
<p>Any three (3) 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):</p> <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 (latest) • Police Clearance (latest, 6 months validity) • Medical or Business Record • 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 <p>*NOTE: A processor will determine applicable documents</p>		<p>PSA; School of Client; Comelec; SSS; GSIS; Hospital; NBI Police</p> <p>Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office</p>		
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. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 1,000.00	10 Minutes/ petition	Interviewer / Processor City Civil Registry Department
	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.		10 Days mandatory posting period	



2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment			
3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 2 months.	Additional fee for Migrant Petition - PHP 500.00	4 Weeks (in PSA Legal Division) depending on the volume of transaction	Collector City Treasurer's Office
				Interviewer / Processor City Civil Registry Department
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.		*Time of interview: 9:00am-3:00pm	Receiving Clerk / Processor PSA
		PHP 1,000.00		
	TOTAL:	For Migrant Petition - PHP 1,500.00	5 Months	

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



12. R.A. 10172 Correction in the Entry of Sex, Correction in the Entry of the Day and/or Month in the Date of Birth (in the Certificate of Live Birth)

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

Office or Division:	City Civil Registry Department - Counter 19 and 2 nd Floor
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	<i>For Correction in the Date/Month of Birth:</i> Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Birth
	<i>For Correction in the Entry of Sex:</i> Personal appearance of document owner
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, or 3
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 (<i>if employed</i>); • Affidavit of Non-Employment (<i>If not employed</i>); • NBI Clearance (latest) purpose: Petition to correct Date of Birth/Sex • Police Clearance (latest 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 undergone 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 	Employer of Client; Public Attorney's Office, Law Offices, Hall of Justice; NBI; Police District Office; Hospital / Clinic Place of baptismal; School of Client; Hospital; Company; BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office



*NOTE: A processor will determine applicable documents				
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. Receiving clerk compares PSA and local copy for consistency of discrepancy.	Filing fee - PHP 3,000.00 Publication - PHP 2,300.00 Additional fee for Migrant Petition, Date of Birth - PHP 1,000.00	*10 Minutes/ petition 10 Days mandatory posting period	<i>Interviewer / Processor</i> City Civil Registry Department
	1.2. Dockets petition to determine schedule of interview, issues list of applicable requirements.			
2. On the scheduled interview, submits requirement to processor.	2. If requirements are in order, issues order of payment		2 Weeks, consecutive, publication	<i>Interviewer / Processor</i> City Civil Registry Department
3. Pays at the City Treasurer's Office, Trust Fund Section, the corresponding fees	3. Upon receipt of Official Receipt, process the petition, assign petition number, signed by the petitioner/ attorney-in-fact, and gives contact numbers for follow-up after 2 months.	4 Weeks (in PSA Legal Division) depending on the volume of transaction Time of interview(15 Minutes)	<i>Collector</i> City Treasurer's Office	
			<i>Interviewer / Processor</i> City Civil Registry Department	



	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy. Release.			<i>Receiving Clerk / Processor PSA</i>
				<i>Processor / Releasing City Civil Registry Department</i>
TOTAL:		PHP 5,300.00 For Migrant Petition - PHP 6,300.00	5 Months	

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



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

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

Office or Division:	City Civil Registry Department - Counter 1 or 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"> - Authorization Letter or 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 possible (1 photocopy)		Client/ Document Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CTC application form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the City Treasurer's Office the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Birth Certificate - PHP 40.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		5 Minutes - if document is in the database (1945 – 2015) 5 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department <i>Searcher</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents		<i>Releasing</i> City Civil Registry Department	
TOTAL:			PHP 40.00/ EACH COPY	15 minutes – available on database 5 days – Manual searching

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



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

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

Office or Division:	City Civil Registry Department - 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"> - Authorization Letter or 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 possible (1 photocopy)		Client/ Document Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CTC application form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the City Treasurer's Office the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Marriage Certificate - PHP 50.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		5 Minutes - if document is in the database (1945 – 2015) 3 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department <i>Searcher</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents		<i>Releasing</i> City Civil Registry Department	
TOTAL:		PHP 50.00/ EACH COPY	15 minutes – available on database 5 days – Manual searching	

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



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

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

Office or Division:	City Civil Registry Department - 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"> - Authorization Letter or 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 application form and ID	1. Receives application with requirements and issues order of payment.	None	5 Minutes	<i>Receiving Clerk</i> City Civil Registry Department
2. Pays at the City Treasurer's Office the corresponding fees	2. Upon receiving of Official Receipt, clerk issues claim stub indicating date and time of release	Certified True Copy (CTC) of Death Certificate - PHP 40.00	5 Minutes	<i>Collector</i> City Treasurer's Office
3. Receives claim stub	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching		5 Minutes - if document is in the database (1945- 2015) 3 Days if document requires manual searching	<i>Receiving Clerk</i> City Civil Registry Department <i>Searcher</i> City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents		<i>Releasing</i> City Civil Registry Department	
TOTAL:			PHP 40.00/ EACH COPY	15 minutes – available on database 5 days – Manual searching

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



16. CREMATION PROCESS

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

Office or Division:	City Civil Registry Department – Window, 6, 7, 8			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	QC Constituents, Non-QC residents who died in Quezon City hospitals or within the vicinity of Quezon City, Funeral Parlors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tentative Schedule of Cremation		Social Services Development Department (SSDD)		
Certificate of Death (4 copies)		Hospitals, Funeral Parlors		
Cremation Permit		Civil Registry (Window 6, 7, 8)		
Certificate of Indigency		Office of the Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain a tentative schedule of Cremation from the SSDD				
2. Submit the Certificate of Death to the Health Department	Health Department shall review the cause of death of the deceased;			
3. Once reviewed by the Health Dept., submit the Certificate of Death for registration	Receives the Certificate of Death for registration, the tentative schedule of cremation; Checks if reviewed by health dept. and embalmer's signature	Registration Fee - PHP 50.00 Cremation Permit Fee (Baesa) – PHP 50.00	30 - 45 Minutes	<i>Receiving / Releasing Clerk City Civil Registry Department</i>
4. Pays at City Treasurer's Office corresponding fees	Issues order of payment			<i>Collector City Treasurer's Office</i>
5. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			
6. Submit the Registered Certificate of Death, Cremation Permit, and the Certificate of Indigency to SSDD	SSDD will schedule the cremation			<i>Social Services Development (SSDD)</i>
TOTAL:		PHP 100.00		



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Accomplish our Service Experience Survey (SES) Form available at the Public Assistance and Complaints Desk and put it at its designated drop box.</p> <p>Clients can also direct their feedback to the office via the following:</p> <ul style="list-style-type: none"> • Telephone Number: 8988-42-42 local 1514 • E-mail Address: scarinojr@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 Complaint / Feedback Form with Public Assistance and Complaints Desk (PACD)</p> <p>Reports with the PACD the details of his/her complaint</p> <p>Clients can also direct their complaints to the office via the following:</p> <ul style="list-style-type: none"> • Telephone Number: 8988-42-42 local 1514 • E-mail Address: scarinojr@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</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>



Office	Address	Contact Information
Department Head Mr. Salvador G. Cariño, Jr. Designation: City Registrar	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)925-0453 email address: salvador.carino@quezoncity.gov.ph CivilRegistry@quezoncity.gov.ph
Assistant Head: Ms. Daisy C. Labrador Designation: Assistant City Civil Registrar	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)929-7747 email address: daisy.labrador@quezoncity.gov.ph
Administrative Division Atty. Paolo Carlo B. Brillantes Position: Officer-in-Charge	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1514 1514 email address: admin.CivilRegistry@quezoncity.gov.ph
Birth Division Ms. Nenette C. De Leon Position: Officer-in-Charge	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1516 email address: birth.CivilRegistry@quezoncity.gov.ph
Marriage Division Mr. Francis Xavier N. Enriquez Position: Officer-in-Charge	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1516 email address: marriage.CivilRegistry@quezoncity.gov.ph
Death Division Ms. Maria Grace P. Bonguit Position: Officer-in-Charge	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1517 email address: death.CivilRegistry@quezoncity.gov.ph
Records Division Ms. Aurora M. Lontoc Position: Officer-in-Charge	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1517 email address: records.CivilRegistry@quezoncity.gov.ph
Public Cemetery Management Division Mr. Teogenes DM. Biglang-awa Position: Special Operations Officer IV	Civic Center Bldg. C, Quezon City Hall Compd., Diliman, Q.C.	(8)988-4242 local 1514/1515
Petition for Correction Unit Ms. Arriane A. Alberto Position: Officer-in-Charge		(8)988-4242 local 1515 e mail address: correction.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