

CITIZEN'S CHARTER



# CITY CIVIL REGISTRY DEPARTMENT

# CITIZEN'S CHARTER

2022 (5th 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:
    - 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;
- 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;
- 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; 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:

### **C**ommitted

To serve beyond efficiency by competent civil-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

### **D**edicated

We adhere to protect and safe keep the entrusted registered documents



## **LIST OF SERVICES**

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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 Reaistry I	Department – <b>B</b>	irth Registration Di	vision (Counter 18)
Classification:	Simple	<u> </u>	- G	- ()
Type of Transaction:	G2C - Government	to Client		
Who may avail:			Maternity & Lying-In	Clinics/other birth
	attendants, QC Co		, , ,	
CHECKLIST OF REQ			WHERE TO SEC	URE
Accomplished Certificate of Live Birth (4 copies)		Hospital, Mate	rnity/Lying-In Clinics	, other birthing facilities
For Legitimate Child (children born at the time of marriage of the parents):				
<ul> <li>Duly Accomplished Birth Form (4 copies</li> </ul>				
Marriage Certificate				
<ul> <li>Passport (If one or beforeigner)</li> </ul>				
For Illegitimate Child (childr	en horn			
outside of marriage of the p				
<ul> <li>Signed Acknowledgme of Paternity at the back</li> </ul>	ent/Admission c of the	City Civil Regi	stry Department - Co	ounter 18
Certificate of Live Birth acknowledged by the	•			
Affidavit to Use the Su				
Father (AUSF) execute				
	ather (deceased			
mother or in	•			
	nt) for children			
below 7 yea	•			
•	17 years old, with			
Sworn Attes				
Mother or Fa	ather (deceased			
mother/ in c				
abandonme	nt)			
Child if 18 years	ears old and			
above (majo	ority age)			
	1051101		DD 00500WG	DEDOOL
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Certificate of	1. Receives	DE I AID	TIVIL	ILOI ONOIDEE
Live Birth and all the	Certificate of Live			
requirements	Birth for			
roquiromento	registration			
	1.1. Checks			
	completeness of	None -		Receiving Clerk
	entries and	Free within	5 Minutes /	City Civil Registry
	attachments	30 Days	Certificate of Live	Department
	1.2. If complete,	after birth	Birth	Dopartinont
	assigns registry	and bin		
	number			
2. Receive	2. Release			
2. 13000140	Kolouso			

Registration of Regular and Timely Certificate of Live Birth is qualified for multistage processing. All incomplete data/requirements will not be accepted.

None

5 Minutes

registrant

personal copy to

TOTAL:

registered personal

copy of registered

Certificate of Live

Birth

2. 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 De	partment – Birth	Registration Division	(Counter 16)
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Government/Priva			
	attendants, QC Cons	tituents, Non-QC		born in QC)
CHECKLIST OF I	REQUIREMENTS		WHERE TO	
Assamplished Cartificate	of Live Dirth for	Haanital Matari	SECURE	ther hirthing facilities or
Accomplished Certificate Late Registration (4 copie			ry Department (Coun	other birthing facilities or
Signed Affidavit for Delay		City Civil Regist	iy Department (Coun	ter 10)
the back of the Certificate				
form	or Live Dirtii			
Negative Certification of I	Birth from PSA	PSA		
Certificate of No Record (			ry Department - Cour	nter 1 or 2
	<i>,</i>	only on magnet	, Doparamont Coa.	
Any two of the following of show the name, date and the child, name of the moacknowledged):	I place of birth of other and father (if	Daliniana laaki	4	
Baptismal Certific original, 1 photocome.	opy)	Religious Insti	tutions	
School Record (For Card (Form 138)	orm 137) or Report	School		
<ul><li>Income Tax Retur</li><li>Insurance Policy</li></ul>	n of Parents	BIR		
<ul><li>Medical Records</li><li>Barangay Certifica</li></ul>	ation	Concerned Hos	pitals or other birthing	g facilities
Member's Data Re		Barangay of res	idence	
Member's Data Form		PhilHealth		
SSS E-1 Form	21111	Pag-ibig		
Voter's Certification	nn	SSS		
votor o corumoduo	<b></b>	COMELEC		
For Legitimate Child:				
<ul> <li>Original or Certified</li> </ul>			al Civil Registrar wher	e the marriage
Parents' Certificate		certificate was r	egistered	
For Illegitimate Child	•	City Civil Degries	Danasturaast Carre	ata :: 10.
Acknowledgment/A		City Civil Regist	ry Department - Cour	iter 16;
Paternity at the back Certificate of Live B				
is acknowledged by				
Affidavit to Use the				
Father (AUSF) exec				
` '	er (deceased mother			
	andonment) for			
children below	7 years old			
• Child if 7 to 17				
	on of the Mother or			
,	ed mother/ in case			
of abandonmer	•			
• Child if 18 year (majority age)	s old and above			
Joint Affidavit of Two	Ω			
Disinterested Perso				
Witnesses	,			
Government issued     Cedula	ID or			
	AGENCY	FEES TO BE	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	PAID	TIME	RESPONSIBLE

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	Receiving / Releasing Clerk City Civil Registry Department
	1.1. If Issued with a CNR, provides requirements for late registration of birth certificate		*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	
	1.2. Upon completion of requirements, issues a dummy Certificate of Live Birth Form to be Filled-out by the applicant	Late Registration - PHP 150.00	Worlday	
0 P. (0)	1.3. If completely filled – out with attached requirements, issues order of payment			
2.Pays at City Treasurer's Office the corresponding fees	2. Once paid, gives personal copy of applicant/ registrant indicating the date of release			Collector City Treasurer's Office
3. 10 days Mandatory Posting Period	3. Once paid, wait for the mandatory posting period of 10 days			Receiving / Releasing Clerk City Civil Registry Department
4. Release Date	4. Date of Release shall be the 11 <sup>th</sup> day			
		PHP 200.00	11 Days	
	TOTAL:	PHP 200.00	11 Days	

Registration of Late Filing of Certificate of Live Birth is qualified for multi-stage processing. Note: All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.

**3.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	oparation Country II
Type of Transaction:	G2C - Government	to Client
Who may avail:	*Marriageable Age:	lon-QC Residents (who intends to marry in Quezon City)  18 years old; No "Legal Impediments to Marry"
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE
Marriage License Application		City Civil Registry Department - Counter 11
Government-issued/Valid Id		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
Birth or Baptismal Certificat both applicants		PSA; Place of Baptism
Certificate of No Marriage (		PSA
Community Tax Certificate Government – issued Ident Card)	ification	City Treasurer's Office
2x2 picture of both applicar each applicant)	nts (1 for	Client
If applicable:  • Municipal Form No. 9  Marriage of A Person  20 yrs. old)	Under Age ( <b>18-</b>	City Civil Registry Department - Counter 11;
Municipal Form No.     Statement that Advice     Guardian has been as     old)	of Parents or	City Civil Registry Department - Counter 11;
<ul> <li>Municipal Form No. 8         upon Intended Marria         yrs. old)</li> <li>Certificate of Family P</li> <li>Certificate of Marriage         Counseling</li> </ul>	ge <b>(21-25</b> Planning	City Civil Registry Department - Counter 11;
If either the contracting parti- previously married:  • Judicial Decree	of	City Health Department; Social Services and Development Department (SSDD);
Annulment or declaration of nullity of his or her previous marriage  Judicial decree of Absolute Divorce  Death Certificate of the deceased spouse		Court of the place where the decision was rendered;  Court of the place where the decision was rendered;  PSA

### For Foreigners:

- Photocopy of valid passport (indicating the date of arrival)
- Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials
- Certificate of Family Planning and Marriage Counseling & Responsible Parenthood
- If Divorced:
  - Copy of final decree or absolute divorce
- Present to the Civil registry Officer the original copies of the requirements for examination;
- Personal appearance of both the contracting parties are required;
- Marriage License is valid for 120 days from the date of issuance.

Client;

Embassy of country of origin based in the Philippines;

City Health Department;

Court where the divorce was decided

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

4.	Before release: Submit the Certificate of Family Planning and if applicable, submit the Certificate of marriage Counseling	4.Release of Marriage License	Marriage License - PHP 100.00	Receiving / Releasing Clerk City Civil Registry Department
			TOTAL: PHP 250.00	

# ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Application and Issuance of Marriage License is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.

## 4. 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 I	Department - Co	ounter 12	
Classification:	Simple			
Type of Transaction:	G2C - Government			
Who may avail:		on-QC Residen	ts (who were married	
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE		
Certificate of Marriage (4 co the solemnizing officer	opies) signed by	Church, Place	of marriage	
Original or Photocopy of Ma	arriage License	Civil Registry	of the place of reside	ncy
Photocopy of the Authoriza Marriage of Solemnizing Of		Church		
If applicable: Duly Notarized Affidavit of 0 under Art. 34 of the Family (Contracting parties are livid husband and wife for 5 year impediment to marry)  If applicable: Notarized Request for the of marriage in a place other the authorized by law.	Code ng together as rs without legal selebration of	Solemnizing officer		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submits a Certificate of Marriage for registration	1. Receives 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	2. Issues order of payment	Registration Fee - PHP	5 Minutes	Collector City Treasurer's
office the corresponding fees  3. Receive released	paymon	50.00		Office

# ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

TOTAL:

the same

Registration of Certificate of Marriage is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.

PHP 50.00

15 Minutes

# 5. Late Registration of Marriage Certificate

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 – Counter 12				
Classification:	Simple				
Type of Transaction:	G2C – Governmen	t to Client			
Who may avail:	QC constituents, N	on-QC Resident	s (who were married	l in Quezon City)	
CHECKLIST OF REQ	UIREMENTS		WHERE TO SEC	URE	
Certificate of Marriage (4 co	pies) signed by	Church, Place	of marriage		
the solemnizing officer			-		
Original or Photocopy of Ma	arriage License	Civil Registry of	of the place of reside	ncy	
Photocopy of the Authorizat	ion to Solemnize	Church			
Marriage of Solemnizing Of	ficer				
If applicable:					
Duly Notarized Affidavit of C					
under Art. 34 of the Family					
(Contracting parties are living	ng together as				
husband and wife for 5 year	s without legal				
impediment to marry)					
If applicable:		Solemnizing officer			
Notarized Request for the c	elebration of				
marriage in a place other th	an those				
authorized by law.					
	A OFNION	FFFA TA	DDAAFAANIA	DEDOON	

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTIONS	BE PAID	TIME	RESPONSIBLE
Submits a Certificate of Marriage for registration	1. Receives 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. Issues order of payment	Registration Fee – PHP 150.00	11 Days POSTING	Collector City Treasurer's Office
		Certificate of No Records (CNR) – PHP 50. 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.	
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same	None		Receiving / Releasing Clerk City Civil Registry Department
			Certificate of Marriage shall be issued on the 11 <sup>th</sup> day from the submission of the application	
	TOTAL:	PHP 200.00		

### ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Registration of Certificate of Marriage is qualified for multi-stage processing. All incomplete data/requirements will not be accepted.

**6. 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 De	epartment - Cour	nter 7	
Classification:	Simple			
Type of Transaction:	G2C - Government t			
Who may avail:	•			City hospitals or within
CLICCI/LICT OF D	the vicinity of Quezo	n City, Funeral P		IDE
CHECKLIST OF R Certificate of Death (4 c		Hospitals, Fune	WHERE TO SECT	UKE
Autopsy Report	opies)	PNP - Medico-L		
Photocopy of Governme	ent Issued ID's		<u> </u>	PRC, DFA, Company
1 Hotoopy of Governme	THE IOUGUA ID O	ID, Post Office	10, 1 A0-1010, L10,	r No, Br A, Company
OU IENT OTEDO	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submits a	1. Receives			
Certificate of Death for	Certificate of			
registration	Death for			Receiving / Releasing
	registration,			Clerk City Civil
	checks if			Registry Department
	reviewed by			
	health dept. and embalmer's	Registration		
	signature	Fee - PHP	20 Minutes	
2. Pays at City	2. Issues order of	50.00	20 1/11/1000	Collector
Treasurer's Office	payment			City Treasurer's
corresponding fees				Office
3. Receive and	3. Upon receipt of			Pagaining / Palagaing
released	Official Receipt,		Receiving / Releasing Clerk City Civil	
document	assign registry			Registry Department
	no. and release			registry Department
	the same	DUD 50.00	00 Minutes	
TOTAL: PHP 50.00 20 Minutes				
Office or Division:	City Civil Registry De	nartment - Cour	tor 7	
Office or Division:	City Civil Registry De	epartment - Cour	iter 7	
Classification:	Simple	•	iter 7	
Classification: Type of Transaction:	Simple G2C - Government t	o Client		City hospitals or within
Classification:	Simple G2C - Government t QC Constituents, No	o Client on-QC residents v	who died in Quezon (	City hospitals or within
Classification: Type of Transaction:	Simple G2C - Government t QC Constituents, No the vicinity of Quezo	o Client on-QC residents v	who died in Quezon (	
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c	Simple G2C - Government to QC Constituents, No the vicinity of Quezo EQUIREMENTS opies)	o Client n-QC residents v n City, Funeral P Hospitals, Fune	who died in Quezon ( arlors <b>WHERE TO SEC</b> eral Parlors	
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 continuous Autopsy Report, if applied	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies)	o Client n-QC residents v n City, Funeral P	who died in Quezon ( arlors <b>WHERE TO SEC</b> eral Parlors	
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c	Simple G2C - Government to QC Constituents, No the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors <b>WHERE TO SEC</b> eral Parlors Legal Section	URE
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 continuous Autopsy Report, if applied	Simple G2C - Government to QC Constituents, No the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's  AGENCY	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors WHERE TO SECT eral Parlors Legal Section	URE PERSON
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Government CLIENT STEPS	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's  AGENCY ACTIONS	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors <b>WHERE TO SEC</b> eral Parlors Legal Section	URE
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Government CLIENT STEPS  1. Submits a	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS 1. Receives	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	URE PERSON
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS 1. Receives Certificate of	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	PERSON RESPONSIBLE
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Government CLIENT STEPS  1. Submits a	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	PERSON RESPONSIBLE  Receiving / Releasing
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration,	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for	Simple G2C - Government to QC Constituents, Not the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS 1. Receives Certificate of Death for registration, checks if	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	PERSON RESPONSIBLE  Receiving / Releasing
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration,	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for	Simple G2C - Government to QC Constituents, Not the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for registration	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SECI eral Parlors Legal Section	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City	Simple G2C - Government to QC Constituents, Not the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature  2. Issues order of	o Client n-QC residents v n City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City Treasurer's Office	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector City Treasurer's
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applic Photocopy of Governme CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City Treasurer's Office corresponding fees	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature 2. Issues order of payment	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applice Photocopy of Government CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City Treasurer's Office corresponding fees 3. Receive	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's  AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature  2. Issues order of payment  3. Upon receipt of	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector City Treasurer's Office
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applice Photocopy of Government CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City Treasurer's Office corresponding fees 3. Receive released	Simple G2C - Government to QC Constituents, Not the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's  AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature  2. Issues order of payment  3. Upon receipt of Official Receipt,	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector City Treasurer's
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applice Photocopy of Government CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City Treasurer's Office corresponding fees 3. Receive	Simple G2C - Government to QC Constituents, Not the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature 2. Issues order of payment  3. Upon receipt of Official Receipt, assign registry	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector City Treasurer's Office Receiving / Releasing
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applice Photocopy of Government CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City Treasurer's Office corresponding fees 3. Receive released	Simple G2C - Government to QC Constituents, Note the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature 2. Issues order of payment  3. Upon receipt of Official Receipt, assign registry no. and release	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector City Treasurer's Office  Receiving / Releasing Clerk City Civil
Classification: Type of Transaction: Who may avail:  CHECKLIST OF R Certificate of Death (4 c Autopsy Report, if applice Photocopy of Government CLIENT STEPS  1. Submits a Certificate of Death for registration  2. Pays at City Treasurer's Office corresponding fees 3. Receive released	Simple G2C - Government to QC Constituents, Not the vicinity of Quezo EQUIREMENTS opies) cable ent Issued ID's AGENCY ACTIONS  1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature 2. Issues order of payment  3. Upon receipt of Official Receipt, assign registry	o Client n-QC residents von City, Funeral P Hospitals, Fune PNP - Medico-L FEES TO BE PAID  Registration Fee - PHP	who died in Quezon ( arlors WHERE TO SEC eral Parlors Legal Section PROCESSING TIME	PERSON RESPONSIBLE  Receiving / Releasing Clerk City Civil Registry Department  Collector City Treasurer's Office  Receiving / Releasing Clerk City Civil

7. 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. N	lon-QC resident	ts who died in Quezo	on City hospitals or	
	•	cinity of Quezon City, Funeral Parlors			
CHECKLIST OF REC		,	WHERE TO SEC	URE	
Certificate of Death (4 copi	es)	Hospitals, Fun	eral Parlors		
Autopsy Report	•	PNP - Medico-	-Legal Section		
Certificate of Burial/Crema	tion	Cemetery/Colu	umbarium		
Certificate of Service		Funeral Parlor	S		
PSA Negative Certification		PSA			
Local Civil Registry (LCR) Record (CNR)	Certificate of No	City Civil Regi	stry Department - Co	ounter 6 and 7	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits Certificate of	1. Receives				
Death for late registration	Certificate of				
	Death for		11 Days	Releasing Clerk /	
	registration,	Certificate of	*mandated 10	Acting Chief	
	checks if	No Record	days posting	City Civil Registry	
	reviewed by	(CNR) - PHP	period from date	Department	
	health dept. and	50.00	of receipt	Dopartmont	
	embalmer's	00.00			
	signature	Late	**If Release date		
2. Pays at	2. Issues order of	Registration	falls on a holiday,	Collector	
City Treasurer's Office as	payment	- PHP	the next working	City Treasurer's	
indicated in the order of		150.00	day; if it falls on	Office	
payment 3. Receive released	2 Unan receipt of		Saturday or Sunday, release		
document	3. Upon receipt of Official Receipt,		shall be on a	Releasing Clerk /	
document	assign registry		Monday	Acting Chief	
	no. and release		Worlday	City Civil Registry	
	the same			Department	
	TOTAL:	PHP 200.00	11 Days		
Office or Division:	City Civil Registry [	Department - Co	ounter 7 and Counter	. 8	
Classification:	Complex	·			
Type of Transaction:	G2C - Government	to Client			
Who may avail:	QC Constituents, N	Ion-QC resident	ts who died in Quezo	on City hospitals or	
	within the vicinity o	f Quezon City, F			
CHECKLIST OF REC			WHERE TO SEC	URE	
Certificate of Death (4 copi	,	Hospitals, Funeral Parlors			
Autopsy Report, if applicab	ole	PNP - Medico-	-Legal Section		
Certificate of Burial		Cemetery			
Certificate of Service		Funeral Parlor	S		
PSA Negative Certification		PSA Civil Basel	-( D		
Local Civil Registry (LCR)	Certificate of No	City Civil Regis	stry Department - Co	ounter / and 8	
Record (CNR)	AGENCY	FEES TO	PROCESSING	DEDSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	PERSON RESPONSIBLE	
1. Submits Certificate of	1. Receives				
Death for late registration	Certificate of				
	Death for		11 Days	Releasing Clerk /	
	registration,	Certificate of	*mandated 10	Acting Chief	
	checks if	No Record	days posting	City Civil Registry	
	reviewed by	(CNR) - PHP	period from date	Department	
	health dept. and	50.00	of receipt	1	
	embalmer's				
	signature				

Pays at     City Treasurer's Office as indicated in the order of payment	2. Issues order of payment	Late Registration - PHP 150.00	**If Release date falls on a holiday, the next working day; if it falls on	Collector City Treasurer's Office
3. Receive released document	3. Upon receipt of Official Receipt, assign registry no. and release the same		Saturday or Sunday, release shall be on a Monday	Releasing Clerk / Acting Chief 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.

**8. Request for Exhumation Permit**This is the process of securing Exhumation permit for constituents whose death occurred in Quezon City.



Office or Division: Classification:	City Civil Registry	Department – Wir	ndow, 6, 7, 8			
Type of Transaction:	Simple G2C - Government to Client					
Who may avail:			who presently bur	ried in all public		
Time may aram	QC Constituents, Non-QC residents who presently buried in all public and Private Cemeteries in Quezon City					
CHECKLIST OF REQUIREMENTS	WHERE TO SECU		3.5)			
Certificate of Death	where the Certifica	ate of Death regist	ered			
Follows Conduction	Health Departmen	t (Superhealth)				
Exhumation Letter	AOFNOV	FFF0 TO	PROCESSINO	DEDCO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSO N RESPONSI BLE		
Submit the Certificate of Death to the Health Department	Health Department shall review the exhumation request;					
2. Once reviewed by the Health Dept., submit the Certificate of Death and exhumation letter for issuance of order of payment	Receives the Certificate of Death and Exhumation Letter	Exhumation of Cadaver Fee - PHP 75.00 Removal of Cadaver Fee PHP 75.00	20 - 30 Minutes	Receiving / Releasing Clerk City Civil Registry Department		
3. Pays at City Treasurer's Office corresponding fees	Issues order of payment			Collect or City Treasurer' s Office		
4. Receive released document	Upon receipt of Official Receipt, record OR no. and release the same			Receiving / Releasing Clerk City Civil Registry Department		
Office or Division:	City Civil Pogiator	Donartmont Wind	Ow 6 7 9			
Classification:	Simple	Department – Wind	υw, σ, <i>ι</i> , δ			
Type of Transaction:		t to Client				
Type of Transaction.	GZO - GOVERNINEN	I IO OII <del>C</del> III		G2C - Government to Client		

Who may avail:		Non-QC residents weries in Quezon Cit	ho presently buried	in all public	
CHECKLIST OF REQUIR		WHERE TO SECURE			
Certificate of Death Exhumation Letter		where the Certification	ate of Death register	ed	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSO N RESPONSI BLE	
1. Submit the Certificate of Death to the Health Department  2. Once reviewed by the Health Dept., submit the Certificate of Death and exhumation letter for issuance of order of payment	Health Department shall review the exhumation request; Receives the Certificate of Death and Exhumation Letter	Exhumation of Cadaver Fee - PHP 75.00 Removal of Cadaver Fee PHP 75.00	20 - 30 Minutes	Receiving / Releasing Clerk City Civil Registry Department	
3. Pays at City Treasurer's Office corresponding fees	Issues order of payment			Collect or City Treasurer' s Office	
Receive released document	Upon receipt of Official Receipt, record OR no. and release the same			Receiving / Releasing Clerk City Civil Registry Department	

## 9. Burial Process

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



D: : :	0: 0: 10 : (	D ( ) \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \	0.7.0		
Office or Division: Classification:	Simple	Department – Windo	DW, 6, 7, 8		
Type of Transaction:	G2C - Governmen	t to Client			
Who may avail:			ho died in Quezon C	ity hospitals	
vino may avam	•	y of Quezon City, Fu		ity 1100pitalo	
CHECKLIST OF REQUIR			WHERE TO SECUR	E	
Certificate of Death (4 copies)		Hospitals, Funeral Civil Registry (Wir			
Affidavit of Undertaking	(Camastam.)	Civil Registry (vvii	100W 6, 7, 6)		
(Bag-Bag Cemetery, Novaliches	(Cemetery)				
Negative Swab Test Result, if th	e cause of death is				
Covid related					
(Bag-Bag Cemetery, Novaliches	Cemetery)				
OLIENT CTERS	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIB	
				LE	
4 Outers 10 Outer 1					
1. Submit the Certificate of					
Death to the Health Department	Health				
Department	Department shall				
	review the cause				
	of death of the	Registration Fee			
	deceased;	- PHP 50.00			
	Receives the	Burial Permit			
2. Once reviewed by the	Certificate of	Fee			
Health Dept., submit the Certificate of Death for	Death for registration,	PHP 50.00			
registration	Interment Form	lf		Receiving /	
registration	for (Bag-	(Bag-Bag/Nova	30 - 45 Minutes	Releasing	
	Bag/Nova	Cemetery) Niche PHP 500		Clerk City	
	Cemetery)	(120cm below		Civil Registry Department	
	Checks if	Length of Casket)		рерапшети	
	reviewed by				
	health dept. and embalmer's	Interment Fee PHP 1500			
	signature	(121cm Above			
3. Pays at	Issues order of	Length of Casket)		Collecto	
City Treasurer's Office	payment			r City	
corresponding fees				Treasurer's	
4. Receive released	Hoop receipt of	-		Office	
document	Upon receipt of Official Receipt,				
document	assign registry				
	no. and release				
	the same				
		_			
Office or Division:	City Civil Registry	Department – Windo	ow, 6, 7, 8		
Classification:	Simple	•			
Type of Transaction:	G2C - Governmen	t to Client			

Who may avail:			ho died in Quezon C	ity hospitals
CHECKLIST OF REQUIR		y of Quezon City, F	uneral Parlors WHERE TO SECUR	<b>-</b>
CHECKLIST OF REQUIR	EIVIENTS		WHERE TO SECUR	<u> </u>
Certificate of Death (4 copies)  Affidavit of Undertaking (Bag-Bag Cemetery, Novaliches Cemetery)  Negative Swab Test Result, if the cause of death is		Hospitals, Funeral Parlors Civil Registry (Window 6, 7, 8)		
Covid related (Bag-Bag Cemetery, Novaliches	s Cemetery)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. Submit the Certificate of Death to the Health Department  2. Once reviewed by the Health Dept., submit the Certificate of Death for registration	Health Department shall review the cause of death of the deceased;  Receives the Certificate of Death for registration, Interment Form for (Bag- Bag/Nova Cemetery) Checks if reviewed by health dept. and embalmer's	Registration Fee - PHP 50.00  Burial Permit Fee PHP 50.00  If (Bag-Bag/Nova Cemetery) Niche PHP 500 (120cm below Length of Casket)  Interment Fee		Receiving / Releasing Clerk City Civil Registry Department
3. Pays at City Treasurer's Office corresponding fees  4. Receive released document	signature Issues order of payment  Upon receipt of Official Receipt,	PHP 1500 (121cm Above Length of Casket)		Collecto r City Treasurer's Office
	assign registry no. and release the same			
Office or Division:		Department – Wind	ow, 6, 7, 8	
Classification:	Simple			
Type of Transaction:	G2C - Governmen			
Who may avail:			ho died in Quezon C	ity hospitals
CHECKI IST OF BEOLIID		ty of Quezon City, F	uneral Parlors WHERE TO SECUR	F
CHECKLIST OF REQUIREMENTS  Certificate of Death (4 copies)  Affidavit of Undertaking (Bag-Bag Cemetery, Novaliches Cemetery)		Hospitals, Funera Civil Registry (Wir	l Parlors	_
Negative Swab Test Result, if the Covid related	ne cause of death is			

(Bag-Bag Cemetery, Novaliche	s Cemetery)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
Submit the Certificate of Death to the Health Department	Health Department shall review the cause of death of the deceased;	Registration Fee - PHP 50.00		
2. Once reviewed by the Health Dept., submit the Certificate of Death for registration	Receives the Certificate of Death for registration, Interment Form for (Bag- Bag/Nova Cemetery) Checks if reviewed by health dept. and embalmer's signature	Burial Permit Fee PHP 50.00  If (Bag-Bag/Nova Cemetery) Niche PHP 500 (120cm below Length of Casket)  Interment Fee PHP 1500 (121cm Above	30 - 45 Minutes	Receiving / Releasing Clerk City Civil Registry Department
3. Pays at City Treasurer's Office corresponding fees	Issues order of payment	Length of Casket)		Collector City Treasurer's Office
4. Receive released document	Upon receipt of Official Receipt, assign registry no. and release the same			

# **10. CREMATION PROCESS**

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



Office or Division:	Office or Division: City Civil Registry Department – Window, 6, 7, 8			
Classification:	Simple			
Type of Transaction:	G2C - Government			
Who may avail:			ts who died in Quezo	on City hospitals
CHECKLIST OF REQUIRE	or within the vicinity	y of Quezon City	WHERE TO SEC	TIPE
Tentative Schedule of Cremation		Social Service	s Development Dep	
Certificate of Death (4 copies)		Hospitals, Fun		artificiti (OODD)
Cremation Permit			(Window 6, 7, 8)	
Certificate of Indigency			arangay concerned	
<u> </u>	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTIONS	BE PAID	TIME	RESPONSIB
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			LE
3. Once reviewed by the Health Dept., submit the Certificate of Death for registration	of death of the deceased;  Receives the Certificate of Death for registration, the tentative schedule of cremation; Checks if reviewed by health dept. and embalmer's signature  Issues order of	Registration Fee - PHP 50.00 Cremation Permit Fee (Baesa) – PHP 50.00	30 - 45 Minutes	Receiving / Releasing Clerk City Civil Registry Department
City Treasurer's Office corresponding fees	payment			City Treasurer's Office
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			Social Services Development (SSDD)
	TOTAL:	PHP 100.00		

11. 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 Bogietry	Department - Cou	intor 1 or 2	
Classification:	Simple	Department - Cou	inter i or z	
Type of Transaction:	G2C - Governmer	nt to Client		
Who may avail:			s (who was born in C	Quezon City)
CHECKLIST OF REQUIRE		WHERE TO SECURE		
Request Form for Birth Certificat	e	Information Desk		
Government-issued / Valid Ident	ification Card	BIR, SSS, GSIS, ID, Post Office	PAG-IBIG, LTO, PF	RC, DFA, Company
For the representative of the owner:	document	Client / Documen	t Owner	
<ul> <li>Authorization Letter or Special Power of Attorney from the document owner (one original)</li> <li>Photocopy of Government Issued ID with signature of the document owner</li> <li>Photocopy of the Government Issued ID of the representative</li> </ul>				
Requested document, if possible photocopy)	e (1	Client/ Document	Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled–out CTC application 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 City Treasurer's Office 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
Receives claim stub  4. Receive document/s	3. Verifies document's availability from the database and/or transmits to Records and Archiving Division for searching  4. Record serial	Certified True Copy (CTC) of Birth Certificate - PHP 40.00	5 Minutes - if document is in the database (1945 – 2015) 5 Days if document requires manual	Receiving Clerk City Civil Registry Department Searcher City Civil Registry Department
4. Receive document/s	number before release of documents		searching	Releasing 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.				

# 12. 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 - Cou	nter 3		
Classification:	Simple	•			
Type of Transaction:	G2C - Governmer				
Who may avail:		Non-QC Residents	s (who married in Qu		
CHECKLIST OF REC			WHERE TO SECU	RE	
Request Form for Marriage Government-issued / Valid		Information Desk	PAG-IBIG, LTO, PR	OC DEA Company	
Card		ID, Post Office		C, DFA, Company	
For the representative	e of the	Client / Documen	t Owner		
document owner: - Authorization Let	ter or Special				
Power of Attor	•				
document owner (c	•	e			
- Photocopy of Gove					
with signature o	f the document				
owner					
<ul> <li>Photocopy of the region</li> </ul>					
Requested document, if p		Client/ Document	Owner		
(1 photocopy)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit filled-out	1. Receives			Receiving Clerk City	
CTC application form	application with		- na:	Civil Registry	
and ID	requirements and issues order	None	5 Minutes	Department	
	of payment.				
2. Pays at the City	2. Upon				
Treasurer's Office	receiving of				
the corresponding	Official Receipt,			Collector	
fees	clerk issues		5 Minutes	City Treasurer's	
	claim stub		• · · · · · · · · · · · · · · ·	Office	
	indicating date and time of				
	release				
3. Receives claim stub	3. Verifies				
	document's				
	availability from	Certified True		Receiving Clerk City	
	the database	Copy (CTC) of		Civil Registry	
	and/or transmits to Records and	Marriage	5 Minutes - if	Department	
	Archiving	Certificate - PHP 50.00	document is in		
	Division for	FHF 50.00	the database (1945 – 2015)	Searcher	
	searching		(1943 – 2013)	City Civil Registry	
			3 Days if	Department	
			document		
4. Receive document/s	4. Record serial		requires manual		
4. Neceive accuments	number before		searching	Poloosina	
	release of			Releasing City Civil Registry	
	documents			Department	
			15 minutes –	-1	
		DUD 50.00/	available on		
	TOTAL:	PHP 50.00/ EACH COPY	database		
		2,0110011	5 days – Manual		
			searching		

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

13. 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 - Governmer			
Who may avail:		Non-QC Residents	(who died in Quezon City)	
CHECKLIST OF REQUIRE		WHERE TO SECURE		
Request Form for Death Certification  Government-issued / Valid Ident		Information Desk BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
For the representative of the owner:	document	Client / Documen	t Owner	
<ul> <li>Authorization Letter or S         Attorney from the docur         original)</li> <li>Photocopy of Governme         signature of the documer</li> <li>Photocopy of Governme         the representative</li> </ul>	nent owner (one nt Issued ID with owner ent Issued ID of	Client		
Requested document, if possibl photocopy)	е ( і	Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled–out CTC application 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 City Treasurer's Office 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	Certified True Copy (CTC) of Death Certificate - PHP 40.00	5 Minutes - if document is in the database (1945- 2015) 3 Days if document requires manual searching	Receiving Clerk City Civil Registry Department Searcher City Civil Registry Department
4. Receive document/s	4. Record serial number before release of documents			Releasing 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.

# 14. 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 I	Department - Co	ounter 14	
Classification:	Complex			
Type of Transaction:	G2C - Government			
Who may avail:	Parents of Quezon	City-born illegit		
CHECKLIST OF REQUIF	REMENTS		WHERE TO SEC	URE
Certified True Copy of Child's C	Certificate of Live	City Civil Regis	stry Department - Co	unter 1 or 2
Birth, back-to-back, if with Adm	ission of			
Paternity (1 original)				
Baptismal Certificate (1 origina	<i>'</i>	Place of baptis		
School records (Form 137/ For		School, Hospit	al	
Medical records (Immunization				
FATHER: To prove child's filiation, any two (2) of the following:  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: - Valid ID's or CEDULA - Original documents and One (1) set photocopy				
***If not Acknowledged by the requirements shall be require two (2) sets of Admission Page 1	ed. Please prepare			
If child is 0-6 yrs. old:  • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the mother  If child is 7 – 17 yrs. old:  • 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:  • Affidavit to Use the Surname of the Father (AUSF) shall be executed by the child without mother's attestation		City Civil Regi	stry Department - Co	ounter 13
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I A Continue the management	l 4 Danatina	$D \wedge OOCC$		<b> </b>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents	1. Receives requirements for registration,	R.A. 9255 - PHP 100.00		Releasing Clerk
	check if documents are in order	Certified True Copy (CTC) - PHP 120.00	10 Minutes	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	Collector City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of release.  3.1. Records, assign registry number then transmit to Records Division for searching, verification, processing, annotation, issuance of certification duly signed before release.	Admission of Paternity - PHP 300.00  Legal Instrument - PHP 150.00	3 Days	Searcher / Processor / Signing Officer City Civil Registry Department  Releasing Clerk City Civil Registry Department
	TOTAL:	Admission and Legal Instrument - PHP 450.00  Admission, AUSF, Legal Instrument and CTC -PHP 670.00		

## ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Admission of Paternity is qualified for multi-stage processing. All incomplete data/requirements will not be accepted

# 15. Legitimation with Admission of Paternity, Legitimation 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 - Counter 13			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:		nts of Quezon City-born illegitimate children who		
		each other; document owner with missing entry in the		
	COLB (supplement			
CHECKLIST OF REQ		WHERE TO SECURE		
		and Legitimation including R.A. 9858:		
Certificate of No Previous M	<u> </u>	PSA		
(CENOMAR) of both parents Certificate of Marriage of pa		DCA, City Civil Degister Deportment Country 2		
Local Copy	rents - PSA or	PSA; City Civil Registry Department - Counter 3		
Child's Certificate of Live Bir	rth - PSA conv or	PSA; City Civil Registry Department - Counter 3		
Local Copy	iii - F SA Copy of	FSA, City Civil Registry Department - Counter 5		
Government-issued/Valid Id	entification			
Card of the Parents	J. Milouton			
Signed Joint Affidavit of Leg	itimation	City Civil Registry Department – Counter 13		
(parents who have no legal				
marry)				
Signed Supplemental Joint		Public Attorney's Office; law Offices		
Legitimation under R.A 9858				
were disqualified to marry earninority)	ach other due to			
Affidavit Of Admission of Pa	ternity	City Civil Registry Department – Counter 13		
<b>FATHER:</b> To prove child's fi	•	Only Givin region y Department Counter to		
of the following:	mation, any two (2)			
Employment Record		Company/Employer of Father;		
SSS/GSIS Record/ Ins	urance Policy	SSS/ Insurance Company;		
Income Tax Return (IT)	•	GSIS;		
Statement of Assets are	•	BIR;		
(SALN)				
Pag – ibig / Philhealth	(MDR)	Pag – Ibig/ Philhealth		
<ul> <li>Medical Record of the</li> </ul>	Child (immunization	Hospitals; Clinics		
or baby book)		Sahaal		
School Record of the Control		School		
Baptismal Certificate o	`			
Joint Affidavit of Ack	•	Public Attorney's Office; Law Offices		
(executed by both pare	ents, in the	<b>,</b>		
absence of proof)				
ADDITIONAL REQUIREME	NTC.			
PSA copy of Death Certificate (if any or		PSA		
both parents are dead)		IOA		
Certified True Copy o				
Certificate of Finality of Annulment/		Court		
Divorce ( if any or bot	h parents are			
annulled or divorced f	rom the first			
marriage)				

## NOTE:

 PERSONAL APPEARANCE OF BOTH PARENTS IS REQUIRED

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

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

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

### For **SUPPLEMENTAL**:

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

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

Affidavit of Supplemental Report

**PSA** 

City Civil Registry Department - Counter 1 or 2

Public Attorney's Office; Law Offices

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits required documents	1. Receives requirements for registration, check if documents are in Order.	Admission of Paternity - PHP 300.00	10 Minutes	Receiving Clerk City Civil Registry Department
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	Collector City Treasurer's Office
3. Receive/ Release document	3. Upon receipt of Official Receipt, issues claim stub indicating the time and date of Release	Legal Instrument - PHP 150.00	3 Days	Receiving Clerk City Civil Registry Department
	3.1. Records, assign registry number then transmit to Records Archiving Division for searching, verification, processing, annotation, issuance of certification duly signed before release.	Supplemental Report - PHP 100.00		Searcher / Processor City Civil Registry Department  Releasing Clerk City Civil Registry Department
	TOTAL	Legitimation, Admission and Legal instrument – PHP 850.00		
		Legitimation and Legal Instrument – PHP 550.00		
		Supplemental Report and Legal instrument – PHP 250. 00		

### ONLY DOCUMENTS WITH OFFICIAL RECEIPT WILL BE PROCESSED

Legitimation with Admission of Paternity, Legitimation including R.A. 9858, and Supplemental are qualified for multi-stage processing. All incomplete data/requirements will not be accepted

**16.** 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 <sup>nd</sup> Floor			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Parents/document owner	s/ Attorneys-in-F	Fact who have disc	crepancies in the
OUEOKI IOT OF DEO	Certificate of Live Birth		WILEDE TO SEC	UDE
CHECKLIST OF REQ		0: 0: 11 D	WHERE TO SECI	
Certified True Copy /Local Cop Live Birth (3 original)	y of the Certificate of	, o	stry Department - C	Counter 1, 2, or 3
Authenticated/Latest PSA Cop Live Birth (1 original, 3 photocollegal size paper)		PSA		
<ul> <li>Mandatory requirements to be photocopies - should be in legal</li> <li>Certification of Employments case (if employed);</li> <li>Affidavit of Non-Employments NBI Clearance (latest) pur First Name</li> <li>Police Clearance (latest vertical purpose: For Change of the purpose)</li> </ul>	Employer of CI Public Attorney NBI; Police District (	r's Office, Law Offic	ces, Hall of Justice;	
Any three (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):  • 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 baptis School of Clier Comelec; SSS; GSIS; Hospital; Company; BIR, SSS, GSI Company ID, F	nt; S, PAG-IBIG, LTO	, PRC, DFA,
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
Presents the document sought for correction/ change	Receiving clerk     compares PSA and     local copy for     consistency of     discrepancy.	Filing fee - PHP 3,000.00	30 Minutes/ petition	Interviewer / Processor City Civil Registry Department

	1.2. Issues list of applicable requirements.	Publication - PHP 2,300.00	10 Days mandatory posting period	
2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment			
3. Pays at the 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		2 Weeks, consecutive, publication	Collector City Treasurer's Office
	after 3 months.	Additional fee for Migrant Petition - PHP 1,000.00	4 Weeks (in PSA Legal Division) depending on the volume of	Interviewer / Processor City Civil Registry Department
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with annotated copy.	1,000.00	transaction	Interviewer / Processor City Civil Registry Department
	Release.		Interview time (10 minutes)	Receiving Clerk / Processor PSA
				Processor / Releasing Clerk City Civil Registry Department
		PHP 5,300	3-4 Months	·
	TOTAL:	For Migrant Petition- PHP 6,300		

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

# 17. 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 <sup>nd</sup> Floor			
Classification:	Complex			
Type of Transaction:	G2C - Governmer	nt to Client		
Who may avail:	Parents/documen	t owners/ Attorneys	s-in-Fact who have	discrepancies in the
		Birth, Marriage, an		•
CHECKLIST OF REQUIR	REMENTS		WHERE TO SECU	JRE
Certified True Copy /Local Co		City Civil Registry	Department - Cour	nter 1, 2, or 3
certificate sought to be corre	cted/changed			
(3 original)				
Authenticated/Latest PSA Co		PSA		
certificate sought to be corre				
(1 original, 3 photocopies shou	id be in legal			
size paper)  Any three (2) of the following three (2) and the following three	wing Supporting			
<b>Documents</b> showing the co				
upon which the correction shall	_			
be presented in original/certifie				
submitted (3 photocopies - sho				
paper):				
Certificate of Live Birth (W)	/ife/Husband, for	PSA;		
Marriage Petition)	,	School of Client;		
<ul> <li>Baptismal Certificate</li> </ul>		Comelec;		
<ul> <li>School Records</li> </ul>		SSS;		
<ul> <li>Voter's Affidavit</li> </ul>		GSIS;		
<ul> <li>SSS/GSIS Records</li> </ul>		Hospital;		
<ul> <li>NBI Clearance (latest)</li> </ul>		NBI Police		
<ul> <li>Police Clearance (latest,6</li> </ul>	months	Police		
validity)		Company;		
Medical or Business Reco	ord		PAG-IBIG. I TO. PE	RC, DFA, Company
Certificate of Marriage		ID, Post Office		
Certificate of Live Birth of		,		
Certificate of Live Birth of  Mathematical Cibilings	the Father,			
Mother, and Siblings	Doronto			
Certificate of Marriage of     (2) Covernment issued (1)				
<ul> <li>(2) Government-issued / \( \)     Identification Card/ CEDU</li> </ul>				
*NOTE: A processor will deter				
applicable documents				
Other relevant documents th	e Civil	Depends on the documents required		
Registrar may require for the	approval of	-	·	
the Petition				
CLIENT STEPS	AGENCY	FEES TO BE PAID	PROCESSING TIME	PERSON DESPONSIBLE
Presents the document	ACTIONS  1. Receiving clerk	PAID	TIVIE	RESPONSIBLE
sought for correction/	compares PSA		30 Minutes/	
change	and local copy for	Filing fee - PHP	petition	
- Company	consistency of	1,000.00		Interviewer /
	discrepancy.	1,000.00		Processor
				City Civil Registry
	1.2. Issues			Department
	list of applicable		10 Days	-
	requirements.		mandatory	
			posting period	

2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment			
3. Pays at the 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,	Additional fee for Migrant Petition - PHP 500.00	4 Weeks (in PSA Legal Division) depending on	Collector City Treasurer's Office
	and gives contact numbers for follow-up after 2 months.		the volume of transaction	Interviewer / Processor City Civil Registry Department
	3.1. Upon receipt from PSA, annotate document, issue certificate of Finality with		*Time of interview: (10	Receiving Clerk / Processor PSA
	annotated copy. Release.		minutes)	Processor / Releasing City Civil Registry Department
	TOTAL:	PHP 1,000.00  For Migrant Petition - PHP 1,500.00	2-3 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.

# 18. 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 <sup>nd</sup> Floor		
Classification:	Complex		
Type of Transaction:	G2C - Governmer		
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:		
		nce of document owner	
CHECKLIST OF REQUIR		WHERE TO SECURE	
Certified True Copy /Local Co	opy of the	City Civil Registry Department - Counter 1, 2, or 3	
original)	cted/changed (5		
Authenticated/Latest PSA Co	py of the	PSA	
certificate sought to be corre			
original, 3 photocopies should b	• •		
size paper)	-		
Mandatory requirements to b			
photocopies - should be in lega			
Certification of Employ  The profile and a confirmation of the confirmation of th			
pending case (if emplo	· ·	Employer of Client;	
Affidavit of Non-Emplo	yment ( <i>if not</i>	Public Attorney's Office, Law Offices, Hall of Justice;	
employed);	nurnacai	NBI;	
<ul> <li>NBI Clearance (latest)</li> <li>Petition to correct Date</li> </ul>		Police District Office;	
Birth/Sex		Hospital / Clinic	
Police Clearance (late)	st with 6		
months' validity) purp			
correct Date of Birth	/Sex		
<ul> <li>Baptismal Certificate</li> </ul>			
<ul> <li>Elementary School Re</li> </ul>	ecord	Place of baptismal;	
<ul> <li>(2) Government-issue</li> </ul>		School of Client;	
Identification Card or 0	CEDULA	Hospital;	
<ul> <li>Medical Certification</li> </ul>	•	Company;	
correct entry of sex)	•	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company	
accredited governmen		ID, Post Office	
the petitioner did not u change or sex transpla			
following required info			
- Full name of gover			
physician with valid			
medical/PRC license			
- Name of hospital,			
and contact number	er		
Medical Record			

*NOTE: A processor will deter applicable documents	mine			
Other relevant documents th Registrar may require for the the Petition		Depends on the o	documents required	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
Presents the document sought for correction/ change	Receiving clerk compares PSA and local copy for consistency of discrepancy.      Saues list of applicable requirements.	Filing fee - PHP 3,000.00	*30 Minutes/ petition 10 Days mandatory	Interviewer / Processor City Civil Registry Department
2. On the interview, submits requirement to processor.	2. If requirements are in order, issues order of payment	Publication - PHP 2,300.00 Additional fee for Migrant	posting period  2 Weeks, consecutive, publication	Interviewer / Processor 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,	Petition, Date of Birth - PHP 1,000.00	4 Weeks (in PSA Legal Division) depending on the volume of transaction  *Time of interview	Collector City Treasurer's Office
	and gives contact numbers for follow-up after 3 months.		(10minutes)	Interviewer / Processor City Civil Registry Department

3.1. Upon receipt from PSA, annotate document, issue certificate of			Receiving Clerk / Processor PSA
Finality with annotated copy. Release.			Processo r / Releasin g City Civil Registry Department
TOTAL:	PHP 5,300.00  For Migrant Petition - PHP 6,300.00	3-4 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 date/requirements will not be accepted. Only documents with official receipt will be processed.



FEEDBACK AND CO	OMPLAINTS MECHANISM
How to send feedback	Accomplish our Service Experience Survey (SES) Form available at the Public Assistance and Complaints Desk and put it at its designated drop box.
	Clients can also direct their feedback to the office via the following:  Telephone Number: 8988-42-42 local 1514  E-mail Address: scarinojr@quezoncity.gov.ph
How feedbacks are processed	Once the feedback is received, it will be evaluated and endorsed to the concerned person or division for appropriate action.
	The concerned division or person would address the complaint and provides feedback.
	The answer of the concerned division or person is then relayed to the client.
How to file a complaint	Files duly accomplished Client Complaint / Feedback Form with Public Assistance and Complaints Desk (PACD)
	Reports with the PACD the details of his/her complaint
	Clients can also direct their complaints to the office via the following:  Telephone Number: 8988-42-42 local 1514  E-mail Address: scarinojr@quezoncity.gov.ph
How complaints are processed	The Public Assistance and Complaints Desk (PACD) Officer evaluates the complaint, then interviews the client and provides information on the complaint procedure.
	The complaint is then endorsed to the concerned division or person for appropriate action.
	The concerned division or person addresses the complaint and provides feedback.
	The Public Assistance and Complaints Desk (PACD) Officer mails/emails the report on action taken to the client.
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	CCRD: salvador.cariño@quezoncity.gov.ph Civil Registry@quezoncity.gov.ph 8988-42-42 loc. 1514 to 1517 PCC: 8888 CCB: 0908-881-6565



# **DIVISIONS/SECTIONS**

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:
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. Arrianne 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