



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

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

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