

### 3. Application and Issuance of New QCitizen ID

Online application and processing of Quezon City Citizen ID (QCID) for residents with its own distinctive identification system. The QCID determines the accurate number of registered people residing in the city in order for the local government to appropriately address their social needs and to efficiently provide necessary public services.

#### a. Application of New QCitizen ID Online Process

The process below is limited to the online resident and non-resident QCID issuance. The process for senior and PWD QCIDs can be found in their respective departments' charters.

<b>Office or Division:</b>	QCID Team				
<b>Classification:</b>	Simple, Complex				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	QC Citizens				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. QC e-Services account			<a href="http://www.qceservices.quezoncity.gov.ph">www.qceservices.quezoncity.gov.ph</a> (How to Apply for a QCitizen ID)		
2. For resident cards - Accepted Proof of Identification and Residency in Quezon City			None		
3. For non-resident cards - Accepted Proof of Identification and Qualification for Non-Residency			None		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to the website and register or log in to <a href="https://qceservices.quezoncity.gov.ph/">https://qceservices.quezoncity.gov.ph/</a>		1. None	None	Real time	None
2. Register with your own personal email account (Gmail, Yahoo or FB account)		2. None		Real time	None
3. Fill up the necessary personal information		3. None		Real time	None
4. Submit/ upload the required documents		4.1. Evaluate the submitted documents		7 Days	Designated Staff QCID Team



		4.2. If invalid, notify the applicant thru email to submit correct documents.			
		4.3. If valid, approve the application to be submitted for verification			
		4.4. Verify the submitted documents			
5. Be notified via email for the approved and verified QCID application		5. None		5 Min.	
6. Visit the City Hall or any of the Action Offices for printing of the physical QCID card.		6. Print the verified QCID on the physical card		30 Min.	
7. Receive QCID physical card		Release physical card to client			
<b>TOTAL:</b>			<b>None</b>	<b>7 Days and 5 Min.</b>	

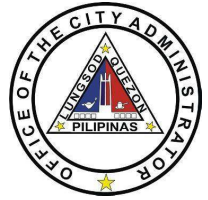
Note: \* Dependent on:

- number of applications received daily;
- validity of submitted documents; and
- turn-around time of applicants to re-submit the requested correct document/s.

### b. In Person Process of Application of New QCitizen ID

The process below is limited to resident and non-resident QCID issuance. The process for senior and PWD QCIDs can be found in their respective departments' charters.

<b>Office or Division:</b>	QCID Team	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	QC Citizens	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. For resident cards - Accepted Proof of Identification and Residency in Quezon City		None



2. For non-resident cards - Accepted Proof of Identification and Qualification for Non-Residency		None			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Go to the City Hall (1st Floor Finance Building) or any of the Action Office	1. None	None	Real time	None	
2. Fill in application form of QCID	2. None		Real time	None	
3. Submit application form and required documents to the encoder and wait for verification	3.1. Encode information and submitted requirements to the system		None	20 min - 60 min	Designated Staff QCID Team
	3.2. Evaluate the submitted documents				
	3.3. If invalid, notify the applicant to re-submit correct documents.				
	3.4. If valid, approve the application.				
3.5. Verify the submitted documents					
	3.6. Print the verified QCID on the physical card and release to client				
4. Receive QCID physical card	4 Release physical card to client		Real time		
<b>TOTAL:</b>		<b>None</b>	<b>20-60 min</b>		