



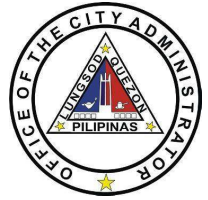
## 4. Replacement of QC ID Card

With reference to Section 9 of City Ordinance No. SP-3041, S-2021, “in case of loss, damage, theft or any circumstance that the applicant intends to amend his/her information as displayed on his/her QC ID card, the applicant may apply for the replacement of his/her QC ID card at the designated offices issuing QC ID card”.

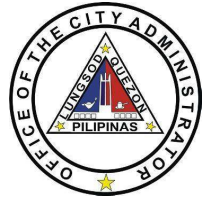
### a. Lost QCitizen ID Card

Applicants who lost their QCID card may request for a card replacement at designated offices issuing QCID card. The process below is limited to resident and non-resident QCID card holders.

<b>Office or Division:</b>	OCA QC ID			
<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. Affidavit of Loss			Requesting party	
<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 City Hall (1st Floor Finance Building)	None		Real Time	None
2. Submit required documents to the QCID Designated Staff and wait for verification	2.1. Evaluate the documents submitted 2.2. Check the status of the client's card from the system 2.3. If valid, continue on processing the order of payment.		10 to 15 mins	<i>Designated Staff</i> QC ID Team
3. Process and issuance of Order of Payment	3. Once the requirements are met, QC ID personnel can now issue an Order of Payment.			Designated Staff QC ID Team
4. Proceed to the City Treasurer's Office and pay a	None	Php 100.00		None



total amount of Php 100.00 and official receipt will be given				
5. Client shall return to the 1st Floor Finance Building and present the Official Receipt together with the documents required.	None		15 to 20 mins	None
	<p>6.1. Block the previous card from the System.</p> <p>6.2. Copy/encode the OR number presented by the client</p> <p>6.3. Let the client review or check the new QC ID first prior to printing.</p> <p>6.4. If all the data are correct it will proceed on printing the QC ID</p> <p>6.5. If there are changes on the details necessary documents will be ask base on the correction (please refer on Change of Details for the additional requirements)</p>			Designated Staff QC ID Team
7. Receive the QC ID physical card	7. Release the reprinted QC ID card			<i>Designated Staff</i> QC ID Team

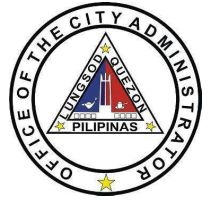


		<b>TOTAL:</b>	<b>Php 100.00</b>	<b>25 to 35 mins</b>

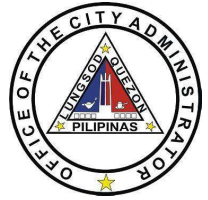
### b. Damaged QCitizen ID Card

In case the QCID card has been damaged, the applicant may request for a card replacement at designated offices issuing QCID card. The process below is limited to resident and non-resident QCID card holders.

<b>Office or Division:</b>	OCA QC ID			
<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. Signed Incident Report or Attestation Letter			Requesting party	
2. Surrender of Old QC ID card				
<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 City Hall (1st Floor Finance Building)	None		Real Time	None
2. Submit required documents to the QCID Designated Staff and wait for verification	2.1. Evaluate the documents submitted 2.2. Check the status of the client's card from the system 2.3. If valid, continue on processing the order of payment.		10 to 15 mins	<i>Designated Staff</i> QC ID Team
3. Process and issuance of Order of	3. Once the requirements are met, QC ID personnel can			<i>Designated Staff</i> QC ID Team



Payment	now issue an Order of Payment.			
4. Proceed to the City Treasurer's Office and pay a total amount of Php 100.00 and official receipt will be given	None	Php 100.00		None
5. Client shall return to the 1st Floor Finance Building and present the Official Receipt together with the documents required.	None		15 to 20 mins	None
	<p>6.1. Block the previous card from the System.</p> <p>6.2. Copy/encode the OR number presented by the client</p> <p>6.3. Let the client review or check the new QC ID first prior to printing.</p> <p>6.4. If all the data are correct it will proceed on printing the QC ID</p> <p>6.5. If there are changes on the details necessary documents will be ask base on the correction (please refer on Change of Details for the additional requirements)</p>			Designated Staff QC ID Team

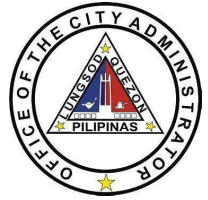


7. Receive the QC ID physical card	7. Release the reprinted QC ID card			<i>Designated Staff QC ID Team</i>
<b>TOTAL:</b>		<b>Php 100.00</b>	<b>25 to 35 mins</b>	

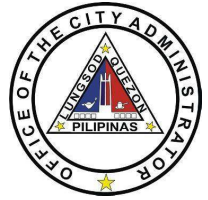
### c. Change of QC ID Card Details

Any circumstance that the applicant intends to amend his/her information as displayed on their QC ID card, the applicant may apply for QCID card replacement at designated offices issuing QCID card. The process below is limited to resident and non-resident QCID card holders.

<b>Office or Division:</b>	OCA QC ID			
<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. Signed Request Letter			Requesting party	
2. Surrender of Old QC ID card				
3. Additional documents subject to change <ul style="list-style-type: none"> <li>a. For Change of Address - Proof of Residency</li> <li>b. For Name, Sex or Birthdate - PSA Birth Certificate</li> <li>c. For Signature - Valid ID with New Signature or Affidavit</li> <li>d. For Blood Type - Medical Certificate or Affidavit</li> <li>e. For Emergency Contact - Affidavit of Discrepancy</li> <li>f. For Change of Civil Status <ul style="list-style-type: none"> <li>i. Single to Married - Marriage Certificate</li> <li>ii. Married to Single - Divorce or Annulment Decree/Proper</li> <li>iii. Married to Widow/Widower - Death Certificate of Spouse</li> </ul> </li> </ul>				
<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 City Hall (1st Floor Finance Building)	None		Real Time	None
2. Submit required documents to the QC ID Designated Staff and wait for verification	2.1 Evaluate the documents submitted 2.2 Check the status of the client's card from the system 2.3 If valid, continue on processing the order of payment.		10 to 15 mins	<i>Designated Staff</i> QC ID Team
3. Process and issuance of Order of Payment	3.1 Once the requirements are met, QC ID personnel can now issue an Order of Payment.			Designated Staff QC ID Team
4. Proceed to the City Treasurer's Office and pay a total amount of Php 100.00 and official receipt will be given	None	Php 100.00		None
5. Client shall return to the 1st Floor Finance Building and present the Official Receipt together with the documents required.	None		15 to 20 mins	None
	6.1. Block the previous card from the System. 6.2. Copy/encode the			Designated Staff QC ID Team



	<p>OR number presented by the client</p> <p>6.3. Let the client review or check the new QC ID first prior to printing.</p> <p>6.4. If all the data are correct it will proceed on printing the QC ID</p> <p>6.5. If there are changes on the details necessary documents will be ask base on the correction (please refer on Change of Details for the additional requirements)</p>			
7. Receive the QC ID physical card	7. Release the reprinted QC ID card			<i>Designated Staff QC ID Team</i>
<b>TOTAL:</b>		<b>Php 100.00</b>	<b>25 to 35 mins</b>	