CITIZEN'S CHARTER CITY CIVIL REGISTRY

1. Registration of Birth Certificate

Birth registration is a process were record of vital information on the identity of the birth is filed.

Office or Division:	BIRTH DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Timely	WHERE TO SECORE
•	City Civil Boxistran's Office
5 copies (1 set of properly accomplished	City Civil Registrar's Office
Certificate of Live Birth Form)	City Civil Designate of Office
Marriage Contract	City Civil Registrar's Office
Valid I.D. of parents	Government Issued
Community Tax	City Treasurer's Office
2. Late Registration	PSA
PSA Negative Copy	Church
Baptismal Certificate Medical Certificate	Health/Hospital
NBI/Police Clearance	NBI/PNP
Form No. 137	School City Transport of Office
Community Tax	City Treasurer's Office
Voter's Certification	COMELEC
Certificate of No Record	City Civil Registry
Notarized Affidavit of Two Witnesses	Law Firm
Marriage Contract of Parent and	PSA/City Civil Registry
Applicant	Government Issued
ID of Parents and Applicant	
3. Supplemental	Calcad
Form No. 137	School
Baptismal Certificate	Church
PSA Copy of Civil Registry Document	PSA City City Resistant
Certified Copy of Civil Registry Document	City Civil Registry
Medical Certificate (Optional)	Health/Hospital
Community Tax	City Treasurer's Office
Notarized Affidavit of Supplemental	Law Firm
Report	NIDI/DND
NBI/Police Clearance	NBI/PNP
ID of Parents and Applicant	Government Issued
4. Legitimation & Out of Town	DC A
PSA Birth Certificate	PSA City Civil Bookston
Certified Copy of Birth Certificate	City Civil Registry
Marriage Contract	PSA PSA
CENOMAR Barangay Clearance	
Barangay Clearance Valid ID of parents	Barangay
•	Government Issued
Community Tax	City Treasurer's Office
NBI/Police Clearance	NBI/PNP
SSS/Philhealth/Pag-Ibig (MDR or PDS) 5. Out of Town (Late Registration)	SSS/Philhealth/Pag-ibig
, ,	PSA
PSA Negative Copy 1 set of Birth Certificate Form	
Baptismal Certificate Form Baptismal Certificate or Form No. 137	City Civil Registry Church/School
·	
Voter's Certification	COMELEC
Marriage Contract	PSA Parangay
Barangay Clearance Community Tax	Barangay City Traceurer's Office
· · · · · · · · · · · · · · · · · · ·	City Treasurer's Office
Valid ID of client	Government Issued

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
1	Submit requirements before the interview	1.1 Interview and review of submitted requirements		G TIME 10 mins. (varying to the number of clients)	Ms. Lovely N. Ms. Mercy N. Ms. Rose G. Ms. Marily P.
2	Secure Tax Order of Payment	2.1 Issue an Order of Payment and advise client to pay corresponding fee		5 mins. (varying to the number of clients)	Ms. Alma F. Ms. Lovely N. Ms. Mercy N. Ms. Rose G. Ms. Marily P. Ms. Alma F.
3	Payment at the City Treasurer's Office	3.1 Advise client to pay corresponding fee	Legitimation 300.00 Out of Town Legitimation 400.00 Admission of Paternity 150.00 Handling Fee 200.00 Supplemental 200.00 Out of Town Supplemental 300.00 Registration Fee 100.00 Late Registration 2 yrs. Old 200.00 3-5 yrs. Old 650.00 6 yrs. Old & above750.00 Certification of No Record 120.00 Photocopy /pc. 2.00 (rates depending on copier services)	10-15 mins. (varying to the number of clients)	client

4	Proceed again	4.1 Assigning		10 mins.	Ms. Lovely N.
	to 3 rd floor for	Registry Number		(varying to	Ms. Mercy N.
	the assignment	to the requested		the number	Ms. Rose G.
	of Registry	documents		of clients)	Ms. Marily P.
	Number				Ms. Alma F.
5	Approval of the	5.1 Signing the		3-5 mins.	Ms. Yeyet R.
	City Civil	requested		(varying on	Or authorized
	Registrar or her	document of the		the number	signatory
	Authorized	City Civil		of clients	
	signatory	Registrar or her			
		duly authorized			
		representative			
6	Issuance of	6.1 Releasing the		5 mins.	Ms. Lovely N.
	Registered	requested		(varying to	Ms. Mercy N.
	COLB after	documents to		the number	Ms. Rose G.
	assigning of	client		of clients)	Ms. Marily P.
	registry no.				Ms. Alma F.
	TOTAL 50 mins./transaction				

2. Burial Services

Public land used for the burial of the dead and other uses dedicated for cemetery purposes to include landscaped grounds, driveways, walks, columbarium, crematories, mausoleums, niches, graveyards and public comfort rooms.

Office or Division:	CEMETERY
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Apartment	
Original Copy of Death Certificate	City Civil Registrar's Office
Barangay Cert./Proof of Pasig Residency	Barangay
Valid ID	Government Issued
2. Lot	
Original Copy of Latest Receipt of Lot	
Authorization from the Owner	From the Owner
Nearest kin Valid ID	Government Issued
3. Columbarium/Bonery	
Latest Receipt	
Photocopy of Death Certificate	City Civil Registry
Barangay Cert./Proof of Pasig Residency	Barangay
Valid ID	Government Issued

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
				G TIME	RESPONSIBLE
1	Submit	1.1 Screening		15-20 mins.	Ms. Angeline D.
	requirements	and Interview.		(varying to	Mr. Edgardo A.
	before the	Signing of		the volume	Mr. Eugene D.C.
	interview	contract		requesting	Mr. Marlon D.
				clients)	
2	Release of	2.1 Notation on		5-10 mins.	Ms. Lorenza M.
	burial schedule	Death Certificate		(varying to	
	and issuance of	and issuance of		the volume	

Filling at 3rd Section City Civil degistery Pasig City Hall and payment to City Treasurer's Office 4 Return to Pasig City Centre City City City Cemetery with photocopy of all document needed for Issuance of Gate Pass and Official Receipt of Payment (Apartment/Lot/Boneny/Collumbar ium) 5 Interment day with gate pass Filling at 3rd 3.1 Advise client to bring the documents and pay the corresponding fee (Death Undated official receipt of Lot) to City Treasurer's Office Apartment/5 yrs. 2,000.00 Collumbarium/5 years 5,000.00 Exhumation Form and the updated official receipt of Lot) to City Treasurer's Office Others (repair of niches or mausoleo) less than equal to 20,000 P1,000.00 20,001-40,000 P2,000.00 40,001 & above P3,000.00 41.1 Received photocopy of required document and for signing of gate pass needed on the burial date Floor Death Scation Tity City Cemetery with photocopy of required document and for signing of gate pass needed on the burial date TOTAL Floor Death Scation Tity City Cemetery with photocopy of required document and for signing of gate pass needed on the burial date Floor Death Scation Tity City Cemetery with photocopy of required document and for signing of gate pass needed on the burial date Floor Death Scation Tity County Tity County Tity City Cemetery with gate pass needed on the burial date Floor Death Scation Tity County Ti		Tax Order of	Tax Order of		of	
Settion City Civil Registry Pasig City Hall and payment to City Treasurer's Office College (Death Lord) Form and the updated official receipt of Lot) City Treasurer's Office College (Death Lot) College (Death Lot) City Treasurer's Office College (Death Lot)						
Floor Death Section City Civid Registry Pasig City Hall and payment to City Freasurer's Office Floor Death Section City Civid Registry Pasig City Hall and payment to City Freasurer's Office Floor Death Section City Civid Registry Pasig City Hall and payment to City Freasurer's Office Floor Death Section City City Centerly Treasurer's Office Floor Death Certificate Corresponding fee (Death Certificate, Exhumation Form and the updated official receipt of Lot) to City Treasurer's Office Floor Death Section City Columbarium/5 years 5,000.00 Form and the updated official receipt of Lot) to City Treasurer's Office Floor Death Certificate Carlot of Exhumation Payment Certificate, Exhumation Porm and the updated official receipt of Lot) to City Treasurer's Office Floor Death Certificate Payment Corresponding fee (Death Certificate, Exhumation Porm and the updated official receipt of Lot) to City Femalty plus 28/month of delay) Floor Death Certificate Payment Corresponding fee (Death Certificate, Exhumation Porm and the updated official receipt of Industrial Payment Certificate, Exhumation Porm and Port Payment (Apartment/Lot/ Bonery/Columbar ium) Floor Death Certificate Payment Certificate, Exhumation Porm and Port Payment Porm and Port Payment					clients)	
4 Return to Pasig City Cemetery with photocopy of all document needed for issuance of Gate Pass and Official Receipt of Payment (Apartment/Lot/ Bonery/Columbar ium) 5 Interment day with gate pass 5 mins. (varying to the number of clients) Mr. Edgardo A. Mr. Eugene D.C. Mr. Marlon D. I hour interval (varying on situation and protocol) TOTAL 1 hour and	3	Floor Death Section City Civil Registry Pasig City Hall and payment to City Treasurer's	to bring the documents and pay the corresponding fee (Death Certificate, Exhumation Form and the updated official receipt of Lot) to City Treasurer's	200.00 Apartment/5 yrs. 2,000.00 Columbarium/5 years 5,000.00 Lot/5 years per lot 3,000.00 (25% penalty plus 2%/month of delay) Care of Perpetual Lot per lot 1,000.00 Others (repair of niches or mausoleo) less than equal to 20,000 P1,000.00 20,001-40,000 P2,000.00 40,001 & above	15-30 mins. (varying to the number of paying	client
with gate pass Gate Pass interval (varying on situation and protocol) TOTAL Mr. Marlon D. Mr. Crisanto G. 1 hour and		City Cemetery with photocopy of all document needed for issuance of Gate Pass and Official Receipt of Payment (Apartment/Lot/ Bonery/Columbar ium)	photocopy of required document and for signing of gate pass needed on the burial date	7 3,000.00	(varying to the number of clients)	Ms. Estrelita C. Mr. Edgardo A. Mr. Eugene D.C. Mr. Marlon D.
. •	5	=			interval (varying on situation and protocol)	Mr. Marlon D. Mr. Crisanto G.
5 mins./transaction		TOTAL				our and
I ♥				5 mins.,	transaction/	

3 .Application for Marriage License

Marriage registration is a process were record of vital information on the identity of the two married couple were filed.

Office or Division:	MARRIAGE DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Appearance of both parties	
2. CENOMAR of both parties (New) (within 6	PSA
months validity)	
3. PSA copy of Birth Certificate	PSA
4. For Civil/Church Wedding	DSWD
-Family Planning Certificate from DSWD	
5. Barangay Certification (for Pasig resident)	Barangay
6. Applicant below 26 yrs. old must be	
accompanied by both parents & w/ID	
7. Foreigner must submit Legal Capacity to	Philippine Embassy
Marry, Passport, Divorced Papers (if	
applicable)	
8. 3 copies of 1X1 picture (white	Client
background)	
9. CEDULA of both parties	City Treasurer's Office
10. Notarized Application Form	Law Firm
11. Black Ink pen	client

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
				G TIME	RESPONSIBLE
1	Complete	1.1 Interview and		20-30 mins.	Ms. Mae F.
	documents	review of		(varying to	Ms. Sallie H.
	must be	submitted		the	Ms. Neth P.
	submitted	requirements		requesting	
				clients)	
2	Application will	2.1 Issue a		10-15 mins.	Ms. Neth P.
	be filled-out	Marriage License		(varying to	
		Form. Required		the volume	
		the client to		of	
		passed initial		requesting	
		interview.		clients)	
		Review the			
		submitted			
		requirements.			
3	Fill-out	3.1 Require client		20-30 mins.	Applying
	Marriage	to fill-out the		(varying to	Parties
	License	application form		client's	
	Application	in BLACK INK pen		filling-up of	
	Form	and must be		application	
		properly &		form)	
		completely.			
		Blank spaces			
		must be filled-			
		out with "not			
		applicable"			
4	Issuance of Tax	4.1 Review the		15-20 mins.	Ms. Mae F.
	Order of	filled-out		(varying to	Ms. Sallie H.
	Payment	Marriage License		the volume	Ms. Neth P.
		Application Form			

		4.2 Issue a Tax		of filled-up	
		Order of		forms)	
		Payment			
5	Payment at the	6.1 Advise client	For Filipino	15-20 mins.	Client
	City Treasurer's	to pay	Nationals 600.00	(varying to	
	Office	corresponding		the volume	
		fee with the	For Foreign	of tax	
		Notarized	Nationals	payers)	
		Application Form	1,200.00		
6	Release of	7.1 Release the		varying the	Ms. Mae F.
	Marriage	requested		volume of	Ms. Sallie H.
	License after 10	documents to		requesting	Ms. Neth P.
	days	client after 10		clients	
		days			
	TOTAL				ur and
					transaction

4 .Registration of Marriage Certificate

Office or Division:	MARRIAGE DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Timely	
5 copies of properly and completely filled-	City Civil Registry
up Marriage Certificate (must be legibly	
prepared)	
Wedding is within the past 15 days	
2 copies of Photocopy of Marriage License	City Civil Registry
Photocopy of Solemnizing Officer's	PSA
Authority to Solemnize from PSA	
2. Late Registration	
5 copies of properly and completely filled-	City Civil Registry
up Marriage Certificate (must be legibly	
prepared)	
Certificate of No Record from PSA	PSA
Certificate from church/solemnizing	Church/Solemnizing Officer/Clerk of Court
officer/Clerk of Court where the wedding	
took place	
Notarized Affidavit of 2 disinterested	Law Firm
persons	
Notarized Affidavit of Late Registration	Law Firm
3. Pre-Nuptial Agreement	
6 sets of duly notarized Pre-Nuptial	City Civil Registry
Agreement executed by both parties	

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
				G TIME	RESPONSIBLE
1	Filing of	1.1 Interview and		5-10 mins.	Ms. Nelia E.
	Marriage	review of		(varying to	
	Contract	submitted		the	
		requirements			

Susuance of Tax Order of Payment Payment Require the client to pass the initial interview and to complete the documents Authorized Application Form Proceed again to 3rd Floor City Civil Registry-Door 1 for the City Susuance of Tax Order of Payment Susuance of Tax Order of Tax Order of
2 Issuance of Tax Order of Payment Payment Payment Require the client to pass the initial interview and to complete the documents 3 Payment at the City Treasurer's Office Office Proceed again to 3rd Floor City Civil Registry-Door 1 for the City Registry-Door 1 for the 2.1 Issue an Order of Payment. (varying to the volume of requesting clients) Solemnization: Filipino National Sp. 00 Foreign National 700.00 Pre-Nuptial Agreement Agreement Filipino National Form Agreement Foreign National Form Agreement Foreign National Form Agreement Foreign National Form Foreign National Form Agreement Foreign National Form Foreign National Form Agreement Foreign National Form For
Order of Payment Payment Require the client to pass the initial interview and to complete the documents 3 Payment at the City Treasurer's Office Office Payment at the Notarized Application Form Proceed again to 3"d Floor City Civil Registry-Door 1 for the Order of Payment. Require the client to pas the initial interview and to complete the documents Solemnization: Filipino National 350.00 client's filling-up of application form) Pre-Nuptial Agreement Foreign National filling-up of application form) Pre-Nuptial Agreement Foreign National form Agreement Foreign National form Fore-Nuptial Foreign National form For
Payment Payment Require the client to pass the initial interview and to complete the documents 3 Payment at the City Treasurer's Office Office Proceed again to 3"d Floor City Civil Registry-Door 1 for the Payment Payment Payment Require the client to pass the initial interview and to complete the documents Solemnization: Filipino National (varying to client's filling-up of application form) Pre-Nuptial Agreement Agreement 650.00 Marriage Cert. Solemnization: Filipino National (varying to application form) Foreign National form) Pre-Nuptial Agreement 650.00 Marriage Cert. Ms. Nelia E.
Require the client to pass the initial interview and to complete the documents 3 Payment at the City Treasurer's Office Office Proceed again to 3rd Floor City Civil Registry-Door 1 for the Require the client to pass the initial interview and to complete the documents Solemnization: Filipino National (varying to client's filling-up of application form) Pre-Nuptial Agreement Food Marriage Cert. Marriage Cert. Office Of requesting clients Client Filipino National Foreign National Forei
to pass the initial interview and to complete the documents 3 Payment at the City Treasurer's Office Offic
interview and to complete the documents 3 Payment at the City Treasurer's Office Corresponding fee with the Notarized Application Form Proceed again to 3rd Floor City Civil Registry-Door 1 for the Interview and to complete the documents Solemnization: 15-20 mins. (varying to client's Filipino National fillipino National filling-up of application form) Pre-Nuptial Agreement S-10 mins. (varying to the volume Marriage Cert. of the
Complete the documents 3 Payment at the City Treasurer's Office Office Office Office Corresponding fee with the Notarized Application Form Proceed again to 3'd Floor City Civil Registry-Door 1 for the Complete the documents Solemnization: Filipino National (varying to client's filling-up of application form) Pre-Nuptial Agreement Agreement Foreign National filling-up of application form) Pre-Nuptial Agreement Foreign National filling-up of application form) Pre-Nuptial Agreement Foreign National filling-up of application form) Fre-Nuptial Ms. Nelia E.
Solemnization: Sole
3 Payment at the City Treasurer's Office Offi
City Treasurer's Office to pay corresponding fee with the Notarized Application Form Pre-Nuptial Assign the Civil Registry-Door 1 for the To Pay to pay corresponding fee with the Proceed again to pay corresponding fee with the Foreign National 350.00 client's filling-up of application form) Pre-Nuptial Agreement Free-Nuptial Agreement (varying to client's filling-up of application form) Pre-Nuptial Agreement (varying to client's filling-up of application form) Pre-Nuptial Agreement (varying to client's filling-up of application form) Pre-Nuptial Agreement (varying to client's filling-up of application form) Pre-Nuptial Agreement (varying to client's filling-up of application form) Pre-Nuptial Agreement (varying to client's filling-up of application form)
Office corresponding fee with the Notarized Application Form Pre-Nuptial Proceed again to 3 rd Floor City Civil Registry-Door 1 for the Registry-Doo
fee with the Notarized Application Form Proceed again to 3 rd Floor City Civil Registry-Door 1 for the fee with the Notarized 700.00 Pre-Nuptial Agreement 5-10 mins. (varying to the volume of the Marriage Cert.
Notarized Application Form 700.00 application form) Pre-Nuptial Agreement 5-10 mins. Ms. Nelia E. to 3 rd Floor City Civil Registry-Door 1 for the Marriage Cert. of the
Application Form Pre-Nuptial Proceed again to 3 rd Floor City Civil Registry-Door 1 for the Application Form Pre-Nuptial Agreement 5-10 mins. (varying to the volume of the
Proceed again to 3 rd Floor City Civil Registry- Door 1 for the Pre-Nuptial Agreement Formula Agreement Agreement Formula Agreement Form
Proceed again to 3 rd Floor City Civil Registry-Door 1 for the Assign the Registry Number Solution Agreement 650.00 Agreement 650.00 Agreement (varying to the volume of the control o
to 3 rd Floor City Civil Registry- Door 1 for the Registry Number 650.00 (varying to the volume of the
Civil Registry- Door 1 for the Marriage Cert. the volume of the
Door 1 for the Marriage Cert. of the
assignment of Form 100.00 requesting
Number Marriage License Documents CTC
100.00/page
Marriage
Registration
(Timely) 150.00
Late Registration
1 mo. To less
than 2 yrs. 300.00
2 yrs. to less than
5 yrs. 650.00
5 years above
750.00
Marriage Parental
Advice/Consent
100.00
Photocopy/pc.
2.00
(rates depending
on copier
services)
4 Approval of the 4.1 Signing the 5-10 mins. Ms. Yeyet R. o
City Civil requested (varying to authorized
Registrar or her document by the the volume signatory
duly authorized City Civil of

		duly authorized	requesting	
		signatory	clients)	
5	Releasing of	5.1 Issuance of	15-20 mins.	Ms. Nelia E.
	Registered	Registered	(varying to	
	Marriage	Marriage	the volume	
	Contract	Contract	of	
			requesting	
			clients)	
	TOTAL		1 ho	our and
			20 mins.	transaction

5. Issuance of Certified Copy of Civil Documents

This section keeps the civil documents intact for issuance of certified photocopy/ies to requesting party/ies.

Office or Division:	RECORDS DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid I.D.	Government Issued
2.Request Form	Office of Public Security (OPS)
3.Tax Order of Payment	City Civil Registry – Window 6
4.Official Receipt	City Treasurer's Office

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
				G TIME	RESPONSIBLE
1	Fill-out request	1.1 Interview and		10 mins.	Mr. Alex F.
	form prior to	verification		(varying to	Mr. Roger V.
	interview and			the number	Ms. Jane L.
	verification			of clients)	
2	Verification of	2.1 Verify and		15-20 mins.	Mr. Alex F.
	registered civil	review the		(varying to	Mr. Roger V.
	documents	requested		the number	Ms. Jane L.
		document		of clients)	Ms. Gloria M.
3	Payment at the City Treasurer's Office	3.1 Issue an Order of Payment and advise client to pay corresponding fee	Certified Copy (Birth Certificate) Front Only 120.00 Back to Back 140.00 with Annotation 200.00 Certified Copy (Marriage Cert.) Front Only 150.00 With Annotation 200.00 Photocopy /pc.	10-15 mins. (varying to the number of clients)	client

4	Approval of the	4.1 Signing the	2.00 (rates depending on copier services)	3-5 mins.	Ms. Yeyet R.
	City Civil	requested		(varying on	Ms. Thess S.
	Registrar or her	document by the		the number	
	duly authorized	City Civil		of clients	
	signatory	Registrar or her			
		duly authorized			
		signatory			
		4.2 Releasing the			
		requested			
		documents to			
		client			
		TOTAL		50 mins./	'transaction

6.Other Services

Office or Division:	RECORDS DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE	PROCESSING	PERSON
			PAID	TIME	RESPONSIBLE
1	Submits	1.1 Receiving of		10 mins.	Ms. Jane L.
	correspondences,	Incoming &		(varying to the	Ms. Glo M.
	memo, etc.	Outgoing		number of	
		correspondence,		correspondence)	
		memos, mailed &			
		registered			
		documents			
2		2.1 Recording		10 mins. Per	Ms. Jane L.
		and assigning		document	
		control numbers		(varying to the	
		of		number of	
		correspondence,		correspondence)	
		mailed &			
		registered			
		documents and			
		other related			
		documents			
3		3.1 Endorsing the		3-5 mins.	Ms. Jane L.
		documents to			
		concern office			
4		4.1 Filing the		3-5 mins.	Ms. Jane L.
		documents for			
		office reference			
	TOTAL			30 mins./tra	ansaction

To receive, process, annotate and issue Civil Registry documents affected by legal instruments-R.A. No. 9048, R.A. No. 10172, Court Decrees (Adoption, Annulment, Correction) and other related.

Office or Division:	LEGAL DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Nullity/Legal Separation/Presumptive	
Death	2
4 sets of Court Decree	Regional Trial Court Jurisdiction (NCR/Provinces)
4 sets of Finality/Entry of Judgement	PSA
PSA/Certified copy of Marriage Certificate 4 sets of Certification of Registration	From the Civil Registry Office where the court is located (NCR/Provinces)
4 sets of Certification of Registration 4 sets of Certification of Authenticity	From the Civil Registry Office where the court is located (NCR/Provinces)
Valid ID of client and representative	Government Issued
Authorization Letter of client	Client
representative	one it
2. Recognition of Foreign Decree	
4 sets of court foreign decree (Divorce)	Regional Trial Court Jurisdiction (NCR/Provinces)
4 sets of Finality/Entry of Judgement	Manila Civil Registry
2 sets of Divorce Certificate from Manila	PSA/Manila Civil Registry
Civil Registry	
PSA/Certified copy of Marriage Certificate	From the Civil Registry Office where the court is located (NCR/Provinces)
4 sets of Certification of registration	From the Civil Registry Office where the court is located (NCR/Provinces)
4 sets of Certification of Authenticity	From the Civil Registry Office where the court is located (NCR/Provinces)
Valid ID of client and representative	Government Issued
Authorization Letter of client	Client
representative	
3. Adoption	
4 sets of Court Decree	Regional Trial Court Jurisdiction (NCR/Provinces)
4 sets of Finality/Entry of Judgement	, , ,
PSA/Certified copy of Birth	PSA/City Civil Registry
Certificate/Marriage Certificate	
4 copies of 2x2 pictures of the child	Client
Valid ID of client and representative	Government Issued
SPA of Client representative	
4. Correction of Entry/ies 4 sets of decree of court	Regional Trial Court Jurisdiction (NCR/Provinces)
	Regional Trial Court Jurisdiction (NCR/Provinces) From the Civil Registry Office where the court is located (NCR/Provinces)
4 sets of Finality/Entry of Judgement 4 sets of Certification of registration	From the Civil Registry Office where the court is located (NCR/Provinces) From the Civil Registry Office where the court is located (NCR/Provinces)
4 sets of Certification of Fegistration 4 sets of Certification of Authenticity	From the Civil Registry Office where the court is located (NCR/Provinces)
PSA/Certified Copy of	PSA/City Civil Registry
Birth/Marriage/Death Certificate	, ,
Valid ID of Client and representative	Government Issued
Authorization Letter of Client	Client
Representative	

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1	Inquiries/submi ssion of requirements	1.1 Interview and review of submitted requirements		5-10 mins.	Ms. Aya C. Ms. Gigi M. Mr. Jay O.
2	Payment at the City Treasurer's Office	2.1 Issue an Order of Payment. Require the client to pass the initial	Endorsement to PSA 90.00 Verification Fee 100.00	5-10 mins.	Ms. Aya C. Ms. Gigi M.

		into milarra a al			1
		interview and submit the accomplished documents.	CTC Annotation 800.00		
		2.2 Advise client to pay corresponding	CTC Documents per page 90.00	10-15 mins. (varying to the number	client
		fee	Courier's Fee (varies on location) and PSA Legal Quezon City	of clients)	
			Registration Fee: Annulment/Legal Separation/Presu mptive Death 900.00 Foreign Decree (Divorce) 950.00 Adoption 1,300.00 Correction of		
			Certification of Registration 440.00		
			Photocopy per piece 2.00 (rates depending on copier services		
3	Status follow-up after working days	4.1 Verification Letter to the Issuing Court		varying to the issuing court	Ms. Aya C.
4	Annotation/Reg istration Civil Documents	5.1 Annotation/Regis tration Civil Documents		10 days (varying to the reply of the court)	Ms. Aya C.
5	Approval of the City Civil Registrar or her authorized signatory	6.1 Signing the documents by the City Civil Registrar or her duly authorized signatory		5 mins. (varying to the number of clients)	Ms. Yeyet R. Ms. Thess S.
6	Client Certified documents copy to PSA Legal Quezon City	7.1 Endorsement of Certified documents copy to PSA Legal Quezon City		20-30 mins. (varying on the volume of documents)	Ms. Aya C.
7	Released of personal copy	8.1 Issuance of personal copy		5-10 mins.	Ms. Aya C.

and receipt of courier	and receipt of courier			
TOTAL		1 hour and 20		
		mins./transaction		
			10 days for tl	he reply of court

8. Registration of Foundling Certificate

Office or Division:	LEGAL DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4 copies of properly accomplished	Client
Foundling Certificate Form	
2. Case Study (stating the facts &	Client
circumstance surrounding the child's	
discovery)	
3. Child's Profile Form	Client
4. Affidavit of Finder	Client
5. Authorization from the institution handling	Client
the child	
6. Photocopy of ID of the representative with	Client
signature	
7. 3 copies of picture of child (before & after	Client
foundling)	
8. Certification declaring a child legally	Client
available for adoption	
9. Attestation Form (provided by City Civil	City Civil Registry-Legal Division
Registry-Legal Division)	
10. Valid ID of client and representative	Government Issued

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
				G TIME	RESPONSIBLE
1	Inquiries/submi ssion of requirements	1.1 Interview and review of submitted requirements		15 mins. (varying to the volume of the requesting clients)	Ms. Aya C. Ms. Gigi M. Mr. Jay O.
2	Issuance of Tax Order of Payment	2.1 Issue an Order of Payment. Require the client to pass the initial interview and submit the accomplished documents		5 mins. (varying to the volume of requesting clients)	Ms. Aya C.
3	Payment at the City Treasurer's Office	3.1 Advise client to pay corresponding fee	Registration Fee 250.00 CTC Foundling Cert. 100.00	10-15 mins. (varying to the number of clients)	client

			Endorsement to PSA 90.00		
			Courier's Fee 100.00		
			Photocopy per piece 2.00 (rates depending on copier services		
4	Status follow-up after working days	4.1 Assign Registry Number and approval		10 mins.	Ms. Aya C.
5	Approval of the City Civil Registrar or her authorized signatory	5.1 Signing the documents by the City Civil Registrar or her duly authorized signatory		5 days from the day of receipt	Ms. Yeyet R. or authorized signatory
6	Request to PSA Quezon City a Certified copy by the client	6.1 Endorse the Certified Copy to PSA-Quezon City		20-30 mins. (varying to the volume of documents)	Ms. Aya C.
7	Released of personal copy and Certification of Foundling	8.1 Issuance of certified copy and Certification of Foundling		5-10 mins. (varying to the volume of requesting clients)	Ms. Gigi M. Mr. Jay O.
	TOTAL			mins./t	r and 30 ransaction the approval

9. RA No. 9048 (Change of First Name)/RA No. 9255 (Use the Surname of the Father)/RA No. 10172 (Clerical Correction: Gender, Date and Month)

Office or Division:	LEGAL DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RA 9048/Migrant Petition (Change of	
First Name)	
Registered Document to be corrected	PSA/City Civil Registry
(PSA and Local Copy) (Updated)	
Baptismal Certificate of owner	Church
Voter's Certification (owner, mother,	COMELEC
father)	
Marriage Cert. Doc. Owner/Parents (PSA)	PSA
School Records (Form 137) (Elementary)	School
NBI and Police Clearance	NBI/Police
Various IDs	Government Issued
Community Tax of owner (latest)	City Treasurer's Office
	Newspaper Publisher

Natoriand Affidavit of authliantian franc	
Notarized Affidavit of publication from	
the publisher copy of the newspaper clipping	
2. RA 9048/Migrant Petition (Correction on	
Clerical Error)	
Birth Certificate (PSA & Certified Copy)	PSA/City Civil Registry
Baptismal Certificate of owner	Church
Voter's Certification (owner, mother,	COMELEC
father)	
Marriage Cert. Doc. Owner/Parents (PSA)	PSA
Birth Cert. of children (PSA Copy)	PSA
SSS Records	SSS
Affidavit of Discrepancy	
Various IDs	Government Issued
Community Tax of owner (latest)	City Treasurer's Office
Notarized Affidavit of publication from	
the publisher copy of the newspaper clipping	
3. RA 10172/Migrant Petition (Clerical	
Correction: Gender, Date & Month)	
Birth Certificate (PSA & Certified Copy)	PSA/City Civil Registry
Baptismal Certificate of owner	Church
Voter's Certification (owner, mother,	COMELEC
father)	
Marriage Cert. Doc. Owner/Parents (PSA)	PSA
Medical Records (Health Office 5 th Floor)	Health Office 5 th Floor of Pasig City Hall
Doc. Owner must appear	
Medical Records (outside)	Hospital
School Records (Form 137) (Elementary)	School
NBI and Police Clearance	NBI and Police
Certificate of No Pending Case from	Employer
employer (if employed)	
Various IDs	Government Issued
Community Tax of owner (latest)	City Treasurer's Office
Notarized Affidavit of publication from	Newspaper publisher
the publisher copy of the newspaper clipping	
4. RA 9255/Migrant Petition (Use the	
Surname of the Father)	
2 Valid ID of father	Government Issued
2 Valid ID of mother	Government Issued
Birth Certificate of Child	City Civil Registry
Community Tax of mother (latest)	City Treasurer's Office
Handwritten letter of father to used his	Father of the Child
Surname (Child 7 year old above)	

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1	Inquiries/submi ssion of requirements	1.1 Interview and review of submitted requirements		15 mins. (varying to the volume of the requesting clients)	Ms. Joy C. MS. Daisy T. Ms. Joan M.
2	Issuance of Tax Order of Payment	2.1 Issue an Order of Payment. Require the client to pass the initial interview and submit the accomplished documents		5-10 mins. (varying to the volume of requesting clients)	Ms. Joy C. MS. Daisy T. Ms. Joan M.

3 Payment at the City Treasurer's Office 3.1 Advise client to pay corresponding fee 3.1 Advise client to pay correction on Gender/Date/Month Filing Fee 3,000.00 3 sets Cert. of Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error) Filing Fee	lient
Office corresponding fee Correction on Gender/Date/Month Filing Fee 3,000.00 3 sets Cert. of Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
fee Gender/Date/Mo nth Filing Fee 3,000.00 3 sets Cert. of Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
nth Filing Fee 3,000.00 3 sets Cert. of Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
Filing Fee 3,000.00 3 sets Cert. of Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
3,000.00 3 sets Cert. of Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
3 sets Cert. of Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
Finality 300.00 Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
Courier's Fee (to PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
PSA back to City Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
Civil Registry 200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
200.00 Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
Total: P3,500.00 CCE RA 9048 (Correction on Clerical Error)	
CCE RA 9048 (Correction on Clerical Error)	
(Correction on Clerical Error)	
Clerical Error)	
Filing Fee	
1,000.00	
3 sets Cert. of	
Finality 300.00	
Courier's Fee (to	
PSA back to City	
Civil Registry)	
200.00	
Total: 1,500.00	
Registration Fee	
(RA9255) 420.00	
(::::3233) :23:33	
Migrant Petition	
(RA 9255) 420.00	
Endorsement Fee	
100.00	
Form 1A 200.00	
Farm 24 9 24	
Form 2A & 3A 150.00	
Migrant Petition	
RA 9048 500.00	
Migrant Petition	
Change of First	
Name 1,000.00	
Migrant Petition	
Date of Birth	
1,000.00	

4 Preparation of Petition form, fill-up petition doc. And verbal instructions to instructions. 5 Publication of petition 6 Inform client that action from PSA is after 6 months 7 Inform client text/call for document PSA status 8 Released 8 Released 8 Released 15-20 mins. (varying to the volume of the volume of requesting clients) 1 the volume of the volume of the volume of and give further instructions to of requesting clients) 1 Trequesting client the volume of the volume of requesting clients) 2 Warying to the courier availability)				Courier's Fee 100.00 Photocopy per piece 2.00 (rates depending on copier services		
petition Publication of Petition Inform client 6.1 Transmit to that action from PSA-Legal Service PSA is after 6 months Inform client 7.1 Approval of text/call for document PSA status Publication of Petition I week (varying to the courier availability) Inform client PSA Legal Output Division Form client PSA Legal	4	Petition form, fill-up petition doc. And verbal	Petition Form and give further instructions to	·	(varying to the volume of requesting	Ms. Joy C. MS. Daisy T. Ms. Joan M.
that action from PSA-Legal Service PSA is after 6 Division the courier availability) 7 Inform client text/call for document PSA status PSA-Legal Service the courier availability) 7.1 Approval of PSA Legal 6 months	5		Publication of			Advertising Agency
7 Inform client 7.1 Approval of text/call for document PSA status 6 months 6 months	6	that action from PSA is after 6	PSA-Legal Service		(varying to the courier	Ms. Joy C. MS. Daisy T. Ms. Joan M.
8 Released 8.1 Issuance of 2 weeks	7	text/call for document PSA				PSA Legal QC
Certificate of Finality Finality Upon approved Petition from PSA	8	Certificate of	Certificate of Finality		upon approved Petition	Ms. Joy C. MS. Daisy T. Ms. Joan M.

10. Other Services

Office or Division:	LEGAL DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
				G TIME	RESPONSIBLE
1	Inquiries/submi ssion of requirements	1.1 Interview and review of submitted requirements		15-20 mins. (varying to the volume of the requesting clients)	Ms. Joan M.
2	Issuance of Tax Order of Payment	2.1 Issue an Order of Payment. Require the client to pass the initial		5-10 mins. (varying to the volume of	Ms. Joan M.

		1	Ī		
		interview and		requesting	
		submit the		clients)	
		accomplished			
		documents			
3	Payment at the	3.1 Advise client	Change of First	15-30 mins.	client
	City Treasurer's	to pay	Name &	(varying to	
	Office	corresponding	Correction on	the number	
		fee	Gender/Date/Mo	of clients)	
			nth	,	
			Filing Fee		
			3,000.00		
			3 sets Cert. of		
			Finality 300.00		
			Courier's Fee (to		
			PSA back to City		
			· ·		
			Civil Registry		
			200.00		
			Total: P3,500.00		
			CCE RA 9048		
			(Correction on		
			Clerical Error)		
			Filing Fee		
			1,000.00		
			3 sets Cert. of		
			Finality 300.00		
			Courier's Fee (to		
			PSA back to City		
			Civil Registry)		
			200.00		
			Total: 1,500.00		
			Registration Fee		
			(RA9255) 420.00		
			Migrant Petition		
			(RA 9255) 420.00		
			(NA 3233) 420.00		
			Endorsement Fee		
			100.00		
			Form 1A 200.00		
			F 24 0 25		
			Form 2A & 3A		
			150.00		
			Migrant Petition		
			RA 9048 500.00		
			13.130.10.300.00		
			Migrant Petition		
			Change of First		
			Name 1,000.00		

			Migrant Petition Date of Birth		
			1,000.00		
			Courier's Fee		
			100.00		
			Photocopy per		
			piece 2.00		
			(rates depending on copier services		
4	Approval of the	4.1 Signing the	on copier services	5-10 mins.	Ms. Yeyet R.
	City Civil	documents by		(varying to	or authorized
	Registrar or her	the City Civil		the volume	signatory
	authorized	Registrar or her		of	,
	signatory	duly authorized		requesting	
		signatory		clients)	
5	Request to PSA	5.1 Endorse to		20-30 mins.	Ms. Joan M.
	Quezon City a	PSA-Quezon City		(varying to	
	Certified copy	Clear Copy/Form		the volume	
	by the client	1A/Form		of	
		2A/Form 3A and		documents)	
		documents to			
6	Released of	PSA-Quezon City 6.1 Issuance of		5-10 mins.	Ms. Joan M.
0	personal copy	Form 1A/Clear		(varying to	IVIS. JOAN IVI.
	and Forms	Copy		the volume	
	requested	СОРУ		of	
	Tequesteu			requesting	
				clients)	
		TOTAL	l	,	r and 40
				mins./t	ransaction

11. Registration of Death Certificate

Death registration is a process were record of vital information on the identity of the deceased are filed.

Office or Division:	DEATH DIVISION
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Timely	
Properly and completely filled-out (3)	Hospital, Funeral Parlor and City Health Department
Death Certificate Form	
2. Late Registration	
Notarized (3) copies properly and	Hospital, Funeral Parlor and City Health Department
completely filled-out Death Certificate Form	
PSA Negative Certification	PSA
Certification from place of burial	
Certification from funeral homes	Funeral Homes
Cert. from Hospital (if applicable)	Hospital
Notarized waiver (died at home)	Law Firm
Brgy. Indigency/Clearance	Barangay
Certificate from embalmer	Funeral Homes

Notarized Affidavit of Two Witnesses	Law Firm
Photocopy of ID and cedula (latest year)	Government Issued/City Treasurer's Office
3. Cremation	
Cremation Certificate	Health Department

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN	PERSON
				G TIME	RESPONSIBLE
1	Submit	1.1 Interview and		10-15 mins.	Ms. Ricca
	requirements	review of		(varying to	Ms. Jane
	before the	submitted		the	
	interview	requirements		requesting	
				clients)	
2	Get Tax Order	2.1 Issue a Tax		5 mins.	Ms. Ricca
	of Payment	Order of		(varying to	Ms. Jane
		Payment		the volume	
				of	
				requesting	
				clients)	
3	Payment at the	3.1 Advise client	Reg. Fee	15-30 mins.	client
	City Treasurer's	to pay at the City	Reg. Burial (Died	(varying to	
	Office	Treasurer's Office	in Pasig) 120.00	the number	
		the	Cemetery Lot	of paying	
		corresponding	(Non-Private)	clients)	
		fee	250.00		
			Cemetery Lot		
			(Private) 500.00		
			Reg. Transfer of		
			Bones 450.00		
			Burial Permit		
			Public Cemetery		
			250.00		
			Private Cemetery		
			500.00		
			Entrance Burial		
			Public Cemetery		
			500.00		
			Private Cemetery		
			1,000.00		
			Tropofer Decreit		
			Transfer Permit		
			500.00		
			Cremation Permit		
			Public 350.00		
			Private 700.00		
			Certified True		
			Copy 120.00		
			Lato Posistration		
			Late Registration of Death		
			0-2 years 300.00		

7	Photocopy of death	duly authorized signatory 7.1 Releasing the requested		10 mins. (varying the	Ms. Eva T. Ms. Ricca
		l '			
6	Approval of the City Civil Registrar or her duly authorized signatory	6.1 Signing the requested document by the City Civil Registrar or her		5 mins. (varying to the number of clients)	Ms. Eva T.
5	Return to window 4- Death Division	5.1 Registration of death certificate		5 mins. (varying to the volume of requesting clients)	Ms. Eva T.
4	Proceed to 5 th floor City Health Office	4.1 Review and signature of incharge City Health Office		5 mins. (varying to the number of clients)	In-Charge City Health Office
			3-5 years 650.00 6 yrs. and above 750.00 Certified Photocopy of Death Cert. Front only 120.00 Back to back 140.00 Photocopy /pc. 2.00 (rates depending on copier services)		

Feedback and Complaints

FEEDBACK AND COPMPLAINTS MECHANISM			
How to send feedback	Counter drop box		
How feedback is processed	Customer feedback form Call 8643-1111 local 381		
How to file a complaint	The office shall provide complaint form and drop it at the counter drop box		

How complaints are processed	Complaints feedback forms are
	collected after office hour and
	forwarded to concern section chief for
	discussion and appropriate action prior
	contact with the client
Contact Information	Call 8643-1111 local 381