

# CITIZEN'S CHARTER CITY CIVIL REGISTRY

## 1. Registration of Birth Certificate

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

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

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

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements before the interview	1.1 Interview and review of submitted requirements		10 mins. (varying to the number of clients)	Ms. Lovely N. Ms. Mercy N. Ms. Rose G. Ms. Marily P. Ms. Alma F.
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. 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 & above 750.00  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 to 3 <sup>rd</sup> floor for the assignment of Registry Number	4.1 Assigning Registry Number to the requested documents		10 mins. (varying to the number of clients)	Ms. Lovely N. Ms. Mercy N. Ms. Rose G. Ms. Marily P. Ms. Alma F.
5	Approval of the City Civil Registrar or her Authorized signatory	5.1 Signing the requested document of the City Civil Registrar or her duly authorized representative		3-5 mins. (varying on the number of clients)	Ms. Yeyet R. Or authorized signatory
6	Issuance of Registered COLB after assigning of registry no.	6.1 Releasing the requested documents to client		5 mins. (varying to the number of clients)	Ms. Lovely N. Ms. Mercy N. Ms. Rose G. Ms. Marily P. Ms. Alma F.
<b>TOTAL</b>				<b>50 mins./transaction</b>	

## 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:	<b>CEMETERY</b>
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

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

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

	Tax Order of Payment	Tax Order of Payment		of requesting clients)	
3	Filling at 3 <sup>rd</sup> Floor Death Section City Civil Registry Pasig City Hall and payment to City Treasurer's Office	3.1 Advise client to bring the documents and pay the corresponding fee (Death Certificate, Exhumation Form and the updated official receipt of Lot) to City Treasurer's Office	<p>Bonery/year 200.00</p> <p>Apartment/5 yrs. 2,000.00</p> <p>Columbarium/5 years 5,000.00</p> <p>Lot/5 years per lot 3,000.00 (25% penalty plus 2%/month of delay)</p> <p>Care of Perpetual Lot per lot 1,000.00</p> <p>Others (repair of niches or mausoleo) less than equal to 20,000 P1,000.00 20,001-40,000 P2,000.00 40,001 &amp; above P3,000.00</p>	15-30 mins. (varying to the number of paying clients)	client
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/Columbarium)	4.1 Received photocopy of required document and for signing of gate pass needed on the burial date		5 mins. (varying to the number of clients)	Ms. Angeline D. Ms. Estrelita C. Mr. Edgardo A. Mr. Eugene D.C. Mr. Marlon D.
5	Interment day with gate pass	5.1 Surrender of Gate Pass		1 hour interval (varying on situation and protocol)	Mr. Eugene D.C. Mr. Marlon D. Mr. Crisanto G.
<b>TOTAL</b>				<b>1 hour and 5 mins./transaction</b>	

### 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:	<b>MARRIAGE DIVISION</b>
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appearance of both parties	
2. CENOMAR of both parties (New) (within 6 months validity)	PSA
3. PSA copy of Birth Certificate	PSA
4. For Civil/Church Wedding -Family Planning Certificate from DSWD	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 Marry, Passport, Divorced Papers (if applicable)	Philippine Embassy
8. 3 copies of 1X1 picture (white background)	Client
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	PROCESSING TIME	PERSON RESPONSIBLE
1	Complete documents must be submitted	1.1 Interview and review of submitted requirements		20-30 mins. (varying to the requesting clients)	Ms. Mae F. Ms. Sallie H. Ms. Neth P.
2	Application will be filled-out	2.1 Issue a Marriage License Form. Required the client to passed initial interview. Review the submitted requirements.		10-15 mins. (varying to the volume of requesting clients)	Ms. Neth P.
3	Fill-out Marriage License Application Form	3.1 Require client to fill-out the application form in BLACK INK pen and must be properly & completely. Blank spaces must be filled-out with "not applicable"		20-30 mins. (varying to client's filling-up of application form)	Applying Parties
4	Issuance of Tax Order of Payment	4.1 Review the filled-out Marriage License Application Form		15-20 mins. (varying to the volume)	Ms. Mae F. Ms. Sallie H. Ms. Neth P.

		4.2 Issue a Tax Order of Payment		of filled-up forms)	
5	Payment at the City Treasurer's Office	6.1 Advise client to pay corresponding fee with the Notarized Application Form	For Filipino Nationals 600.00 For Foreign Nationals 1,200.00	15-20 mins. (varying to the volume of tax payers)	Client
6	Release of Marriage License after 10 days	7.1 Release the requested documents to client after 10 days		varying the volume of requesting clients	Ms. Mae F. Ms. Sallie H. Ms. Neth P.
<b>TOTAL</b>				<b>1 hour and 55 mins./transaction</b>	

#### 4 .Registration of Marriage Certificate

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

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

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

				requesting clients)	
2	Issuance of Tax Order of Payment	2.1 Issue an Order of Payment. Require the client to pass the initial interview and to complete the documents		5-10 mins. (varying to the volume of requesting clients)	Ms. Nelia E.
3	Payment at the City Treasurer's Office  Proceed again to 3 <sup>rd</sup> Floor City Civil Registry-Door 1 for the assignment of Registry Number	3.1 Advise client to pay corresponding fee with the Notarized Application Form  Assign the Registry Number	Solemnization: Filipino National 350.00 Foreign National 700.00  Pre-Nuptial Agreement 650.00  Marriage Cert. Form 100.00  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)	15-20 mins. (varying to client's filling-up of application form)  5-10 mins. (varying to the volume of the requesting clients)	Client  Ms. Nelia E.
4	Approval of the City Civil Registrar or her duly authorized signatory	4.1 Signing the requested document by the City Civil Registrar or her		5-10 mins. (varying to the volume of	Ms. Yeyet R. or authorized signatory

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

#### 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:	<b>RECORDS DIVISION</b>
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	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill-out request form prior to interview and verification	1.1 Interview and verification		10 mins. (varying to the number of clients)	Mr. Alex F. Mr. Roger V. Ms. Jane L.
2	Verification of registered civil documents	2.1 Verify and review the requested document		15-20 mins. (varying to the number of clients)	Mr. Alex F. Mr. Roger V. Ms. Jane L. 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



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

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

#### 7. Registration of Court Decrees/Annotation Entry/ies/Amended

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:	<b>LEGAL DIVISION</b>
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

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

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiries/submission 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.

		interview and submit the accomplished documents. 2.2 Advise client to pay corresponding fee	<p>CTC Annotation 800.00</p> <p>CTC Documents per page 90.00</p> <p>Courier's Fee (varies on location) and PSA Legal Quezon City</p> <p>Registration Fee: Annulment/Legal Separation/Presumptive Death 900.00</p> <p>Foreign Decree (Divorce) 950.00</p> <p>Adoption 1,300.00</p> <p>Correction of Entry/ies 800.00</p> <p>Certification of Registration 440.00</p> <p>Photocopy per piece 2.00 (rates depending on copier services)</p>	10-15 mins. (varying to the number of clients)	client
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/Registration Civil Documents	5.1 Annotation/Registration 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			
<b>TOTAL</b>				<b>1 hour and 20 mins./transaction 10 days for the reply of court</b>	

### 8.Registration of Foundling Certificate

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 4 copies of properly accomplished Foundling Certificate Form	Client
2. Case Study (stating the facts & circumstance surrounding the child's discovery)	Client
3. Child's Profile Form	Client
4. Affidavit of Finder	Client
5. Authorization from the institution handling the child	Client
6. Photocopy of ID of the representative with signature	Client
7. 3 copies of picture of child (before & after foundling)	Client
8. Certification declaring a child legally available for adoption	Client
9. Attestation Form (provided by City Civil Registry-Legal Division)	City Civil Registry-Legal Division
10. Valid ID of client and representative	Government Issued

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiries/submission 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.
<b>TOTAL</b>				<b>1 hour and 30 mins./transaction 5 days for the approval</b>	

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:	<b>LEGAL DIVISION</b>
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

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

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

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiries/submission 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	<p>Change of First Name &amp; 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</p> <p>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</p> <p>Registration Fee (RA9255) 420.00</p> <p>Migrant Petition (RA 9255) 420.00</p> <p>Endorsement Fee 100.00</p> <p>Form 1A 200.00</p> <p>Form 2A &amp; 3A 150.00</p> <p>Migrant Petition RA 9048 500.00</p> <p>Migrant Petition Change of First Name 1,000.00</p> <p>Migrant Petition Date of Birth 1,000.00</p>	15-30 mins. (varying to the number of clients)	client
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			Courier's Fee 100.00		
			Photocopy per piece 2.00 (rates depending on copier services)		
4	Preparation of Petition form, fill-up petition doc. And verbal instructions.	4.1 Prepared Petition Form and give further instructions to the client.		15-20 mins. (varying to the volume of requesting clients)	Ms. Joy C. MS. Daisy T. Ms. Joan M.
5	Publication of petition	5.1 Post and Publication of Petition		20 working days	Advertising Agency
6	Inform client that action from PSA is after 6 months	6.1 Transmit to PSA-Legal Service Division		1 week (varying to the courier availability)	Ms. Joy C. MS. Daisy T. Ms. Joan M.
7	Inform client text/call for document PSA status	7.1 Approval of PSA Legal		6 months	PSA Legal QC
8	Released Certificate of Finality	8.1 Issuance of Certificate of Finality		2 weeks upon approved Petition from PSA	Ms. Joy C. MS. Daisy T. Ms. Joan M.
<b>TOTAL</b>					

#### 10. Other Services

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

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquiries/submission 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.



		interview and submit the accomplished documents		requesting clients)	
3	Payment at the City Treasurer's Office	3.1 Advise client to pay corresponding fee	<p>Change of First Name &amp; 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</p> <p>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</p> <p>Registration Fee (RA9255) 420.00</p> <p>Migrant Petition (RA 9255) 420.00</p> <p>Endorsement Fee 100.00</p> <p>Form 1A 200.00</p> <p>Form 2A &amp; 3A 150.00</p> <p>Migrant Petition RA 9048 500.00</p> <p>Migrant Petition Change of First Name 1,000.00</p>	15-30 mins. (varying to the number of clients)	client

			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 City Civil Registrar or her authorized signatory	4.1 Signing the documents by the City Civil Registrar or her duly authorized signatory		5-10 mins. (varying to the volume of requesting clients)	Ms. Yeyet R. or authorized signatory
5	Request to PSA Quezon City a Certified copy by the client	5.1 Endorse to PSA-Quezon City Clear Copy/Form 1A/Form 2A/Form 3A and documents to PSA-Quezon City		20-30 mins. (varying to the volume of documents)	Ms. Joan M.
6	Released of personal copy and Forms requested	6.1 Issuance of Form 1A/Clear Copy		5-10 mins. (varying to the volume of requesting clients)	Ms. Joan M.
<b>TOTAL</b>				<b>1 hour and 40 mins./transaction</b>	

#### 11. Registration of Death Certificate

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

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

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

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

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

			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)		
4	Proceed to 5 <sup>th</sup> floor City Health Office	4.1 Review and signature of in-charge City Health Office		5 mins. (varying to the number of clients)	In-Charge City Health Office
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.
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 duly authorized signatory		5 mins. (varying to the number of clients)	Ms. Eva T.
7	Photocopy of death certificate	7.1 Releasing the requested documents to client		10 mins. (varying the volume of requesting clients)	Ms. Eva T. Ms. Ricca Ms. Jane
<b>TOTAL</b>				<b>1 hour and 15 mins./transaction</b>	

### 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