

1. SERVICE NAME : **COPY ISSUANCE OF CIVIL REGISTRY DOCUMENTS**
 Service Information : Civil Registry Documents like Birth, Death and Marriage Certificates are needed by the public as requirements to many legal transactions

OFFICE	: LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any person needing an official copy of their Civil Registry Documents

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Personal Identification	
2. Personal Information on the Registrant - Full Name - Date of Birth/Death/Marriage as applicable - Authorization or kinship to registrant	From the Registrant himself or from any family Member such as parents or siblings
3. Proof of Old Record	Optional if available
4. Proof of Payment of prescribed fees - P65 for Local Certification - P80 for Certification Applicable Abroad	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Personal Info and Purpose to Client Log-book for Contact Trace	Present the Office Logbook for proper registration	none	1 minute	Any LCR Staff
2. Fill-up Service Request and Application Form	Hand out the Service Application Slip to the client for proper data recording	none	1 minute	Any LCR Staff
3. Valid Personal ID Card and Authorization Letter if demanded and if applicable.	Evaluate, review submitted documents	none	3 minutes	Any LCR Staff
4. Wait for Notification	Searching the availability of record to fulfill request and issue an Order of Payment of Fees	P65 / P80	10 minutes	Any LCR Staff to City Treasurer
5. Wait for requested Document	Encode the requested document	none	10 minutes	Any LCR Staff
6. Claim and review the requested document	Print, sign and issue the requested document upon presentation of OR	none	1 minute	CCR John Loyac
	Ask the client to review the requested documents for their satisfaction as to accuracy and format.	none	1 minute	Any LCR Staff

2. SERVICE NAME : **REGISTRATION OF CIVIL EVENT**

Service Information : Civil Events such as Birth, Deaths and Marriages occurring in the locality has to be registered every single time for legal recording purposes

OFFICE	: LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any person who needs to record and register vital event on his family

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Personal Identification	
2. Personal Information on the Registrant - Full Names of Registrant, Attendant, Informant - Date of Birth/Death/Marriage as applicable - Authorization or kinship to registrant	From the Informant/Attendant or from any family Member such as parents or siblings
3. Proof of Birth/Death/Marriage	In the form of hospital records, affidavits especially for Late Registration
4. Proof of Payment of prescribed fees - P100 for Certification of True Copy - P100 for Other Registrable Instruments	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Personal Info and Purpose to Client Log-book for Contact Trace	Present the Office Logbook for proper registration	none	1 minute	Any LCR Staff
2. Fill-up Service Request and Application Form	Hand out the Service Application Slip to the client for proper data recording	none	1 minute	Any LCR Staff
3. Valid Personal ID Card and Authorization Letter if demanded and if applicable.	Evaluate, review submitted documents	none	3 minutes	Any LCR Staff
4. Wait for Notification	Review and validate all information given for correctness and applicability before payment of fees	P200	10 minutes	Any LCR Staff to City Treasurer
5. Wait for requested Document	Encode the requested document	none	10 minutes	Any LCR Staff
6. Claim and review the requested document	Print, sign and issue the requested document upon presentation of OR	none	1 minute	CCR John Loyac

	Ask the client to review the requested documents for their satisfaction as to accuracy and format.	none	1 minute	Any LCR Staff
5.Release of Original Copy Civil Document for Client	Ensure completeness of signatories before release	none	Need to have document signed by officials which may take from 2 days to 15 days for Late Registered Civil Documents	Any LCR Staff

3. SERVICE NAME : **APPLICATION FOR MARRIAGE LICENSE**
 Service Information : Couples intending to marry has to undergo a review for their qualifications and legal capacity to marry before a marriage license is approved

OFFICE	: LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	: HIGHLY TECHNICAL
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any qualified persons who intends to legally marry in the Philippines

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Personal Identification	
2. Personal Information on the Applicants - Valid Birth Certificates and ID Cards	- From applicants themselves
3. Proof of Eligibility to Legally Marry - Certificate of No Previous Marriage - Parental Consent/Parental Advice - Certificates of Tree-Planting and Counselling	- From the Philippine Statistics Authority - From the respective parents of the couple - From the Barangay/DSWD
4. Proof of Payment of prescribed fees - P110 for Application of Marriage License - P100 for Certified True Copy - P50 for Marriage Counselling Fee - P20 for Secretarial/Administrative Fee	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Personal Info and Purpose to Client Log-book for Contact Trace	Present the Office Logbook for proper registration	none	1 minute	Any LCR Staff
2. Fill-up Service Request and Application Form	Hand out the Service Application Slip to the client for proper data recording	none	1 minute	Any LCR Staff
3. Valid Personal ID Card and Authorization Letter if demanded and if applicable.	Evaluate, review submitted documents	none	3 minutes	Any LCR Staff
4. Wait for Notification	Review and validate all information given for correctness and applicability before payment of fees	P280	10 minutes	Any LCR Staff to City Treasurer
5. Wait for requested Document	Encode the requested document	none	10 minutes	Any LCR Staff
6. Claim and review	Print, sign and issue the			

the requested document	requested document upon presentation of OR	none	1 minute	CCR John Loyac
	Ask the client to review the requested documents for their satisfaction as to accuracy and format.	none	1 minute	Any LCR Staff
7. Issuance of Marriage License	Issue the Marriage License with appropriate annotations	none	Need to wait for posting requirement that can last 2 Weeks	Any LCR Staff

4. SERVICE NAME : **CORRECTION OF ENTRIES IN CIVIL DOCUMENTS**
 Service Information : Clerical Errors and Change of Entries are allowed by law under RA 9048 and RA 10172 to correct specific entries in civil documents

OFFICE	: LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	: HIGHLY TECHNICAL
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any affected person who suffers with problems in their civil documents

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Personal Identification	
2. Personal Information on the Applicants - Valid Birth Certificates and ID Cards	- From applicants themselves
3. Proof of Correct Entries to Rectify Errors - Earliest Childhood Records - Current Legal Identifications - Signed Testimonies from Associates - Publication of Intended Correction	- From Church Baptism Records and Schools - From Valid Agencies like LTO, SSS, etc - From the Barangay/Affidavit of Persons - From the accredited Newspaper Publication
4. Proof of Payment of prescribed fees - P1,000 for Filing of Correction of Clerical Errors - P3,000 for Filing of Change Name and/or Gender - P300 for Local Fees	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Personal Info and Purpose to Client Logbook for Contact Trace	Present the Office Logbook for proper registration	none	1 minute	Any LCR Staff
2. Fill-up Service Request and Application Form	Hand out the Service Application Slip to the client for proper data recording	none	1 minute	Any LCR Staff
3. Valid Personal ID Card and Authorization Letter if demanded and if applicable.	Evaluate, review submitted documents	none	3 minutes	Any LCR Staff
4. Wait for Notification	Review and validate all documents submitted for correctness and	P1,300/ P3 300	10 minutes	Any LCR Staff to City Treasurer

	applicability before payment of fees	15,500		
5. Wait for requested Document	Encode the requested document	none	10 minutes	Any LCR Staff
6. Claim and review the requested document	Print, sign and issue the requested document upon presentation of OR	none	1 minute	CCR John Loyac
	Ask the client to review the requested documents for their satisfaction as to accuracy and format.	none	1 minute	Any LCR Staff
7. Issuance of Approved Petition for Endorsement to PSA for Approval and Processing	Issue the Client's and the PSA's copies of Petition Documents	none	Need to wait completion of Posting and Publication Requirement that may last for 3 to 4 Weeks	Any LCR Staff
5. Wait for Approval of Petition from PSA until final updated PSA Certificate of the Erroneous Civil Document	Assist the Clients to follow-up request for corrected document at PSA	Need to pay for Courier Services, Photocopy Expenses, etc. to private service providers	3 Months	CCR John Loyac

5. SERVICE NAME : **REGISTRATION OF COURT DECREES/LEGAL INSTRUMENTS**
 Service Information : Court Decrees and Legal Instruments that was executed to correct, alter, or amend a civil documents needs to be recorded and registered

OFFICE	: LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	: HIGHLY TECHNICAL
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any affected person who suffers with problems in their civil documents

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Personal Identification	
2. Personal Information on the Applicants - Valid Birth Certificates and ID Cards	- From applicants themselves
3. Proof of Authenticity of Judicial and Legal Documents - Court Decrees/Legal instruments - Certificate of Finality - Certificate of Authenticity	- From the Court/Affidavit from Registrant - From the Court - From the Court
4. Proof of Payment of prescribed fees - P100 for Filing Fee of Court Order - P120 for Other Local Fees - P80 for Annotated Civil Document	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Personal Info and Purpose to Client Logbook for Contact Trace	Present the Office Logbook for proper registration	none	1 minute	Any LCR Staff
2. Fill-up Service Request and Application Form	Hand out the Service Application Slip to the client for proper data recording	none	1 minute	Any LCR Staff
3. Valid Personal ID Card and Authorization Letter if demanded and if applicable.	Evaluate, review submitted documents	none	3 minutes	Any LCR Staff
4. Wait for Notification	Review and validate all documents submitted for correctness and	P300	10 minutes	Any LCR Staff to City Treasurer

	applicability before payment of fees			
5. Wait for requested Document	Encode the requested document	none	10 minutes	Any LCR Staff
6. Claim and review the requested document	Print, sign and issue the requested document upon presentation of OR	none	1 minute	CCR John Loyac
	Ask the client to review the requested documents for their satisfaction as to accuracy and format.	none	1 minute	Any LCR Staff
7. Issuance of Certificate of Registration of CDLI for Endorsement to PSA for Approval and Processing	Issue the Client's and the PSA's copies of the Court Order/ Legal Instruments	none	5 Working Days or when notified at client's contact number	Any LCR Staff
5. Wait for Approval and implementation of Court Order/Legal Instrument from PSA until final updated PSA Certificate of the Affected Civil Document	Assist the Clients to follow-up request for corrected document at PSA	Need to pay for Courier Services, Photocopy Expenses, etc. to private service providers	3 Months	CCR John Loyac

6. SERVICE NAME : **APPLICATION FOR SUPPLEMENTAL REPORT ON CIVIL DOCUMENTS**
 Service Information : Some Civil Documents contain missing entries in the registered form that can be rectified by supplanting data via a supplemental report

OFFICE	: LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	: HIGHLY TECHNICAL
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any affected person who suffers with problems in their civil documents

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Personal Identification	
2. Personal Information on the Applicants - Valid Birth Certificates and ID Cards	- From applicants themselves
3. Proof of Authenticity of Supplied Data - Earliest Childhood Records - Current Legal Identifications - Signed Testimonies from Associates - Self-Attestation of Supplemental Information	- From Church Baptism Records and Schools - From Valid Agencies like LTO, SSS, etc - From the Barangay/Affidavit of Persons - Affidavit by the Registrant Himself
4. Proof of Payment of prescribed fees - P100 for Filing Fee of Supplemental Information - P120 for Other Local Fees - P80 for Annotated Civil Document	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Personal Info and Purpose to Client Logbook for Contact Trace	Present the Office Logbook for proper registration	none	1 minute	Any LCR Staff
2. Fill-up Service Request and Application Form	Hand out the Service Application Slip to the client for proper data recording	none	1 minute	Any LCR Staff
3. Valid Personal ID Card and Authorization Letter if demanded and if applicable.	Evaluate, review submitted documents	none	3 minutes	Any LCR Staff
4. Wait for Notification	Review and validate all documents submitted for correctness and	P300	10 minutes	Any LCR Staff to City Treasurer

	applicability before payment of fees			
5. Wait for requested Document	Encode the requested document	none	10 minutes	Any LCR Staff
6. Claim and review the requested document	Print, sign and issue the requested document upon presentation of OR	none	1 minute	CCR John Loyac
	Ask the client to review the requested documents for their satisfaction as to accuracy and format.	none	1 minute	Any LCR Staff
7. Issuance of Supplemental Report for Endorsement to PSA for Approval and Processing	Issue the Client's and the PSA's copies of the Supplemental Report	none	5 Working Days or when notified at client's contact number	Any LCR Staff
5. Wait for Approval and implementation of Supplemental Report from PSA until final updated PSA Certificate of the Affected Civil Document	Assist the Clients to follow-up request for supplanted data on the civil document at PSA	Need to pay for Courier Services, Photocopy Expenses, etc. to private service providers	3 Months	CCR John Loyac

7. SERVICE NAME : **CERTIFY CIVIL REGISTRY DOCUMENTS AS TRUE COPY**
 Service Information : Civil Registry Documents like Birth, Death and Marriage Certificates are sometimes required for submission of machine copy certified as true copy

OFFICE	: LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any person needing certified true copies of Civil Registry Documents

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Personal Identification	
2. Personal Information on the Registrant - Full Name - Date of Birth/Death/Marriage as applicable - Authorization or kinship to registrant	From the Registrant himself or from any family Member such as parents or siblings
3. Machine Copies of the Civil Document	As many as desired
4. Proof of Payment of prescribed fees - P65 for Local Certification - P80 for Certification Applicable Abroad	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log Personal Info and Purpose to Client Logbook for Contact Trace	Present the Office Logbook for proper registration	none	1 minute	Any LCR Staff
2. Fill-up Service Request and Application Form	Hand out the Service Application Slip to the client for proper data recording	none	1 minute	Any LCR Staff
3. Valid Personal ID Card and Authorization Letter if demanded and if applicable.	Evaluate, review submitted documents	none	3 minutes	Any LCR Staff
4. Pay appropriate Fee	Issue an Order of Payment of Fees	P100	5 minutes	Any LCR Staff to City Treasurer
5. Claim and review	Mark, sign and issue the			

the requested document	requested document upon presentation of OR	none	1 minute	CCR John Loyac
	Ask the client to review the requested documents for their satisfaction as to accuracy and format.	none	1 minute	Any LCR Staff