CITIZEN'S CHARTER

Civil Registry Office

City Government of Baguio

REGISTRATION/ ISSUANCE

SERVICE: Delayed / Late Registration of Live Birth

No.	Steps	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Requirements
1	Client logs in on the log book at the ground floor	Assists in filling up the log book Advises client to proceed to ground floor office Issue client number	2 min.	PACD Officer Admin. Asst. II Admin. Aide III		Valid ID Client number
2	Client proceeds to ground floor office and waits until his/her number is called Client gives the client number	Gets client number		Admin Asst. II Admin. Aide III		Client number
3	Client submits requirements	Accepts requirements Evaluates requirements	**15 min.**	Registration Officer IV Admin. Asst. II Admin. Aide III		**For Baguio Born Individual:** - Negative certification from NSO - 2" X 2" ID picture (white background) - Cedula **Any 3 of the following:** - baptismal certificate - voter's affidavit / ID - official transcript of records - passport - driver's license - marriage certificate if married **For out of town registration:** - Negative certification from NSO - 2" X 2" ID picture (white background) - Cedula - Joint Affidavit of Two Disinterested Persons **Any 3 of the following:** - baptismal certificate - voter's affidavit / ID - official transcript of records - passport - driver's license - marriage certificate if married
4	Acceptance of delayed registration	Accepts requirements Advices client to pay at the cashier	**2 min.**	Registration Officer IV Admin. Asst. II Admin. Aide III		
5	Client pays at the cashier	Accepts payment Official Receipt	**2 min.**	Cashier	**For Baguio Born:** P 100.00 **Out of Town Registration:** P 100.00 for service Fee and a postal money order depending on the place of occurrence of birth	Cash Postal Money Order
6	Issuance of official receipt	Issues official receipt	**2 min.**	Admin. Aide III		Official Receipt
7	Verification of birth certificate	Verifies non-existence of birth record thru CRIS	**5 min.**	Admin. Aide III		
8	Posting of late registration (waiting period for 10 days)	Prepares notice of posting Posting of notice of application for late registration for 10 days	**5 min.** **3 min.**	Admin. Asst. II Admin. Aide III Admin. Aide III		
9	Preparation of birth certificate **For out of town:** *Transmittal of birth certificate to the place of occurrence of birth*	Prepares delayed birth certificate Transmits birth certificate to the place of occurrence of birth	**10 min.** **5 min.**	Admin. Asst. II Admin. Aide III Admin. Asst. II Admin. Aide III		Birth Certificate Form Transmittal letter
10	Releasing of client's copy of delayed birth certificate	Releases copy of delayed birth certificate	**15 min.**	Registration Officer IV Admin. Asst. III Admin. Aide III		Duly accomplished delayed birth certificate
11	Coding and numbering of delayed birth certificate	Codes and numbers delayed birth certificate	**5 min.**	Registration Officer IV		Duly accomplished delayed birth certificate
12	Encoding of delayed birth	Encodes delayed birth to Civil Registration Information System (CRIS)	**5 min.**	Registration Officer IV		CRIS data bank
13	Filing and archiving of delayed birth certificates	Files and archives of delayed birth certificates	**5 min.**	Registration Officer IV		Birth Certificate Form
14	Transmittal of birth certificate to NSO Provincial Office	Transmits birth certificate to NSO Provincial Office	**5 min.**	Registration Officer IV		Birth Certificates Transmittal

SERVICE: Registration of Civil Registry Documents (Marriage and Death Certificates)

No.	Steps	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Requirements
1	Client logs in on the log book at the ground floor **Client proceeds to 2nd floor**	Assists in filling up the log book Advises client to proceed to issuance area (2nd floor) Issue client number	**2 min.**	PACD Officer		Valid ID Client number
2	Client gives the client number Client submits the civil registry document to be registered	Gets client number Receives documents Checks as to completeness of details Signatures and dates the document		Admin. Aide VI, Admin. Aide III Admin. Aide VI, Admin. Aide III Civil Registrar, Registration Officer IV, III		Client number NSO birth certificate Document/s to be registered
3	Registration of civil registry documents (Death and Marriage)	Receive and assign registry number Encodes civil registry information to Civil Registration Information System (CRIS) Files and archives documents Transmits OCRG copies of civil registry documents to NSO Provincial Office every first week of the following month.	**5 min.** **3 days** upon receipt **2 hrs.**	Civil Registrar, Registration Officer IV, III		Civil registry documents

SERVICE: Preparation of Legitimation, RA 9255 Based on OPCR

SERVICE: Application for Marriage License

No.	Steps	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Requirements
1	Client logs in on the log book at the ground floor	Assists in filling up the log book Advises client to proceed to ground floor office Issue client number	**2 min.**	PACD Officer		Valid ID Client number
2	Client proceeds to ground floor office and waits until his/her number is called Client gives the client number	Gets client number		Admin. Aide III		Client number
3	Client submits the requirements for marriage license application	Accepts requirements Evaluates requirements	**5 min.**	Admin. Aide III		**Applicants 18 yrs. of age, but below 25 yrs. of age:** - Proof of age (birth cert., baptismal cert., voter's cert.) - Parents consent/advice, preferably father with ID - Personal appearance of parents, preferably the father with his ID - Pre-Marriage Counseling Seminar Certificate from (HSO) - Certificate of No Marriage (CENOMAR) from NSO - valid Ids of applicants - At least one must be a resident of Baguio City **Applicants 25 yrs. of age and above:** - Proof of age (birth cert., baptismal cert., voter's cert.) - Pre-Marriage Counseling Seminar Certificate from HSO - Certificate of No Marriage (CENOMAR) from NSO - valid Ids of applicants - At least one must be a resident of Baguio City **If the other party is a foreigner:** - Proof of age (birth cert., baptismal cert., voter's cert.) - Special Pre-Marriage Counseling Certificate from the Health Services Office (HSO) - Certificate of No Marriage (CENOMAR) from NSO of the Filipino party - Legal capacity to contract marriage from the embassy of the foreigner - The Filipino party must be a resident of Baguio City
4	Issuance of application form	Gives application form and appropriate instructions	**2 min.**	Registration Officer IV Admin. Asst. II Admin. Aide III		Application for Marriage License Form (3 copies)
5	Clients fill up the application form	Assists in the filling up of form	**10 min.**	Registration Officer IV Admin. Asst. II Admin. Aide III		Application for Marriage License Form (3 copies)
6	Evaluation of application form	Evaluates form as to completeness of details	**2 min.**	Registration Officer IV Admin. Asst. II Admin. Aide III		Duly accomplished Application for Marriage License Form
7	Clients pay at the cashier located at the 2nd floor	Advises the client to pay at the cashier	**2 min.**	Cashier Admin. Aide III	P 142.00	Cash
8	Clients get the official receipt	Issues official receipt Advises client to return after the 10 days posting of the application for marriage	**2 min.**	Admin. Aide IV		Official Receipt
9	Waiting period of 10 days	Prepares notice of application for marriage license Posting of notice of application for marriage license for 10 days	**3 min.** **2 min.**	Admin. Aide III Admin. Aide III		Notice of application for marriage license
10	Clients return to get marriage license	Releases marriage license and other attachments	**5 min.**	Admin. Aide III		Official Receipt

SERVICE: Registration and Securing of Amended / Annotated Certificates (under MC 2010-04, and with Court Proceedings)

No.	Steps	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Requirements
1	Client logs in on the log book at the ground floor **Client proceeds to 2nd floor** and waits until his/her number is called	Assists in filling up the log book Advises client to proceed to issuance area (2nd floor) Issue client number	**2 min.**	PACD Officer		Valid ID Client number
2	**For first time processing:** a Client gives the client number Inquiry of requirements b Client receives check list c Client secures and prepares requirements d Client returns to submit court decisions instrument for registration with supporting documents	Gets client number Advises client regarding the procedures and requirements Issues check list of requirements Evaluates the legal instrument and other required documents	**5 min.** **1 min.** **15 min.**	Admin. Aide VI, Admin. Aide III Admin. Aide VI, Admin. Aide III Admin. Aide VI, Admin. Aide III	**RA 9255:** P 260.00 **Legitimation:** P 160.00	Client number **RA 9255:** - Affidavit of paternity, - Affidavit to Use the Surname of the Father, - NSO birth certificate **Legitimation/ RA 9858:** - Joint Affidavit of Legitimation, - Certified true copy of Marriage Contract/ Certificate, - CENOMAR for both parents from NSO, - NSO birth certificate
e	Preparation of supplemental report	Prepares supplemental report	**30 min.** **45 min. to 1hr** **1 day**		**Supplemental Report:** P 120.00 **MC 2010-04:** P 120.00 **Court Proceedings:** P 320.00	**Supplemental Report:** - Supplemental Affidavit, - NSO birth certificate **MC 2010-04:** - NSO birth certificate **Court Proceedings:** - Certified true copy of court decision

...continuation of Registration and Securing of Amended / Annotated Certificates

						- Certificate of finality, - Certificate of registration from LCR where decision was issued **Note:** For foreign documents *If legal instruments were executed outside the Philippines, client must first register said document/s to the Civil Registry of Manila City*
3	Processing of request	Brings out original copy of document from the archives Edits and annotates original civil registry documents Encodes transmittal	**20 min.**	Admin. Aide VI, Admin. Aide III		
4	Client pays document	Receives payment and releases documents	**3 min.**	Admin. Aide VI, Admin. Aide III		Cash
5	Client gets document and OR	Issue official receipt (OR)				Official Receipt
6	Client follows-up at NSO after 2 to 3 moths	Advice client to follow-up to NSO for the annotated copy of civil registry Document after 2 to 3 months	**1 min.**	Admin. Aide VI, Admin. Aide III		

SERVICE: Issuance of Civil Registry Documents (Birth, Marriage, Death Certificates)

No.	Steps	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Requirements
1	Client logs in on the log book at the ground floor	Assists in filling up the log book	**2 min.**	PACD Officer		Valid ID
2	Client fills-up request slip for civil registry documents **Client proceeds to 2nd floor** and waits until his/her number is called	Evaluates the request slip Advises client to proceed to issuance area (2nd floor) Issues client number	**1 min.** **1 min.** **at least 10min.**	PACD Officer		Valid ID Client number
3	Client gives the client number Client submit request slip Client submits photocopy of civil registry document	Gets client number - **For printing:** Verifies, prints, seals, and signs civil registry document - **For reproduction:** Reproduces civil registry documents from archives - **Document in Security Paper (SecPa)** Reproduces civil registry documents from archives - **For certification:** Evaluates and certifies civil registry document Signs civil registry document	**5 min.** **15 min.** **15 min.** **5 min.**	Admin. Aide VI, Admin. Aide III Civil Registrar Admin. Aide VI, Admin. Aide III Admin. Aide VI, Admin. Aide III Admin. Aide VI, Admin. Aide III Civil Registrar	P 60.00 /copy (birth, marriage, death certificates) P 60.00 /copy P 100.00/ copy P 20.00 /copy	Client number Request slip, valid ID Security Paper
4	Client pays document Client gets document and OR	Receives payment and releases document Issue official receipt (OR)	**2 min.** **2 min.**	Admin. Aide VI, Admin. Aide III	P 60.00, P 20.00, P 100.00	Cash Official Receipt

SERVICE: Reproduction and Endorsment of Annotated/ Amended Civil Registry Documents

No.	Steps	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Requirements
1	Client logs in on the log book at the ground floor **Client proceeds to 2nd floor**	Assists in filling up the log book Advises client to proceed to issuance area (2nd flr) Issue client number	**2 min.**	PACD Officer		Valid ID Client number
2	Client gives the client number Client requests for re-endorsement of Civil Registry Document or Client requests for amended civil registry document	Gets client number Brings out original copy of document Reproduces the document Evaluates and certifies civil registry document	**15 min.** **1 day**	Admin. Aide VI, Admin. Aide III		Client number NSO birth certificate
3	Client pays document Client gets document and OR	Receives payment and releases documents Issues official receipt (OR)	**3 min.** **1 min.**	Cashier Admin. Aide III	P 120.00	Cash Official Receipt

QUISI JUDICIAL SERVICES

SERVICE: Petition for Correction of Clerical Error (CCE) / Change of First Name (CFN) Under RA 9048/ RA 10172

No.	Steps	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Requirements
1	Client logs in on the log book at the ground floor	Assists in filling up the log book Advises client to proceed to 3rd floor Issue client number	**2 min.**	PACD Officer		Valid ID Client number
2	-**Client proceeds to 3rd floor** and waits until his/her number is called -Client gives the client number -Client presents error/s on the birth, marriage or death certificate and the correction/s to be made	Evaluates and verifies original documents from the archives Gives advise and steps to undertake Issues check list of requirements	**15 min.** **5 min.**	Registration Officer III; Admin. Officer II; Admin. Asst. II		Client number Birth, Marriage or Death to be corrected (NSO or LCRO Copy)
3	Client prepares and submits required documents to support petition	Reviews the petition for completeness and correctness *If documents are incomplete or erroneous, service provider advises the client to complete supporting documents*	**10 min.**	Registration Officer III; Admin. Officer II; Admin. Asst. II		**For CCE:** at least 3.documents to prove the correction per error, community tax certificate (cedula), 2 long folders **For CCE in the Date of Birth:** at least 3 documents to prove the correction per error, employer's clearance if employed, affidavit of self-employment if self-employed, affidavit of non- employment if not employed, NBI clearance & Police Police clearance, Medical Certification issued by accredited gov1 physician, Baptismal Certificate of the Child/ Father/ Mother/ Husband/ Wife Hospital Medical Record, Earliest School Records (Elem. Form 137), community tax certificate (cedula), 2 long folders **For CCE in Sex:** at least 3 documents to prove the correction per error, employer's clearance if employed, affidavit of self-employment if self-employed, affidavit of non- employment if not employed, NBI clearance & Police Police clearance, Baptismal Certificate of the Child/ Father/ Mother/ Husband/ Wife Hospital Medical Record, Earliest School Records (Elem. Form 137), community tax certificate (cedula), 2 long folders **For CFN:** at least 3 documents to prove the correction per error, community tax certificate (cedula), NBI clearance, Police clearance, employer's clearance if employed, affidavit of self-employment if self-employed, affidavit of non-employment if not employed, 2 long folders
		If documents are complete, proceed to Step 4				
4	Client pays corresponding fees	Advises client to pay at the cashier (2nd Flr) and photocopy Official Receipt (OR) in 2 copies	15 min.	Cashier	**For CCE:** P 1,000.00 **For CCE Birthdate/Sex:** **P 3,000.00** **For CFN:** P 3,000.00 Authentication Fee: **P180.00** **For Migrant Petitions:** **For CCE:** P 500.00 **For CFN:** P 1,000.00	Cash
5	Client presents OR and its photo-copy	* Prepares petition: encodes and prints copies of petition ** Note: Depends upon the number of petitions accepted*	**20 min.** or scheduling of preparation	Registration Officer III; Admin. Officer II; Admin. Asst. II		OR and its photocopy (2 copies)
6	Client reads and reviews petition, signs petition	Checks petition if signed in 3 copies	**2 min.**	Registration Officer III; Admin. Officer II; Admin. Asst. II		Hard copies of petition
7	Clients pays mailing fees and postal money order (check), incidental expenses for Migrant petitions	Receives mailing fees and postal money order (check), incidental expenses for migrant petitions	**3 min.**	Registration Officer III; Admin. Officer II; Admin. Asst. II	**Mailing fees:** **For Migrant Petitions:** **Postal Money Order** **For CCE:** P 1,000.00 **For CFN:**P 3,000.00 **Incidental Expenses-** *depends on Cities' Municipalities' Of place of occurrence - to be forwarded*	Cash and postal money order for migrant petitions
8	Client gives contact information	Copies contact information and advises clients to follow-up after 2 months Records petition on the log book	**3 min.**	Registration Officer III; Admin. Officer II; Admin. Asst. II		Contact information Log book
9	Posting of petition	Posts petition on the information board (10 days) File petition according to petition no.	**2 min.**	Registration Officer III		Notice of Posting
10	Review of prepared petitions	Reviews prepared petitions	**5 min.** per petition	Registration Officer III		Petitions
11	Action of the City Civil Registrar (CCR) of the petitions filed and posted for 10 days	Acts on petitions Certifies photocopies of supporting documents	**10 min.** **5 min.**	City Civil Registrar City Civil Registrar		Petitions posted for 10 days
12	Transmittal of CCR on petitions acted upon to NSO, Sta. Mesa	Transmits petitions acted upon by CCR o NSO, Sta. Mesa for affirmation of the Office of the Civil Registrar General	**10 min.**	Registration Officer III		Petitions, Transmittal Letter Mailing fees
13	Waiting period for the affirmation to NSO Sta. Mesa	NSO Sta. Mesa, Legal Division	**2 to 3 months**	NSO Sta. Mesa, Legal Division		Petitions
14	Receiving of petitions from NSO, Sta. Mesa	Receives petitions through mail Indicates date of receipt on the log book **If petition is affirmed by the OCRG:** - Brings out original copy of the document to be corrected - Annotates original copy - Prepares certificate of finality - Edits entries in the Civil Registration Information System (CRIS) affected by the petition **If petition is impugned by the OCRG:** - Advises client to submit additional supporting documents - Prepares motion for reconsideration duly notarized by a lawyer - Transmits impugned petition and additional supporting documents to NSO, Sta. Mesa for reconsideration ***(Step goes back to no. 12)***	**3 min.** **1 min.** **10 min.** **5 min.** **5 min.** **5 min.** Within 15 days from receipt of impugned petition	Registration Officer III Registration Officer III; Admin. Officer II; Admin. Asst. II Registration Officer III Registration Officer III Registration Officer III		Petitions received from NSO,Sta Mesa Log book OCRG affirmed petitions Original copy of document to be corrected Data bank in CRIS
15	Preparation of attachments for OCRG -approved petitions	Signs annotated document, certificate of finality and transmittal	**3 min.**	City Civil Registrar		Annotated document, certificate of finality and transmittal
16	Photocopy affirmed petitions and supporting documents for transmittal to NSO, Quezon City		**5 min.**	Registration Officer III		
17	Releasing of petitioner's copy of the approved petition	Inform client to get copy of the approved petition thru text or landline if available		Registration Officer III		Contact information, cellphone load Photocopies copy of the approved approved petition and annotated copy of document
18	Client follows-up at NSO	Advises client to follow-up to NSO for the annotated copy of civil registry Document after 2 to 3 months	**1 min.**	Registration Officer III; Admin. Officer II; Admin. Asst. II		
19	Transmittal of OCRG-approved petitions to NSO, Quezon City	Transmits OCRG-approved petitions to NSO, Quezon City for annotation of the NSO copy of the affected document	**10 min.**	Registration Officer III		Transmittal, OCRG-approved petitions and attachments