CITIZEN'S CHARTER

Frontline Service: Issuance of Certified Copy of Birth, Marriage, Death and Other Registry Documents Certificate

Office: Local Civil Registry
2nd Floor, City Hall Building

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. to 5:00 p.m. without noon break

Who may Avail of the Service?
- Persons who have registered civil documents in the City
- Document owners or their authorized representative

What are the Requirements?
- Filled-up request slip (available at the Local Civil Registrar's Window) or photocopy of documents
- Valid Identification Card
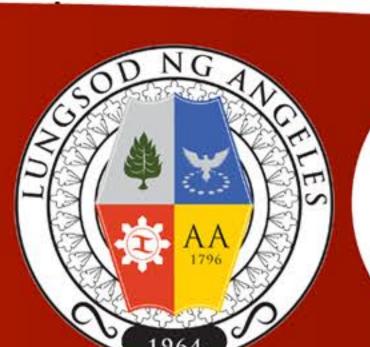
Fees/Charges: P50.00/copy of certified transcription/true copy
P50.00/certified photocopy of the original

Duration (under normal circumstances):   20 minutes

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under normal circumstances)	Person in Charge	Fees/ Charges	Forms
1	Fill-up the request slip available at the Local Civil Registrar's Window and submit to the Service Provider	Receive the request slip Verification Process: Search and verify the requested document in the data base/registry book **For request with available data:** Issue Order of Payment to the Client and advise to proceed to City Treasurer's Office for payment **For request without available data:** Advise the Client that the requested document is not available in the registry book and may file for Late Registration	7 minutes	Receiving clerk Verifying clerk	None	Request Slip
2	Proceed to City Treasurer's Office to any of Windows 13 to 19 for payment of fee	Accept payment and issue Official Receipt	5 minutes	Local Revenue Collection Officer	P50.00/copy of Birth, Marriage and Death Certificate P50.00/ certified photocopy	Order of Payment
3	Return to Local Civil Registrar's Office and present the Official Receipt	Prepare the requested civil registry document/s or certify the copy of the requested document/s	5 minutes	Verifying Clerk	None	None
4		Review the correctness of the entries and sign the document/s	2 minutes	Local Civil Registrar or the authorized representative		
5	Receive the document/s	Release the requested document/s	1 minute	Releasing Clerk		

END OF TRANSACTION

CSC Republic of the Philippines CIVIL SERVICE COMMISSION

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