



Republic of the Philippines Province of Bohol Municipality of Loon	Doc. Code:
	Effectivity:
	Revision No.:
	Section No.:
	Page: 1
Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

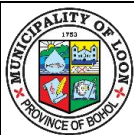


VISION : A socioeconomically developed town with empowered people who nurture their heritage and sustainably manage their resources through shared and service-oriented governance
MISSION: To create a socioeconomically developed environment through sustainable management of resources and enhancement of people's capabilities for inclusive growth

LOCAL CIVIL REGISTRAR'S OFFICE

Description of the frontline services:

1. Issuance of Certified Copy of Birth, Marriage and Death Records and Civil Registry Documents on SECPA (Security Paper). Civil Registry documents such as birth, marriage and death certificates may be availed of by securing a certified transcript or photocopy from the LCRO.
2. Registration of Birth and Marriage. Pursuant to Republic Act No. 3753, all births and marriages taking place in the Municipality of Loon shall be recorded at LCRO. The birth of a child shall be registered within thirty (30) days from the time of birth.
3. Registration of Death. It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance. The Municipal Health Officer shall examine and sign the death certificate and direct the concerned person to register the death certificate at the LCRO within the reglamentary period of thirty (30) days.
4. Registration of Court Orders/Decrees and Request of Annotated Record. Like other civil registry documents, any decree or order concerning the status of a person that is issued by the Municipal Trial Court in Loon shall be registered in the LCRO within ten (10) days after such decree or order has become final.
5. Registration of Legal Instruments / Legitimation of Natural Child. All legal instruments that are executed in the Municipality of Loon shall be registered in the LCRO.
6. Endorsement of Registry Records to the Civil Registrar General. All civil registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) thru their respective NSO provincial offices. There are instances when the OCRG cannot issue copy/copies to the interested party because it has no available record in its archive, or the current document is still being processed by the NSO provincial office. To facilitate the issuance of requested documents, the concerned Provincial Statistics Officer (PSO) or Local Civil Registrar is required to submit or indorse the needed document on a piecemeal basis to the NSO.
7. Delayed Registration of Civil Registry Records. Following the lapse of the reglamentary period to register, all births, marriages and deaths occurring and court decrees issued in the Municipality of Loon shall be filed at the LCRO.

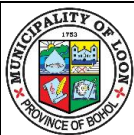


Doc. Code:	
Effectivity:	
Revision No.:	
Section No.:	
Page: 2	
Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

8. Applying for a Marriage License. Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the local civil registrar of the place where either or both parties reside. The local civil registrar concerned shall enter all applications for marriage license filed with him/her in a registry book strictly in the order in which the same are received.
9. Filing of Petition for Change of First Name (CFN) or Correction of Clerical Error/s (CCE). Republic Act No. 9048 authorizes the local civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change of the first name or nickname in the civil register without need of a judicial order. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according a petitioner an expeditious and cheaper way of correcting errors found in his/her record.
10. Registration of Foundling/Abandoned Children. A foundling is a deserted or abandoned infant or child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.

Frontline Service 1: Issuance of Certified Certificate of Live Birth, Death, or Marriage

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> ▪ Express request 	<ul style="list-style-type: none"> ▪ Ask client for particulars 	3 min	Written authorization if applicable		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Verify record ▪ Retrieve document 	5 min			Support Staff	LCRO
3	<ul style="list-style-type: none"> ▪ Sign logbook 	<ul style="list-style-type: none"> ▪ Instruct client to pay fee and reproduce document 	2 min			Support Staff	LCRO
4	<ul style="list-style-type: none"> ▪ Pay fee at MTO ▪ Reproduce machine copy of document 	<ul style="list-style-type: none"> ▪ Wait 	10 min		P15 - domestic use P15 - domestic use, for PRC, with documentary stamp P50 - foreign use, with documentary stamp P1.50/page - photocopy	MTO Staff OMA Staff	MTO OMA
5	<ul style="list-style-type: none"> ▪ Present OR, original document and machine copy 	<ul style="list-style-type: none"> ▪ Receive document 	30 sec	OR Original document Machine copy		Support Staff	LCRO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

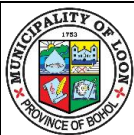
6	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Prepare document Verify correctness of entry 	10 min	OR Machine copy of document Office supplies		Support Staff	LCRO
6	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Sign document 	1 min	Document		M. Buling A. Ladeza	LCRO
7	<ul style="list-style-type: none"> Receive document 	<ul style="list-style-type: none"> Release document 	30 sec	Document		Support Staff	LCRO
			32 min				

Frontline Service 2: Issuance of Copy of Consent to Marriage / Advice upon Intended Marriage

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Ask client for particulars 	3 min			Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Tell client to pay fee 	3 min			Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Prepare document 	10 min	Office supplies	P 25.00	MTO Staff Support Staff	MTO LCRO
4	<ul style="list-style-type: none"> Present OR 	<ul style="list-style-type: none"> Accept OR 	30 sec	OR		Support Staff	LCRO
5	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Sign document 	1 min	Document		A. Ladeza	LCRO
6	<ul style="list-style-type: none"> Receive document 	<ul style="list-style-type: none"> Release document 	30 sec	Document		Support Staff	LCRO
			18 min				

Frontline Service 3: Request for Copy of Certificate of Finality (R.A. 9048)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Ask client for particulars 	3 min			Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Tell client to pay fee 	3 min			Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Prepare document 	10 min	Office supplies	P 50.00	Support Staff MTO staff	MTO LCRO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

4	▪ Present OR	▪ Accept OR	30 sec	OR		Support Staff	LCRO
5	▪ Wait	▪ Sign document	1 min	Document		A. Ladeza	LCRO
6	▪ Receive document	▪ Release document	30 sec	Document		Support Staff	LCRO

Frontline Service 4: Issuance of Copy of Court Documents

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request	▪ Ask client for particulars	3 min			Support Staff M. Buling	LCRO
2	▪ Wait	▪ Verify record, retrieve document	5 min	Registry Archive		Support Staff M. Buling	LCRO
3	▪ Listen	▪ Tell client to pay fee at MTO and reproduce machine copy of the document at the Office of the Municipal Accountant	3 min			Support Staff M. Buling	LCRO
4	▪ Pay fee and reproduce machine copy of the document	▪ Wait	15 min		P30 - one-page document P30.00 + P 20.00 for each succeeding page of multi-page document P1.50/page - photocopy	MTO Staff OMA Staff	MTO OMA
5	▪ Present OR, original documents and machine copies	▪ Receive documents	5 min	OR Original documents Machine copies		Support Staff	LCRO
6	▪ Wait	▪ Prepare documents	5 min	Office supplies		Support Staff	LCRO
7	▪ Wait	▪ Sign documents	1 min	Documents Ballpen		A. Ladeza	LCRO
8	▪ Receive documents	▪ Release documents	1 min	Documents		Support Staff	LCRO
			38 min				



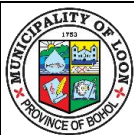
Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

Frontline Service 5: Issuance of Copy / Photocopy of R.A. 9048 Petition [Re: Change of First Name (CFN) or Correction of Clerical Error/s (CCE)]

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request	▪ Ask client for particulars	3 min			Support Staff M. Buling	LCRO
2	▪ Wait	▪ Verify record ▪ Retrieve document	5 min	File Archive		Support Staff M. Buling	LCRO
3	▪ Listen	▪ Instruct client to pay fee at MTO and reproduce machine copy of the document	3 min			Support Staff M. Buling	LCRO
4	▪ Pay fee at MTO ▪ Reproduce machine copy of the document	▪ Wait	15 min		P 20.00 P1.50/page (photocopy)	MTO Staff OMA Staff	MTO OMA
5	▪ Present OR, original document and machine copy	▪ Prepare document	5 min	OR Original document Machine copy Office supplies		Support Staff	LCRO
6	▪ Sign on logbook	▪ Sign document	1 min	Document Ballpen Logbook		A. Ladeza	LCRO
7	▪ Receive document	▪ Release document	1 min	Document		Support Staff	LCRO
			33 min				

Frontline Service 6: Issuance of Certified Copy of Other Certifications and Instruments

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	▪ Express request	▪ Ask client for particulars	3 min			Support Staff M. Buling	LCRO
2	▪ Wait	▪ Verify record, retrieve document	5 min	File Archive		Support Staff M. Buling	LCRO

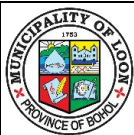


Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

3	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to pay fee at MTO and reproduce machine copies of the documents 	3 min			Support Staff M. Buling	LCRO
4	<ul style="list-style-type: none"> Pay fee at MTO Reproduce machine copies of the document 	<ul style="list-style-type: none"> Wait 	15 min		P20.00 P1.50/page - photocopy	MTO Staff OMA Staff	MTO OMA
5	<ul style="list-style-type: none"> Present OR, original documents and machine copies 	<ul style="list-style-type: none"> Receive documents 	3 min	OR Original documents Machine copies		Support Staff	LCRO
6	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Prepare document 	5 min	Office supplies		Support Staff	LCRO
7	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Sign document 	1 min	Documents Ballpen		A. Ladeza	LCRO
8	<ul style="list-style-type: none"> Receive document 	<ul style="list-style-type: none"> Release document 	1 min	Documents		Support Staff	LCRO
			36 min				

Frontline Service 7: Timely Registration of Legitimate Births or COLB (Hospital and IMAP Lying-in facility)

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Submit accomplished COLB 	<ul style="list-style-type: none"> Receive COLB, sign transmittal and return the latter to client 	5 min	Accomplished COLB		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Pay at MTO 	<ul style="list-style-type: none"> Review COLB for sequencing Assign Registry Number to COLB Enter particulars in the Civil Register of Births Sign the COLB for release 	15 min				
	<ul style="list-style-type: none"> Claim duly registered COLB Sign on logbook (Client: mother/parent of child) 	<ul style="list-style-type: none"> Release COLB 					
			@ 30 min				



Doc. Code:	
Effectivity:	
Revision No.:	
Section No.:	
Page: 7	
Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

Frontline Service 8: Timely Registration of Acknowledged Illegitimate Birth per R.A. 9255 (COLB) – Individual

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Provide client draft form of COLB to fill out, assist to ensure correctness of entries 	25 min	Relevant information such as name, date of birth, place of birth, name of parents, birth order, attendant at birth, informant If possible the mother of the child should be the client. The biological father or grandparents of the child may be acceptable in certain cases COLB Form No. 102 Affidavit of Acknowledgement / Admission of Paternity signed by father and mother Valid CTC		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Wait Provide information 	<ul style="list-style-type: none"> Prepare COLB Ask client to verify accuracy/ correctness of entries 	20 min	Valid CTC		Support Staff	LCRO
3	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to pay fee at MTO 	1 min			Support Staff	LCRO
4	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Prepare waiver on correctness, accuracy and responsibility of client as regards document entries 	15 min	Valid CTC	P 125	MTO Staff Support Staff	MTO LCRO
5	<ul style="list-style-type: none"> Present OR of AUSF Sign COLB and waiver 	<ul style="list-style-type: none"> Receive OR, instruct client to come back for the document after 2-3 days 	3 min	OR for AUSF Pen with black ink		Support Staff	LCRO
			64 min				

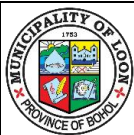


Doc. Code:
Effectivity:
Revision No.:
Section No.:
Page: 8

Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

Frontline Service 9: Delayed Registration of Birth of Acknowledged Illegitimate Children Prior to R.A. 9255

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Provide client draft form of COLB to fill out, assist to ensure correctness of entries 	30 min	<ol style="list-style-type: none"> NSO Negative Certification of Birth Relevant information with correct spelling and entries of name, date of birth, place of birth, name of parents, birth order, attendant at birth, informant If possible the document owner is the registrant if of legal age. The mother/father should be the registrant and informant if minor. If not able or the parents are dead, the nearest kin of legal age is the registrant or the person authorized in an SPA. At least 2 public or private documents containing the document owner's/registant's date of birth, place of birth consistent with current usage of his/her name such as baptismal cert., Voter's Registration Record/Certification, scholastic record Joint Affidavit of Delayed Registration of Birth by 2 disinterested persons attesting to the facts of birth duly notarized The Affidavit of Acknowledgment / 	P325 - 1 year and over, advanced reporting P275 - 1 year and over, regular reporting	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Wait, provide information 	<ul style="list-style-type: none"> Prepare COLB Ask client to verify accuracy/ correctness of entries 	25 min		P275 - 6 months less than 1 year, advanced reporting	Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to pay fee at MTO 	10 min		P175 - 6 months less than 1 year, regular reporting	Support Staff	LCRO
4	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Prepare waiver on correctness, accuracy and responsibility of client as regards document entries 	20 min		P225 - 1 month less than 6 months, advanced reporting P125 - 1 month less than 6 months, regular reporting	MTO Staff Support Staff	MTO LCRO
5	<ul style="list-style-type: none"> Present OR Sign waiver and COLB in black ink only 	<ul style="list-style-type: none"> Receive OR Instruct client to come back on a working day after the 	5 min		P200 - more than 30 days less than 1month, advanced reporting	Support Staff	LCRO



Doc. Code:
Effectivity:
Revision No.:
Section No.:
Page: 9
Document Title
Office/Department

CITIZEN'S CHARTER

LOCAL CIVIL REGISTRAR

		reglamentary posting period of ten (10) days		Admission of Paternity must be signed by the father. 7. Separate duly authorized Affidavit of Acknowledgment as biological father must be presented 8. Valid CTC of client 9. COLB	P100 - more than 30 days less than 1 month, regular reporting		
			90 min				

Frontline Service 10: Delayed Registration of Birth of Acknowledged Illegitimate Children under R.A. 9255

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Provide client draft form of COLB to fill out, assist to ensure correctness of entries 	30 min	1. NSO Negative Certification for birth occurring more than 6 months 2. Relevant information with correct spelling and entries of name, date of birth, place of birth, name of parents, birth order, attendant at birth, informant. 3. If possible the document owner is the registrant if of legal age. The mother/father should be the registrant and informant if minor. If not or the parents are dead, the nearest kin of legal age is the registrant or the person authorized in an SPA. 4. At least 2 public or private documents containing the document owner's/registrant's date of birth, place of birth consistent with current usage of	P325 - 1 year and over, advanced reporting P275 - 1 year and over, regular reporting P275 - 6 months less than 1 year, advanced reporting	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Wait, provide information 	<ul style="list-style-type: none"> Prepare COLB, ask client to verify accuracy/ correctness of entries 	25 min		P175 - 6 months less than 1 year, regular reporting	Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to pay fee at MTO 	1 min		P 225 - month less than 6 months, advanced reporting	Support Staff	LCRO
4	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Prepare waiver on correctness, accuracy and responsibility 	20 min		P125 - 1 month less than 6 months, regular reporting	MTO Staff Support Staff	MTO LCRO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

		of client as regards document entries		his/her name such as baptismal certificate, Voter's Registration Record/Certification, scholastic record	P 200 - more than 30 days less than 1month, advanced reporting		
5	<ul style="list-style-type: none"> Present OR, sign COLB and waiver in black ink only 	<ul style="list-style-type: none"> Receive OR, instruct client to come back on a working day after the reglamentary posting period of ten (10) days 	3 min	5. Joint Affidavit of Delayed Registration of Birth by 2 disinterested persons attesting to the facts of birth duly notarized 6. The Affidavit of Acknowledgment/Admission of Paternity must be signed by the father. 7. Separate duly authorized Affidavit of Acknowledgment as biological father must be presented by the father as public instrument.	P100 - more than 30 days less than 1month, regular reporting	Support Staff	LCRO
				8. Valid CTC 9. COLB			
			79 min				

Frontline Service 11: Processing of Out-of-Town Late Registration of Births for Towns and Cities Outside Bohol

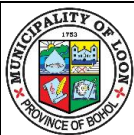
STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Inform client about the documents required in out-of-town registration, provide client with draft COLB to fill out, assist to ensure correctness of entries 	30 min	1. NSO Negative Certification of Birth 2. Relevant information with correct spelling and entries of name, date of birth, place of birth, name of parents, birth order, date and place of marriage, attendant at birth, informant 3. If possible the document owner is		Support Staff M. Buling	LCRO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

2	<ul style="list-style-type: none"> ▪ Listen 	<ul style="list-style-type: none"> ▪ Instruct client to pay fee at MTO, and PMO at the post office 	1 min	<p>the registrant if of legal age. The mother/father should be the registrant and informant if minor. If not or the parents are dead, the nearest kin of legal age is the registrant or the person authorized in an SPA.</p> <p>4. Proof of marriage, if married; civil marriage prevails over church marriage.</p> <p>5. At least 2 public or private documents containing the document owner's/registrant's date of birth, place of birth consistent with current usage of his/her name such as baptismal certificate, Voter's Registration Record/Certification, scholastic record</p> <p>6. Affidavit for out-of-town delayed registration of birth with corroboration of two witnesses duly notarized</p>		Support Staff M. Buling	LCRO	
3	<ul style="list-style-type: none"> ▪ Pay fee at MTO, and PMO at post office 	<ul style="list-style-type: none"> ▪ Prepare COLB 	30 min			P100 - processing fee P100 - Postal Money Order	Support Staff Postmaster	MTO
4	<ul style="list-style-type: none"> ▪ Present OR and PMO, leave document for disposition by LCRO, sign logbook 	<ul style="list-style-type: none"> ▪ Instruct client to verify or make follow-up of document at LCRO after 15 working days from mailing 	5 min				Support Staff Assistant	LCRO
					<p>7. Valid CTC</p> <p>8. COLB</p> <p>9. OR of payment at MTO</p> <p>10. PMO</p>			
			46 min					

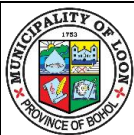
Frontline Service 12: Timely Registration of Death – Individual / Hospital / Fetal



STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Instruct client to pay burial permit at MTO, and to RHU for the preparation of Death Certificate to be signed by the MHO or Rural Health Physician 	3 min			Support Staff M. Buling	LCRO RHU
2	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Wait 	5 min	Money	P10	MTO Staff	MTO
3	<ul style="list-style-type: none"> Present OR to RHU 	<ul style="list-style-type: none"> Wait 	30 min to 1 hr (depends on distance from RHU)	OR of Burial Permit Certificate of Death Municipal Form 103		RHU Staff MHO or Rural Health Physician	RHU
4	<ul style="list-style-type: none"> Present accomplished Death Certificate 	<ul style="list-style-type: none"> Check sufficiency, consistency and correctness of document entries 	5 min	Accomplished Death Certificate		Support Staff	LCRO
5	<ul style="list-style-type: none"> Leave document for registration 	<ul style="list-style-type: none"> Receive document Sort document for registration Instruct client to claim document in 3-4 days 	2 min	Document		Support Staff	LCRO
			45-75 min				

Frontline Service 13: Delayed Registration of Death

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Ask client for particulars, instruct him to pay fee at MTO and to proceed to RHU for the preparation of death certificate to be signed by MHO or Rural Health Physician 	5 min	<ol style="list-style-type: none"> Certificate of Death duly accomplished with signatures Affidavit executed by the nearest relative of the deceased stating the name of the 	P50 - more than 30 days but not more than 3 months P75 - 3 months, less than 1 year P125 - one year or more	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Wait 	5 min			MTO Staff	MTO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

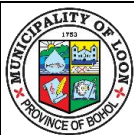
3	<ul style="list-style-type: none"> Proceed to RHU for the preparation of death certificate 	<ul style="list-style-type: none"> Wait 	30 min to 1 hr (Depends on distance from RHU)	<p>deceased, the facts of his death, the place of burial, the reason for not reporting the death within 30 days after death.</p> <ol style="list-style-type: none"> Signature of MHO Proof of death by disposal of corpse Valid CTC 	RHU Staff	RHU
4	<ul style="list-style-type: none"> Present duly accomplished and signed Certificate of Death and supporting documents 	<ul style="list-style-type: none"> Receive document, sort for registration and disposal Instruct client to claim document or prepare for mailing in 3-4 days 	5 min		Support Staff	LCRO
			45-75 min			

Frontline Service 14: Timely Registration of Marriage – Individual

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Present Certificate of Marriage for registration 	<ul style="list-style-type: none"> Check sufficiency and correctness of entries 	5 min	Duly accomplished and signed Certificate of Marriage		Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Leave Certificate of Marriage for registration 	<ul style="list-style-type: none"> Receive document, sort for registration for claiming in 3-4 days 	5 min	Municipal Form 97 (Form No. 13)		Support Staff	LCRO
			10 min				

Frontline Service 15: Delayed Registration of Marriage

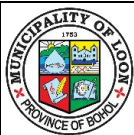
STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Ask client for particulars 	10 min	1. Duly accomplished reconstructed Certificate of Marriage, Municipal Form 97 (Form No. 13)	P25 - more than 30 days, less than 3	Support Staff M. Buling	LCRO



2	<ul style="list-style-type: none"> Present Certificate of Marriage and supporting papers 	<ul style="list-style-type: none"> Check sufficiency, correctness of entries, and completeness of supporting papers 	30 min	<ol style="list-style-type: none"> Church certification of Marriage as basis of delayed registration Court certification as basis for registration Mayor's certification as basis for registration Copies of original documents of Certificate of Marriage or Marriage Contract kept by the spouse but was not reported to the LCRO for whatever reason Other proof of marriage such as wedding pictures of spouses and witnesses, etc. Affidavit of support by the person presenting the document for registration stating the exact place and date of marriage, the facts and circumstances of marriage and the cause of the delay. Waiver Valid CTC 	<p>months</p> <p>P50 - 3 months but less than 6 months</p> <p>P100 - 6 months but less than 1 year</p> <p>P200 - one year and over</p>	Support Staff M. Buling	LCRO
3	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to pay fee at MTO 	1 min			Support Staff	LCRO
4	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Wait 	10 min			MTO Staff	MTO
5	<ul style="list-style-type: none"> Present OR 	<ul style="list-style-type: none"> Receive OR, attach it to Certificate of Marriage. Instruct client to claim document after the reglamentary posting period of 10 days 	5 min				LCRO
			55 min				

Frontline 16: Registration of Marriage Exempt from Marriage License

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Express request and present documents 	<ul style="list-style-type: none"> Check documents for sufficiency, correctness of entries and completeness of supporting paper 	10 min	<ol style="list-style-type: none"> Duly accomplished Certificate of Marriage, Municipal Form 97 (Form No. 13) Duly notarized affidavit executed by spouses stating that each has no legal impediment to marry and that they have lived as husband and wife for 5 years or more Waiver, that the spouses, not the LCRO personnel, are responsible for the contents of the marriage 		Support Staff M. Buling	LCRO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

2	<ul style="list-style-type: none"> ▪ Leave document for registration 	<ul style="list-style-type: none"> ▪ Receive document, sort for registration. Instruct client to claim document in 3-4 days 	5 min	<ul style="list-style-type: none"> contract and the affidavit under Article 34 of the Family Code 4. Valid CTC 5. The certificate of marriage must be signed by the solemnizing office that he ascertained the qualifications of the spouses. 		Support Staff	LCRO
			15 min				

Frontline Service 17: Application of Marriage License by both Filipino Citizens of the Philippines

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> ▪ Both male and female parties personally apply for license 	<ul style="list-style-type: none"> ▪ Check documents and supporting papers for sufficiency and completeness 	15 min	<ol style="list-style-type: none"> 1. Original birth certificate, baptismal certificate 2. The parties shall be at least 18 years old or over. 3. If the parties are previously married, the death certificate of the spouse shall be presented. 4. Judicial decree of annulment or declaration of nullity of his or her previous marriage 5. For parties ages 18-20, written consent of the father 6. For parties ages 21-25, written advice of father and mother 7. Pre-marriage counseling seminar 8. CENOMAR of persons over 25 years old 9. CENOMAR of persons not from 	P50 per person for residents of Loon P5 per person for non-residents of Loon	Support Staff M. Buling	
2	<ul style="list-style-type: none"> ▪ Fill out draft application form 	<ul style="list-style-type: none"> ▪ Provide draft application form for marriage license, instruct clients to pay fees at MTO 	30 min			P50 - Marriage counseling P50 - Marriage license fee (LGU Ordinance)	Support Staff M. Buling
3	<ul style="list-style-type: none"> ▪ Pay fees at MTO 	<ul style="list-style-type: none"> ▪ Prepare application for marriage license 	30 min		P200 - Marriage license receipt	Support Staff	LCRO
4	<ul style="list-style-type: none"> ▪ Present OR 	<ul style="list-style-type: none"> ▪ Receive OR, instruct parties to sign the application form 	5 min		P25 - Advice for intended marriage	Support Staff	MTO

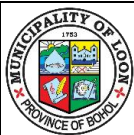


Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

5	<ul style="list-style-type: none"> ▪ Wait for LCR's advice ▪ Keep and register the application for marriage license, instruct applicants to claim license a day after the reglamentary period. 	3 min	<p>Loon</p> <p>10. Notice</p> <p>11. Application for marriage license, Mun. Form No.90 (Form No.2)</p> <p>12. Necessary affidavits of support</p> <p>13. Other necessary documents</p> <p>14. OR</p>	P25 - Consent for intended marriage	Support Staff	LCRO
		83 min				

Frontline Service 18: Application of Marriage License by a Filipino and a Foreigner

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> ▪ Both male and female parties personally apply for license 	<ul style="list-style-type: none"> ▪ Check documents and supporting papers for sufficiency and completeness 	15 min	<ol style="list-style-type: none"> 1. Original birth certificate, baptismal certificate 2. The parties shall be at least 18 years old or over. 3. If the parties are previously married, the death certificate of the spouse shall be presented. 4. Judicial decree of annulment or declaration of nullity of his or her previous marriage 5. For parties ages 18-20, written consent of the father 6. For parties ages 21-25, written advice of father and mother 7. Pre-marriage counseling seminar 8. CENOMAR of Loonanon applicant 9. Legal capacity of the foreigner to contract marriage issued by his/her Embassy/ Consulate in the Philippines with English translation if 	P50 for Loonanon	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> ▪ Fill out draft application form 	<ul style="list-style-type: none"> ▪ Provide draft application form for marriage license, instruct clients to pay fees at MTO 	30 min		P50 - Marriage counseling		
3	<ul style="list-style-type: none"> ▪ Pay fees at MTO 	<ul style="list-style-type: none"> ▪ Prepare application for marriage license 	30 min		P50 - Marriage license fee (LGU Ordinance)	Support Staff	MTO
4	<ul style="list-style-type: none"> ▪ Present OR, sign application for marriage license 	<ul style="list-style-type: none"> ▪ Receive OR 	5 min		P200 - Marriage license receipt		
				P25 - Advice for intended marriage			
					P25 - Consent for intended marriage		
					P150 - foreigner's fee		

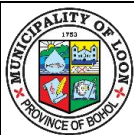


Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

5	<ul style="list-style-type: none"> Wait for LCR's advice 	<ul style="list-style-type: none"> Keep and register the application for marriage license, instruct applicants to claim license a day after the reglamentary period. 	3 min	<p>language is other than English</p> <p>10. Divorce papers if any</p> <p>11. Passport of the foreigner</p> <p>12. Notice</p> <p>13. Application for marriage license, Municipal Form No.90 (Form No. 2)</p> <p>14. Necessary affidavits of support</p> <p>15. Other necessary documents</p> <p>16. OR</p>		Support Staff	LCRO
			83 min				

Frontline Service 19: Registration of Acknowledgement by Father of Previously Registered Illegitimate Child – for Births Before or After August 3, 1988

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Request registration of affidavit of acknowledgment and annotation of the record of birth (Client: Biological father of illegitimate child) 	<ul style="list-style-type: none"> Ask client to present required documents, and examine their sufficiency and authenticity 	15 min	<p>1. Authentic Certificate of Live Birth of the illegitimate Child</p> <p>2. Duly notarized Affidavit of Acknowledgment executed by the father</p> <p>3. OR</p>		M. Buling Support Staff	
2	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to pay fee at MTO 	1 min			A. Ladeza	
3	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Register Affidavit of Acknowledgment in the Register of Legal Instruments 	30 min		P299	MTO Staff Support Staff	
4	<ul style="list-style-type: none"> Present OR 	<ul style="list-style-type: none"> Advise client to claim document in 3-4 days for endorsement to NSO 	5 min			A. Ladeza Support Staff	
			51 min				



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

Frontline Service 20: Processing of Acknowledgment of previously Registered Illegitimate Child – Under R.A. 9255

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	<ul style="list-style-type: none"> Request registration of acknowledgment to use surname of father (Client: Biological father of the child) 	<ul style="list-style-type: none"> Request client to present required documents; examine documents for their validity; refer documents to LCR 	15 min	1. Authentic Certificate of Live Birth of illegitimate Child 2. Affidavit of Acknowledgment executed by the father, duly notarized 3. Prescribed and duly notarized AUSF 4. Valid CTC 5. OR		Support Staff M. Buling	LCRO	
2	<ul style="list-style-type: none"> Wait 	<ul style="list-style-type: none"> Further examine the documents, prepare draft of prescribed AUSF and give it to client to be notarized 	20 min			A. Ladeza	LCRO	
3	<ul style="list-style-type: none"> Have the AUSF notarized 	<ul style="list-style-type: none"> Wait 	Depends on client					
4	<ul style="list-style-type: none"> Present duly notarized AUSF and other documents 	<ul style="list-style-type: none"> Receive notarized AUSF and other documents, instruct client to pay fee at MTO 	15 min			Support Staff A. Ladeza	LCRO	
5	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Wait 	10 min			P299	MTO Staff	MTO
6	<ul style="list-style-type: none"> Present OR 	<ul style="list-style-type: none"> Attach OR to AUSF and advise client to claim document in 3-4 days 	5 min				Support Staff Assistant	
			65 min at LGU					

Frontline Service 21: Legitimization of Child by Subsequent Marriage of Parents

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	<ul style="list-style-type: none"> Express request (Client: Father of child) 	<ul style="list-style-type: none"> Instruct client to present required documents; examine documents for their sufficiency and authenticity 	15 min	1. Authentic Certificate of Live Birth of child to be legitimated 2. Admission of Paternity executed by father 3. Certificate of No Marriage of the father and the mother from NSO 4. Certificate of Marriage of father and mother 5. Duly notarized Affidavit of legitimation	P467	Support Staff M. Buling	LCRO	
2	<ul style="list-style-type: none"> Listen 	<ul style="list-style-type: none"> Instruct client to pay fee at MTO 					Support Staff	LCRO
3	<ul style="list-style-type: none"> Pay fee at MTO 	<ul style="list-style-type: none"> Wait 	15 min					MTO Staff



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

4	<ul style="list-style-type: none"> Presents OR 	<ul style="list-style-type: none"> Advise client to claim document in 3-4 days for endorsement to NSO 	5 min	<p>executed by the father and mother stating that the spouses had no legal impediment to marry each other during the conception of the child</p> <p>6. OR</p>		LCR, Support Staff	
			35 min				

Frontline Service 22: Processing of Birth, Death and Marriage Records for Correction of Clerical Error - Under R.A. 9048

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION	
	CLIENT	LCRO						
1	<ul style="list-style-type: none"> Express request 	<ul style="list-style-type: none"> Ask particulars of client's petition; require him/her to present supporting documents 	20 min	<ol style="list-style-type: none"> 1. Authentic Certificate of Birth, Death or Marriage to be corrected (from NSO) 2. At least two authentic birth record correctly and currently used by document owner/petitioner such as baptismal certificate, voter's registration record, scholastic record, etc. 3. At least two authentic death record from church, hospital, other authentic public or private record 4. At least two authentic marriage records from church, court, municipal mayor and other authentic documents that 5. Valid CTC 6. Duly accomplished, prescribed and notarized petition for CCE 7. OR 	<p>P1,000 - filing fee</p> <p>Corresponding fee for other documents and certifications</p> <p>P50 - Certificate of Finality</p> <p>P115 - courier service (LBC)</p>	Support Staff M. Buling	LCRO	
2	<ul style="list-style-type: none"> Present valid supporting documents 	<ul style="list-style-type: none"> Prepare petition, review content and correctness, give to client to be notarized 	30 min			Support Staff M. Buling	LCRO	
3	<ul style="list-style-type: none"> Have the petition notarized 	<ul style="list-style-type: none"> Wait 	Depends on client					LCRO
4	<ul style="list-style-type: none"> Present duly notarized petition 	<ul style="list-style-type: none"> Receive petition and other documents; instruct client to pay fees 	15 min			M. Buling Support Staff	LCRO	
5	<ul style="list-style-type: none"> Pay fees at MTO 	<ul style="list-style-type: none"> Wait 				MTO Staff	MTO	
6	<ul style="list-style-type: none"> Present OR, leave petition for 	<ul style="list-style-type: none"> Receive petition, advise client to arrange for 	5 min			Support Staff	LCRO	
	posting and decision for 15 working days	mailing of petition to NSO after 15 working days						
7	<ul style="list-style-type: none"> Wait for LCR's advice 	<ul style="list-style-type: none"> Ask for mailing expense of petition with LBC (OR to be presented to him later) 	5 min	Support Staff	LCRO			



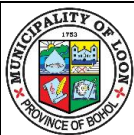
Doc. Code:
Effectivity:
Revision No.:
Section No.:
Page: 20
Document Title
Office/Department

CITIZEN'S CHARTER
LOCAL CIVIL REGISTRAR

			75 min at LGU				
--	--	--	---------------	--	--	--	--

Frontline Service 23: Processing of Changes of First Name of Person - R.A. 9048 CFN

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Petitioner/person who seeks correction (if of age), mother, father, brother, sister, son, daughter requests Change of First Name of Person 	<ul style="list-style-type: none"> Ask particulars of the name to be changed and their supporting documents 	20 min	<ol style="list-style-type: none"> Authentic Certificate of Live Birth to be corrected from NSO. At least two authentic public and/or private record establishing the name currently used such by document owner/petitioner such as baptismal certificate, voter's registration record, scholastic record, etc. Duly accomplished prescribed & notarized petition for CFN. Certificate of Employment, if employed issued by the employer stating that the applicant has no pending criminal, civil, administrative charge. Affidavit of Non-employment by the applicant if not employed. Valid NBI Clearance Police Clearance 	P3,000 - filing fee Corresponding fees for other documents and certifications P50 - Certificate of Finality P115 - courier service (LBC)	Support Staff M. Buling	LCRO
2	<ul style="list-style-type: none"> Present valid supporting documents 	<ul style="list-style-type: none"> Prepare the petition; review content and correctness, gives to client to be notarized 	30 min				
3	<ul style="list-style-type: none"> Present duly notarized petition 	<ul style="list-style-type: none"> Receive petition and documents, tell client to pay fees 	15 min			M. Buling Support Staff	LCRO
4	<ul style="list-style-type: none"> Present OR and leave petition for posting and decision 2 consecutive weeks (15 days publication in a newspaper) 	<ul style="list-style-type: none"> Advise client to arrange for mailing of petition after posting, publication and decision to NSO 	5 min			Support Staff	LCRO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

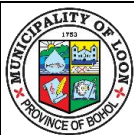
5	<ul style="list-style-type: none"> ▪ Arrange for mailing of petition to NSO 	<ul style="list-style-type: none"> ▪ Ask from client mailing expense of petition (LBC) 	5 min	8. Publication in a newspaper of general publication. 9. Newspaper clippings or proof of publication 10. Valid CTC 11. OR		Support Staff	LCRO
			55 min				

Frontline Service 24: Advance Reporting to NSO of Birth, Death, Marriage with Request for Security Paper through Authorized Regional Office

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> ▪ Claim document ▪ Request advanced reporting with SECPA 	<ul style="list-style-type: none"> ▪ Prepare endorsement of document to PSA ▪ Instruct client to pay fees at MTO 	20 min	OCRG copy of the document Transmittal cover OR LBC pouch	P140 - PMO P100 - processing fee P80 - courier service (LBC) for Central Visayas and Metro Manila P85 – courier service for other regions	Support Staff	LCRO
2	<ul style="list-style-type: none"> ▪ Pay fees at MTO 	<ul style="list-style-type: none"> ▪ Wait 	15 min			MTO Staff	LCRO MTO
3	<ul style="list-style-type: none"> ▪ Present OR for transmittal ▪ Leave document and money for mailing 	<ul style="list-style-type: none"> ▪ Sign document for advance reporting ▪ Prepare pouch for mailing to regional office 	3 min			A. Ladeza Support Staff LBC Messenger	LCRO
			38 min				

Frontline Service 25: Advance Reporting to PSA of Birth, Death, Marriage with request for Security Paper

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> ▪ Claim document, request advance reporting with SECPA 	<ul style="list-style-type: none"> ▪ Prepare endorsement of document to PSA ▪ Instruct client to pay at MTO and purchase PMO at Post Office 	20 min	OCRG copy of document Transmittal cover PMO OR	P140 - PMO P100 - processing fee P220 - courier service (LBC) to PSA	Support Staff	LCRO
2	<ul style="list-style-type: none"> ▪ Pay fees at MTO 	<ul style="list-style-type: none"> ▪ Wait 	15 min			MTO Staff	MTO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

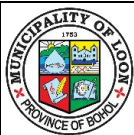
3	<ul style="list-style-type: none"> ▪ Present OR for transmittal ▪ Leave document and money for mailing 	<ul style="list-style-type: none"> ▪ Sign document for advance reporting ▪ Prepare pouch for mailing 	3 min	LBC pouch	Quezon City with prepaid pouch	A. Ladeza Support Staff LBC Messenger	LCRO
			38 min				

Frontline Service 26: Endorsement to PSA of Acknowledgment of Illegitimate Child and Request for SecPa

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> ▪ Claim document, of annotated birth with request for SECPA from PSA 	<ul style="list-style-type: none"> ▪ Prepare endorsement of document to PSA ▪ Instruct client to pay fees at MTO and purchase PMO at Post Office 	20 min	<ol style="list-style-type: none"> 1. OCRG copy of annotated and unannotated birth certificate 2. OCRG Copy of Affidavit of Acknowledgment/ Public Instrument 3. OCRG copy of Certificate of Registration 4. Transmittal cover 5. PMO 6. OR 7. LBC pouch 	P100 - processing fee P140 - PMO P220 - LBC to PSA Quezon City with prepaid pouch P20 - certification	Support Staff	LCRO
2	<ul style="list-style-type: none"> ▪ Pay fees at MTO ▪ Purchase PMO at Post Office 	<ul style="list-style-type: none"> ▪ Wait 	15 min			MTO Staff Postmaster	MTO
3	<ul style="list-style-type: none"> ▪ Present OR for transmittal ▪ Leave document and money for mailing 	<ul style="list-style-type: none"> ▪ Sign document ▪ Prepare pouch for mailing 	3 min			A. Ladeza Support Staff LBC Messenger	LCRO
			38 min				

Frontline Service 27: Endorsement to PSA of AUSF and Request for Annotated for Annotated Security Paper

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> ▪ Claim document of annotated birth with request for SECPA from PSA 	<ul style="list-style-type: none"> ▪ Prepare endorsement of document to PSA ▪ Instruct client to pay fee at MTO and purchase PMO at Post Office 	20 min	<ol style="list-style-type: none"> 1. OCRG copy of annotated and unannotated birth certificate 2. OCRG Copy of Affidavit of Acknowledgment 3. OCRG copy of AUSF 	P100 - processing fee P140 - PMO P220 - LBC to PSA	Support Staff	LCRO

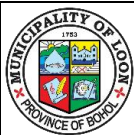


Document Title CITIZEN'S CHARTER
Office/Department LOCAL CIVIL REGISTRAR

2	<ul style="list-style-type: none"> Pay fees at MTO Purchase PMO at Post Office 	<ul style="list-style-type: none"> Wait 	15 min	<ul style="list-style-type: none"> OCRG copy of certificate of acknowledgment OCRG copy of certificate of registration of AUSF 	<ul style="list-style-type: none"> Quezon City with prepaid pouch P40 - certifications 	MTO Staff Postmaster	MTO
3	<ul style="list-style-type: none"> Present OR for transmittal Leave document and money for mailing 	<ul style="list-style-type: none"> Sign document, prepare pouch for mailing 	3 min	<ul style="list-style-type: none"> Transmittal cover PMO OR LBC pouch 		LCR Support Staff LBC Messenger	LCRO
			38 min				

Frontline Service 28. Endorsement to PSA of Legitimated, Annotated Birth by Subsequent Marriage with Request for Security Paper

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Claim legitimated, annotated birth by subsequent marriage with request for SECPA from PSA 	<ul style="list-style-type: none"> Prepare endorsement of document to PSA Instruct client to pay fees at MTO and purchase PMO at Post Office 	20 min	<ul style="list-style-type: none"> OCRG copy of birth annotated and unannotated birth certificate OCRG Copy of Admission of Paternity OCRG copy of Affidavit OCRG copy of Certification of Registration of Admission of Paternity OCRG copy of Certification of Registration of Affidavit of Legitimation Transmittal cover PMO OR LBC pouch 	<ul style="list-style-type: none"> P100 – processing fee P140 - PMO P220 - LBC to PSA Quezon City with prepaid pouch P40 - certifications 	Support Staff	LCRO
2	<ul style="list-style-type: none"> Pay fees at MTO Purchase PMO at Post Office 	<ul style="list-style-type: none"> Wait 	15 min			Support Staff Postmaster MTO Staff	LCRO
3	<ul style="list-style-type: none"> Present OR and PMO for transmittal Leave document and money for mailing 	<ul style="list-style-type: none"> Sign document, prepare pouch for mailing 	3 min			LCR Support Staff LBC Messenger	LCRO
			38 min				



Doc. Code:
Effectivity:
Revision No.:
Section No.:
Page: 24
Document Title
Office/Department

CITIZEN'S CHARTER

LOCAL CIVIL REGISTRAR

Frontline Service 29: Endorsement of Affirmed Petition of CCE/CFN to PSA for PSA Certification of Annotated Corrected/Changed with Request for Security Paper

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Claim affirmed petition (corrected/changed) and request for SECPA from PSA 	<ul style="list-style-type: none"> Prepare endorsement of document to PSA Instruct client to pay fees at MTO and purchase PMO at Post Office 	20 min	<ol style="list-style-type: none"> Certified copy of OCRG of affirmed petition by CRG Certificate of Finality Certified annotated and unannotated document Transmittal Cover PMO 	P 100 – processing fee P140 - PMO P220 - LBC to PSA Quezon City with prepaid pouch	Support Staff	LCRO
2	<ul style="list-style-type: none"> Pay fees at MTO, Purchase PMO at Post Office 	<ul style="list-style-type: none"> Wait 	15 min			MTO Staff Postmaster	LCRO
3	<ul style="list-style-type: none"> Present OR and PMO for transmittal Leave document and money for mailing 	<ul style="list-style-type: none"> Sign document, prepare pouch for mailing 	3 min			<ol style="list-style-type: none"> OR LBC pouch 	LCR Support Staff LBC Messenger
			38 min				

Frontline Service 30: Endorsement of Court Order/Decree/Decision of PSA with Certificate of Registration with the LCRO in the Court of Origin, with request for Security Paper

STEP	ACTIVITIES / PROCESS		DURATION	REQUIREMENTS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	LCRO					
1	<ul style="list-style-type: none"> Request endorsement of court order/decree/decision to the PSA 	<ul style="list-style-type: none"> Request client to present copy of valid court order, decree, 	20 min	<ol style="list-style-type: none"> Valid copy of court order, decree, decision of the RTC 	P100 -processing fee P140 - PMO	Support Staff M. Buling	LCRO



Document Title	CITIZEN'S CHARTER
Office/Department	LOCAL CIVIL REGISTRAR

	with request for SECPA	decision, certificate of finality, certificate of registration with the LCRO where the court is located		issuing the document. 2. Certificate of Finality of the court decision 3. Certificate of Registration of the decision with the LCRO wherein the court is located 4. Certified copy of unannotated and annotated document 5. OR 6. PMO 7. Transmittal Cover	P 220.00 LBC to PSA Quezon City with prepaid pouch		
2	<ul style="list-style-type: none"> ▪ Pay fees at MTO ▪ Purchase PMO at Post Office 	<ul style="list-style-type: none"> ▪ Review documents 	20 min			MTO Staff A. Ladeza	MTO LCRO
3	<ul style="list-style-type: none"> ▪ Wait 	<ul style="list-style-type: none"> ▪ Prepare documents for transmittal cover for mailing and signature of LCR 	10 min			Support Staff A. Ladeza	LCRO
4	<ul style="list-style-type: none"> ▪ Present OR and PMO for transmittal ▪ Leave document and money for mailing 	<ul style="list-style-type: none"> ▪ Certify and sign transmittal 	5 min			A. Ladeza Support Staff	LCRO
			55 min				