

LGU SAN FRANCISCO, AGUSAN DEL SUR
CITIZEN'S CHARTER

In compliance to Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption and providing penalties thereof

LOCAL CIVIL REGISTRY OFFICE FRONTLINE SERVICES

- 1. REGISTRATION OF BIRTH CERTIFICATE – ON TIME REGISTRATION**
- 2. REGISTRATION OF BIRTH CERTIFICATE – DELAYED REGISTRATION**
- 3. ISSUANCE OF CERTIFIED TRANSCRIPTION OF BIRTH, MARRIAGE AND DEATH**
- 4. ISSUANCE OF CERTIFIED TRUE COPIES OF BIRTH, MARRIAGE AND DEATH**
- 5. FACILITATION OF OUT OF TOWN REGISTRATION OF BIRTH CERTIFICATE**
- 6. APPLICATION FOR MARRIAGE LICENSE**
- 7. REGISTRATION OF MARRIAGE CERTIFICATE**
- 8. REGISTRATION OF DEATH CERTIFICATE**
- 9. REQUEST FOR BREQS (BATCH REQUEST QUERY SYSTEM)**
- 10. REGISTRATION OF LEGAL INSTRUMENTS/LEGITIMATION OF CHILD**
- 11. FILING OF PETITION FOR RA 9048 PETITION FOR CLERICAL ERROR, RA 10172 & PETITION FOR CHANGE OF FIRST NAME**

SERVICE : **REGISTRATION OF BIRTH CERTIFICATE (MARITAL CHILD) - ON TIME REGISTRATION**
 (The child should be registered not more than 30 days from birth)

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS : 1) Marriage Certificate of Parents
 2) Data/ Information regarding the birth of the child
 3) Any Identification Card of the parents

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PRESENT ALL THE REQUIRED DOCUMENTS	INTERVIEW CLIENTS AND ENCODE DATA IN THE PHILCRIS SYSTEM		TWENTY THREE (23) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW THE FILLED UP ENTRIES	PRINT THE BIRTH CERTIFICATE		FIVE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 3 AFFIX SIGNATURE OF THE INFORMANT AND BIRTH ATTENDANT	AFFIX SIGNATURE OF THE PERSON WHO PREPARE, RECEIVE AND REGISTER		FIFTEEN (15) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 4 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
STEP 5 RECEIVE THE REGISTERED BIRTH CERTIFICATE & SIGN THE LOGBOOK	RELEASE COPY OF THE BIRTH CERTIFICATE		TWO (2) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME			FORTY FIVE (45) MINUTES	

SERVICE : **REGISTRATION OF BIRTH CERTIFICATE (NON-MARITAL CHILD) - ON TIME REGISTRATION**
 (The child should be registered not more than 30 days from birth)
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
 REQUIREMENTS : 1) Data/ Information regarding the birth of the child
 2) Cedula of parents of the child or any Identification Card of the parents

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PRESENT ALL THE REQUIRED DOCUMENTS	INTERVIEW CLIENTS AND ENCODE DATA IN THE PHILCRIS SYSTEM. PREPARE THE AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF) AND CERTIFICATE OF REGISTRATION OF AUSF		THIRTY (33) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW THE FILLED UP ENTRIES	PRINT THE BIRTH CERTIFICATE, AUSF AND CERTIFICATE OF REGISTRATION OF AUSF		FIVE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 3 AFFIX SIGNATURE OF THE MOTHER, FATHER AND BIRTH ATTENDANT	AFFIX SIGNATURE OF THE PERSON WHO PREPARE, RECEIVE AND REGISTER		FIFTEEN (15) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 4 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
STEP 5 RECEIVE THE REGISTERED BIRTH CERTIFICATE & SIGN THE LOGBOOK	RELEASE COPY OF THE BIRTH CERTIFICATE		TWO (2) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME			FIFTY FIVE (55) MINUTES	

SERVICE : **REGISTRATION OF BIRTH CERTIFICATE (MARITAL CHILD) - DELAYED REGISTRATION**
 (The child registered more than 30 days from birth)

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS :
 1) Marriage Certificate of Parents
 2) Marriage Certificate of Interested Party
 3) Negative Certification from Philippine Statistics Authority (PSA)
 4) Cedula or Identification Card of Parents/Interested Party
 5) National ID
 6) Affidavit of 2 witnesses
 7) Barangay Certification / Residency
 8) At least two of the following:
 a. Immunization Card
 b. Baptismal Certificate
 c. School Record
 d. Voter's Certificate
 e. Philhealth Member Data Record (MDR)

PROCEDURE		STEP BY STEP PROCEDURE	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PRESENT ALL THE REQUIRED DOCUMENTS	VERIFICATION & EXAMINATION OF ALL DOCUMENTS, INTERVIEW CLIENT AND ENCODE DATA IN THE PHILCRIS SYSTEM		TWENTY EIGHT (28) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW THE FILLED UP ENTRIES	PRINT THE BIRTH CERTIFICATE		THREE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 3 AFFIX SIGNATURE OF THE INFORMANT & BIRTH ATTENDANT	AFFIX SIGNATURE OF THE PERSON WHO PREPARE, RECEIVE AND REGISTER		FIFTEEN (15) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 4 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
STEP 5 RECEIVE THE REGISTERED BIRTH CERTIFICATE & SIGN THE LOGBOOK	RELEASE COPY OF THE BIRTH CERTIFICATE		TWO (2) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
		TOTAL RESPONSE TIME	FIFTY MINUTES (50) MINUTES	

SERVICE : **REGISTRATION OF BIRTH CERTIFICATE (NON-MARITAL CHILD) - DELAYED REGISTRATION**
 (The child registered more than 30 days from birth)

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS : 1) Negative Certification from Philippine Statistics Authority (PSA)
 2) Cedula or Identification Card of Parents/Interested Party
 3) National ID
 4) Affidavit of 2 witnesses
 5) Barangay Certification / Residency
 6) At least two of the following:
 a. Immunization Card
 b. Baptismal Certificate
 c. School Record
 d. Voter's Certificate
 e. Philhealth Member Data Record (MDR)

PROCEDURE		STEP BY STEP PROCEDURE	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PRESENT ALL THE REQUIRED DOCUMENTS	VERIFICATION & EXAMINATION OF ALL DOCUMENTS, INTERVIEW CLIENT AND ENCODE DATA IN THE PHILCRIS SYSTEM PREPARE THE AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF) AND CERTIFICATE OF REGISTRATION OF AUSF		THIRTY EIGHT(38) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW THE FILLED UP ENTRIES	PRINT THE BIRTH CERTIFICATE, AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF) AND CERTIFICATE OF REGISTRATION OF AUSF		THREE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 3 AFFIX SIGNATURE OF THE INFORMANT & BIRTH ATTENDANT	AFFIX SIGNATURE OF THE PERSON WHO PREPARE, RECEIVE AND REGISTER		FIFTEEN (15) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 4 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
STEP 5 RECEIVE THE REGISTERED BIRTH CERTIFICATE & SIGN THE LOGBOOK	RELEASE COPY OF THE BIRTH CERTIFICATE		TWO (2) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME			SIXTY MINUTES (60) MINUTES	

SERVICE : **ISSUANCE OF CERTIFIED TRANSCRIPTION OF BIRTH, MARRIAGE & DEATH**
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
 REQUIREMENTS : 1) Identification Card (ID)
 2) Authorization/Special Power of Attorney (SPA) if the requester is not the owner of the document

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PROVIDE DATA FOR VERIFICATION & PRESENT THE IDENTIFICATION CARD OF THE REQUESTER/ AUTHORIZATION IF NOT DOCUMENT OWNER	INTERVIEW THE CLIENT AND VERIFY THE RECORD. ENCODE THE DOCUMENT	TWENTY (25) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES	
STEP 2 REVIEW DATA ENCODED	PRINT THE DOCUMENT	FIVE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES	
STEP 3 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO		MTO PERSONNEL	
STEP 4 RECEIVE THE DOCUMENT & SIGN THE LOGBOOK	AFFIX SIGNATURE OF THE MCR AND RELEASE THE DOCUMENT	FIVE (5) MINUTES	TITA A. PRADO	
	TOTAL RESPONSE TIME	THIRTY FIVE (35) MINUTES		

SERVICE : **ISSUANCE OF CERTIFIED TRUE COPIES OF BIRTH, MARRIAGE & DEATH**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS :1) Identification Card (ID)
2) Authorization/Special Power of Attorney (SPA) if the requester is not the owner of the document

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PROVIDE DATA FOR VERIFICATION & PRESENT THE IDENTIFICATION CARD OF THE REQUESTER/ AUTHORIZATION IF NOT DOCUMENT OWNER	INTERVIEW THE CLIENT AND VERIFY THE RECORD	TEN(15) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES	
STEP 2	PHOTOCOPY THE DOCUMENT	FIVE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES	
STEP 3 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO		MTO PERSONNEL	
STEP 4 RECEIVE THE DOCUMENT & SIGN THE LOGBOOK	AFFIX SIGNATURE OF THE MCR AND RELEASE THE DOCUMENT	FIVE (5) MINUTES	TITA A. PRADO	
	TOTAL RESPONSE TIME	TWENTY FIVE (25) MINUTES		

- SERVICE : **FACILITATION OF OUT OF TOWN REGISTRATION OF BIRTH**
- AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
- REQUIREMENTS :
 - 1) Negative Certification from Philippine Statistics Authority (PSA)
 - 2) Marriage Certificate of Parents (if married)
 - 3) Marriage Certificate of Interested Party
 - 4) Cedula or Identification Card of Parents/Interested Party
 - 5) National ID, Barangay Certification/Residency
 - 5) Birth Certificate or Death Certificate or Valid ID of Parents
 - 6) Affidavit of Out of Town Registration & Affidavit of Two Witnesses
 - 7) At least two of the following:
 - a. Baptismal Certificate
 - b. School Record
 - c. Voter's Certificate
 - d. Philhealth Member Data Record (MDR)

STEP BY STEP PROCEDURE		PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
STEP 1 PRESENT ALL THE REQUIRED DOCUMENTS	VERIFICATION & EXAMINATION OF DOCUMENTS, INTERVIEW CLIENTS AND ENCODE DATA IN THE PHILCRIS SYSTEM.	TWENTY FIVE(25) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW THE FILLED UP ENTRIES	PREPARE ENDORSEMENT LETTER AND PRINT THE BIRTH CERTIFICATE	TEN (10) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 3 AFFIX SIGNATURE OF THE INFORMANT	AFFIX SIGNATURE OF THE MCR	FIVE (5) MINUTES	TITA A. PRADO
STEP 4 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO		MTO PERSONNEL
STEP 5 RECEIVE COPY OF THE ENDORSEMENT LETTER & SIGN THE LOGBOOK FOR OUT OF TOWN REGISTRATION	MAIL THE DOCUMENT VIA LBC TO THE PLACE WHERE THE CLIENT WAS BORN; PROVIDE COPY OF ENDORSEMENT LETTER TO THE CLIENT	FIFTEEN (15) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME		FIFTY FIVE (55) MINUTES	

SERVICE : **REGISTRATION OF DEATH CERTIFICATE**
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
 REQUIREMENTS : 1) Barangay Certification (If death occur outside the hospital)
 2) Death Certificate (If death occur in the hospital)

STEP BY STEP PROCEDURE		PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
STEP 1 SECURE BARANGAY CERTIFICATE (FROM BARANGAY WHERE THE DEATH OCCURED), MEDICAL CERTIFICATION ON CAUSE OF DEATH FROM MUNICIPAL HEALTH UNIT	INTERVIEW CLIENTS AND ENCODE DATA IN THE PHILCRIS SYSTEM	EIGHTEEN (18) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW THE FILLED UP ENTRIES	PRINT THE DEATH CERTIFICATE	FIVE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 3 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO		MTO PERSONNEL
STEP 4 AFFIX SIGNATURE OF THE INFORMANT, MUNICIPAL HEALTH OFFICER (MHO) AND THE EMBALMER	ASSIGN REGISTRY NUMBER & AFFIX SIGNATURE OF THE PERSON WHO PREPARE, RECEIVE AND REGISTER	FIVE (5) MINUTES	MHO & EMBALMER TITA A. PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 5 RECEIVE THE COPY OF DEATH CERTIFICATE & SIGN THE LOGBOOK	RELEASE COPY OF THE DEATH CERTIFICATE	TWO (2) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME		THIRTY (30) MINUTES	

SERVICE : **APPLICATION FOR MARRIAGE LICENSE**
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
 REQUIREMENTS :
 1) Certified True/Xerox Copy of Birth Certificate of applicants
 2) Pre-marriage Counseling Certificate
 3) Parental Consent/ Advise if applicants are below 25 years old
 4) Certificate of No Marriage
 5) Cedula of the applicants
 6) At least one of the contracting parties must be a resident of the municipality
 7) Additional Requirements:
 a. Death Certificate of Spouse if applicant is widow or widower
 b. For widow applicant, at least the husband is 10 months deceased
 c. For Foreigner applicant, secure the Certificate of Legal Capacity to Contract Marriage from the Embassy or Divorce Paper if divorcee

STEP BY STEP PROCEDURE		PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER		
STEP 1 PRESENT ALL THE REQUIRED DOCUMENTS	VERIFY THE DOCUMENTS, INTERVIEW CLIENTS AND ENCODE THE APPLICATION	TWENTY FIVE(25) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW THE ENCODED DATA	PRINT THE APPLICATION FOR MARRIAGE LICENSE, PREPARE NOTICE OF POSTING AND PARENTAL ADVICE/CONSENT (FOR APPLICANTS BELOW 25 YEARS OLD)	TEN (10) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 3 AFFIX SIGNATURE OF THE APPLICANTS & PARENTS	AFFIX SIGNATURE OF THE PERSON WHO PREPARE THE DOCUMENTS	FIVE (5) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 4 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO		MTO PERSONNEL
STEP 5 RECEIVE THE COPY OF APPLICATION AND SIGN THE LOG BOOK	APPROVAL AND RELEASE OF COPIES OF APPLICATION FOR MARRIAGE LICENSE. CUSTOMERS ARE ADVISED TO COME BACK AFTER TEN (10) DAYS POSTING PERIOD FOR THE RELEASE OF MARRIAGE LICENSE	FIVE (5) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 6 RECEIVE THE COPY OF MARRIAGE LICENSE	PREPARE AND RELEASE THE MARRIAGE LICENSE TO THE CUSTOMERS.	FIVE (5) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME		FIFTYMINUTES (50) MINUTES	

SERVICE : **REGISTRATION OF MARRIAGE CERTIFICATE**
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
 REQUIREMENTS : 1) Marriage Certificate
 2) Application for Marriage License
 3) Marriage License
 4) Certificate of Registration of Authority to Solemnize Marriage (CRASM)

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PRESENT MARRIAGE CERTIFICATE TO BE REGISTERED	REVIEW THE DOCUMENTS AND ENCODE DATA IN THE PHILCRIS SYSTEM		EIGHTEEN (18) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
STEP 3	ASSIGN REGISTRY NUMBER AND AFFIX SIGNATURE OF THE PERSON WHO RECEIVE AND REGISTER		FIVE (5) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 4 RECEIVE THE CERTIFICATE OF MARRIAGE & SIGN THE LOGBOOK	RELEASE THE COPY OF THE MARRIAGE CERTIFICATE		TWO (2) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME			TWENTY FIVE (25) MINUTES	

SERVICE : **FACILITATION OF BATCH REQUEST QUERY SYSTEM (BREQS)**
 AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)
 REQUIREMENTS : 1) Birth, Marriage and Death Certificate of the client
 2) Authorization or SPA if the requester is not the owner of the document

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 FILL UP PRESCRIBED FORM FOR BIRTH, MARRIAGE, DEATH AND CENOMAR	REVIEW THE FILLED UP ENTRIES FOR COMPLETENESS & ENCODE IN THE BREQS PROGRAM		TWENTY (20) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
STEP 3 RECEIVED THE ACKNOWLEDGEMENT RECEIPT	ISSUE ACKNOWLEDGEMENT SLIP OF THE TRANSACTION AND INFORM THE CLIENT TO BE BACK AFTER 2 WEEKS		THREE (3) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 4 RECEIVE THE SECURITY PAPER	RELEASE OF THE REQUESTED DOCUMENTS		TWO (2) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME			TWENTY FIVE (25) MINUTES	

SERVICE : **REGISTRATION OF LEGAL INSTRUMENT/ LEGITIMATION OF CHILD**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS : 1) Legitimation of the Child
 a. Birth Certificate of the Child
 b. Marriage Certificate of Parents
 c. Joint Affidavit of Legitimation of the parents or
 d. Affidavit of Acknowledgement of Paternity

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1				
PRESENT ALL THE REQUIRED DOCUMENTS	1. VERIFICATION, EXAMINATION AND PHOTOCOPYING OF DOCUMENT FOR REGISTRATION AND ANNOTATION; 2. ASSIGN REGISTRY NUMBER, PREPARE CERTIFICATE OF REGISTRATION AND ANNOTATE THE DOCUMENTS		THIRTY (30) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2				
PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
	REVIEW ENTRIES AND FOR APPROVAL/SIGNATURE OF THE MCR		FIVE (5) MINUTES	TITA A. PRADO
STEP 3				
RECEIVE THE COPY OF THE DOCUMENTS	RELEASE THE DOCUMENT TO THE CLIENT		FIVE (5) MINUTES	TITA PRADO, PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
TOTAL RESPONSE TIME			FORTY (40) MINUTES	

SERVICE : **FILING OF PETITION FOR RA 9048 PETITION FOR CLERICAL ERROR, RA 10172 & PETITION FOR CHANGE OF FIRST NAME**

AVAILABILITY OF THE SERVICE : MONDAY TO FRIDAY, 8:00 AM TO 5:00 PM (NO NOON BREAK)

REQUIREMENTS :
 1) Birth Certificate
 2) Baptismal Certificate
 3) Voter's Certification
 4) School Record/ Form 137 (Elementary & High School)
 5) Cedula or Identification Card of Parents/Interested Party
 6) NBI & Police Clearance
 7) Medical Record

PROCEDURE		STEP BY STEP	PROCESSING TIME	RESPONSIBLE PERSON
STEPS FOR CUSTOMER	STEPS FOR SERVICE PROVIDER			
STEP 1 PRESENT ALL THE REQUIRED DOCUMENTS	VERIFICATION, EXAMINATION AND PHOTOCOPYING OF REQUIREMENTS. PREPARE & PRINT THE PETITION, PREPARE & POST THE NOTICE OF POSTING		FORTY MINUTES (40) MINUTES	PEVIE TIU, RACHEL ANN ESTILLORE RETCHELLIE PULMON, JULIEBETH CABATUAN & CARLITO JR ANGELES
STEP 2 REVIEW & SIGN THE PETITION			FIVE (5) MINUTES	PEVIE TIU, RETCHELLIE PULMON & TITA A. PRADO
STEP 3 PAY TO MTO	ADVISE THE CLIENT TO PAY THE REQUIRED FEES TO THE MTO			MTO PERSONNEL
	AFTER 10 DAYS OF POSTING, PREPARE CERTIFICATE OF POSTING. MAIL THE DOCUMENTS TO PSA, MANILA FOR AFFIRMATION		TEN (10) DAYS)	
STEP 4 WAIT FOR THE AFFIRMATION FROM PSA, MANILA	ONCE THE OFFICE RECEIVE THE AFFIRMATION FROM PSA, PREPARE NECESSARY DOCUMENTS FOR ANNOTATION AND MAIL TO PSA		THIRTY MINUTES (30) MINUTES	TITA PRADO, PEVIE TIU & RETCHELLIE PULMON
	TOTAL RESPONSE TIME		FIFTEEN TO TWENTY DAYS & SEVENTY FIVE MINUTES (15-20 DAYS & 75 MINUTES)	