

OFFICE OF THE CITY CIVIL REGISTRAR (OCCR) 1st Floor, New Government Center, Bacolod City Phone No: (034) 435-4790

MISSION/VISION

The CIVIL REGISTRY OFFICE of Bacolod City aims to carry out the Registration and Recording program of the LGU regarding Birth, Marriage, and Death Certificates, Judicial Decrees, and other Registrable Legal Instruments in accordance with the provisions of the Civil Registry Law, Family Code of the Philippines, and other Pertinent Laws and Regulations related to Civil Registration. All Registered documents sent to the Philippine Statistics Authority (PSA) is properly recorded, registered, and encoded in the computer system to uphold the integrity and accuracy of information for the immediate release of the documents to the public.

SCHEDULE OF SERVICE AVAILABILITY: Monday to Friday, 8:00 am to 5:00 pm

Registration of Birth, Marriage and Death is Free of Charge. Request for Certified True copies - ₱ 50.00 per copy

1. Walk-in On-Time Registration of Cert. of Live Birth (Hospital, Lying-In, or Maternity Clinic Deliveries)

The Civil Registrar's Office registers the Certificate of Live Birth (COLB) of Babies born in the Hospital, Lying-In, or Maternity Clinic within 30 Days from date of Birth.

Office or Division:	Local Civil Registry Office / BIRTH Division			
Classification:	☑ Simple □ 0	Complex		
Type of Transaction:	☑ G2C - Governr	nent to Citizen		
	☐ G2B - Governr	nent to Business Entity		
	☐ G2G - Governr	ment to Government		
Who may avail:	Parents with Babi	es born in the Hospital, Lying-In, or Maternity		
	Clinic within 30 D	Clinic within 30 Days from date of Birth.		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
CHECKLIST OF REC	UIREMENTS	WHERE TO SECURE		
CHECKLIST OF REC		WHERE TO SECURE Hospital, Lying-In, or Maternity Clinic		
	Birth (COLB) with			
Prepared Certificate of Live E	Birth (COLB) with			
Prepared Certificate of Live E Transmittal Letter (4 Original)	Birth (COLB) with	Hospital, Lying-In, or Maternity Clinic		
Prepared Certificate of Live E Transmittal Letter (4 Original) Marriage Cert. of Parents (if p	Sirth (COLB) with coarents are	Hospital, Lying-In, or Maternity Clinic		
Prepared Certificate of Live E Transmittal Letter (4 Original) Marriage Cert. of Parents (if p married) (1 Photocopy)	Sirth (COLB) with coarents are	Hospital, Lying-In, or Maternity Clinic Local Civil Registrar Marriage Section / PSA		

Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multipurpose ID, SSS, Pag-IBIG, NBI Clearance, COMELEC ID, Philpost ID, OSCA, OFW ID, Barangay ID, OWWA ID, Police Clearance, Seaman's/Seawoman's Book, Diplomat/Consular ID, 4P's ID/DSWD Certification, PWD ID, ID's Issued by Nat'l Govt Ofcs., Philhealth, TIN, ID's issued by Local Chief Exec., Company ID, Foreign National Passport, Student ID.

If NOT Married (Using the surname of the				
Father):				
Duly notarized Affidavit to Use the Surname	of	Notary Pub	lic/Attorney	
the Father (AUSF) (4 Original)		-	-	
If Authorized Representative				
Authorization Letter with Valid ID's of Parents (1		Parents		
Original w/ 1 Photocopy)				
Valid ID of Authorized Person (1 Original w/ 1		Authorized	Person	
Photocopy)				
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<i>Епотосору)</i>	T		T	T
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 5 to get a number and wait for your number to be called. Proceed to On-Time Birth Registration Table to undergo Interview and submit Certificate	1.1 Window issues number 1.2 Interview and check submitted Certificate of Live Birth and required documents.	None	10 minutes 30 minutes	LCR Staff (Window 5) Asst. Registration Officer
of Live Birth and required documents.	1.3 Issue order of payment		5 minutes	Asst. Registration Officer
2. Pay required fees: If will request for Electronic Endorsement to PSA If will request for Certified True Copy If Parents are not married using the surname of the Father (AUSF).	2. Process payment and issue Official Receipt (OR).	For not married-using the surname of the father - Affidavit to Use the Surname of the Father (AUSF) Registration Fee: PHP 300.00 Optional: 1. Endorsement to PSA: PHP 210.00 2. Certified True Copy of Birth Certificate: PHP 50.00 per copy.	20 minutes	Cashier (City Treasurers Office)
3. Present Official Receipt (OR), Certificate of Live Birth and required	3.1 Receive and double check submitted OR, Certificate of Live Birth and	None	45 minutes	Asst. Registration Officer

documents to On-Time Registration Table	required documents for Registration 3.2 Approval of received documents.	None	2 hours	Registration Officer IV / City Civil Registrar
	3.3 Assignment of Registry Number.	None	30 minutes	Asst. Registration Officer
4. Wait for Certificate of Live Birth to be released.	4. Release the COLB at the Releasing Section (On- Time Registration Table)	None	5 minutes	On-Time Registration Staff
	TOTAL:	If not Married – using the surname of the father: PHP 300.00 (AUSF) Registration Endorsement to PSA: PHP 210.00	4 hours and 25 minutes	
		Certified True Copy of Birth Certificate: PHP 50.00 per copy		

2. Walk-in On-Time Registration of Birth (Home Deliveries)The Civil Registrar's Office facilitates in the registration of the Certificate of Live Birth (COLB) of Babies born at home (non-institutional deliveries) within 30 Days from date of Birth.

Office or Division:	Local Civil Registry Office / BIRTH Division			
Classification:	☑ Simple I	□ Complex □ Highly Technical		
Type of Transaction:	☑ G2C - Gov	vernment to Citizen		
	☐ G2B - Gove	ernment to Business Entity		
	☐ G2G - Gov	vernment to Government		
Who may avail:	Parents with E	Babies born at home (non-institutional deliveries)		
	within 30 Days	within 30 Days from date of Birth.		
CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Pre-Natal Record/Ultra Sound		Doctor, Hospital, Lying-in, Brgy Health Center		
Result/Medical Records of the Mother.				
Marriage Cert. of Parents (if p	parents are	Local Civil Registrar Marriage Section / PSA		
married) (1 Photocopy)				

Valid ID of the Parents (original w/ 1	See list of accepted ID's below:	
Photocopy)	·	
Accepted ID's: PhilSys National ID, Passpor	t, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-	
purpose ID, SSS, Pag-IBIG, NBI Clearance, 0	COMELEC ID, Philpost ID, OSCA, OFW ID, Barangay ID,	
OWWA ID, Police Clearance, Seaman's/Seav	woman's Book, Diplomat/Consular ID, 4P's ID/DSWD	
Certification, PWD ID, ID's Issued by Nat'l Go	ovt Ofcs., Philhealth, TIN, ID's issued by Local Chief	
Exec., Company ID, Foreign National Passpo	ort, Student ID.	
Personal appearance of the Parents	Parents	
(required).		
Personal appearance of the Traditional	Traditional Midwife (Paltera) / Reg. Midwife	
Midwife or Registered Midwife (required)		
(Bring valid WD w/ 1 Photocopy)		
If Not Married (Using the surname of the		
Father):		
Duly notarized Affidavit to Use the Surname	Notary Public/Attorney	
of the Father (AUSF) (4 Original)		

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
Proceed to Window 5 to get a number and	1.1 Window issues number	None	10 minutes	LCR Staff (Window 5)
wait for your number to be called. Proceed to On-Time Birth Registration Table to undergo	1.2 Interview and check submitted Certificate of Live Birth and required documents.		30 minutes	Asst. Registration Officer
Interview and submit Certificate of Live Birth and required documents.	1.3 Issue order of payment		5 minutes	Asst. Registration Officer
2. Pay required Fees	2. Process payment and issue Official Receipt (OR).	Service Charge: PHP 20.00 For not married-using the surname of the father - Affidavit to Use the Surname of the Father (AUSF) Registration Fee: PHP 300.00 Optional: Endorsement to PSA: PHP 210.00	20 minutes	Cashier (City Treasurers Office)

		Certified True Copy of Birth Certificate: PHP 50.00 per copy		
3. Present Official Receipt (OR) and required documents to On-Time Registration	3.1 Receive and double check submitted OR and required documents for Registration	None	45 minutes	Asst. Registration Officer
Table	3.2 Preparation of the Certificate of Live Birth	None	2 days	Asst. Registration Officer Registration Officer
	1.3 Approval of received documents	None	1 day	IV / City Civil Registrar Asst. Registration Officer
	3.4 Assignment of Registry Number	None	30 minutes	Officer
4. After 3 Days claim the registered documents owners copy.	4. Release the COLB at the Releasing Section (On- Time Birth Registration Table)	None	10 minutes	On-Time Registration Staff
		Service Charge: PHP 20.00	3 days, 2 hours and 30 minutes	
	TOTAL:	If Not Married – using the surname of the father: PHP 320.00 (Affidavit to Use the Surname of the Father).		

3. On-Time Registration of Cert. of Live Birth Facilitated by the Hospitals, Lying-In, or Maternity Clinics

The Civil Registrar's Office facilitates in the registration of the Certificate of Live Birth (COLB) of Babies born in the Hospital (Public/Private), Lying-In (City Health), or Maternity Clinics within 30 Days from date of Birth.

Office or Division:	Local Civil Registry Office / BIRTH Division			
Classification:	☑ Simple	☐ Complex	☐ Highly Technical	

Type of Transaction:	☐ G2C - Government to Citizen				
• •	☑ G2B - Government to Business Entity				
	☑ G2G - Government to Government				
Who may avail:	Hospitals (Public/Private), Lying-In (City Health), or Maternity				
•	Clinics with Babies born within 30 days from the date of birth and				
	whose parents are married.				

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Live Birth (COLB) with	Hospital (Public/Private), Lying-In (City Health), or
Transmittal Letter (4 Original)	Maternity Clinic

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
Proceed to Window	1.1 Window issues	None	10 minutes	LCR Staff
5 to a get number and wait for your	number			(Window 5)
number to be	1.2 Accept submitted			
called. Proceed to	Certificate of Live		30 minutes	Asst. Registration
On-Time Birth	Births. (advise			Officer
Registration Table and submit	client to claim their copy of the			
Certificate of Live	COLB after 3			
Births (COLB).	days).			
	4.0 Danasa		20	Asst. Registration
	1.3 Prepare Certificate of Live		30 minutes	Officer
	Birth (COLB)			Registration Officer
				IV / City Civil
	1.4 Approval of received		3 days	Registrar
	documents.			On-Time
				Registration
	1.5 Assignment of		30 minutes	Staff
2. On the fourth (4 th)	Registry Number 2. Release the	None	10 minutes	On-Time
day claim the	COLB at the	140110	To mindido	Registration
registered	Releasing			Staff
Certificate of Live	Section (On-Time			
Birth (COLB)	Birth Registration Table)			
			3 days, 1 hour	
	TOTAL:	None	and 50 minutes	
			50 minutes	

4. Late (Delayed) Registration of Cert. of Live Birth (Hospital, Lying-In, or Maternity Clinic Deliveries)

The Civil Registrar's Office registers the Certificate of Live Birth (COLB) of children born in the Hospital, Lying-In, or Maternity Clinic 31 Days or more from date of Birth.

^{*}For marital minor applicants, the personal appearance of the parents before the City Civil Registrar is mandatory.

^{*}For non-marital minor applicant, only the mother shall personally appear before the CCR. If the party seeking the registration is not the Mother, an Affidavit or a sworn statement stating

the present whereabouts of the mother and the reason for inability to personally appear before the CCR shall be submitted.

Office or Division:	Local Civil Registry Office / BIRTH Division			
Classification:	☑ Simple □ Complex □ Highly Technical			
Type of Transaction:	☑ G2C - Governi	ment to Citizen		
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		ment to Business Entity		
		ment to Government		
Who may avail:	Parents with children born in the Hospital, Lying-In, or Maternity			
Triio may avam.		more from date of Birth.		
CHECKLIST OF REQ		WHERE TO SECURE		
CHECKLIST OF KEQ	OIIVEINIENTS	WIILKE TO SECONE		
If person to be registered is	a Minor			
Negative Entry from LCR (1 0		Local Civil Registrar		
Negative Result from PSA (or		PSA PSA		
Photocopy) for child six mont	·	1 5/1		
Growth Chart (original w/ 1 P		Doctor / Health Center		
Prepared Certificate of Live B		Hospital, Lying-In, or Maternity Clinic		
Transmittal Letter from the Ho		, , , , , , , , , , , , , , , , , , ,		
Marriage Cert. of Parents (if p		Local Civil Registrar Marriage Section / PSA		
married) (1 Photocopy)		ů ů		
National ID (1 Photocopy) (m	andatory)	Philippine Statistics Authority		
Barangay Certification issued	by the Punong	Barangay where applicant is residing		
Barangay as proof of residen-	cy (1 original, 1			
photocopy)				
Unedited front-facing photo if		Client		
be attached to the application				
background, taken within 3 m	onths from date of			
registration)				
ANY of the following listed be				
Baptismal (Original w/ 1 Phot		Church / Any Religious Sector		
School Record (1 Photocopy)		School attended		
Marriage Cert. of Parents (1 F		Local Civil Registrar Marriage Section / PSA		
*If one of the parents is a fore		Client		
passport or BI Clearance Cer Card of the foreign parent (1				
original)	priotocopy, bring			
original)				
If person to be registered	ed is an Adult			
Negative Entry from LCR (1 0		Local Civil Registrar		
Prepared Certificate of Live B		Hospital, Lying-In, or Maternity Clinic		
Transmittal Letter from the Ho		, , , , , , , , , , , , , , , , , , ,		
Baptismal (original w/ 1 Photo		Church / Any Religious Sector		
National ID (1 Photocopy) (mandatory)		Philippine Statistics Authority		
Barangay Certification issued by the Punong		Barangay where applicant is residing		
Barangay as proof of residency (1 original, 1				
photocopy)				
Unedited front-facing photo if		Client		
be attached to the application				
background, taken within 3 m	onths from date of			
registration)				
ANY of the following listed be	low			

School Record (1 Photocopy)	School attended
Philhealth MDR (Original w/ 1 Photocopy)	Philhealth
Marriage Cert. of Parents (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Birth Certificate of Brother/Sister (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Birth Certificate of Son/Daughter (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
*If one of the parents is a foreigner: Valid passport or BI Clearance Certificate or ACR I-Card of the foreign parent (1 photocopy, bring original)	Client
IF NOT Married: attach the following: 1. Duly notarized Affidavit to Use the Surname of the Father (AUSF) (4 Copies) – If using the surname of the father.	Attorney/Notarized Public
2. Duly notarized Affidavit of two Disinterested Person (1 Original Copy)	Attorney/Notarized Public
Duly notarized Affidavit of the mother (1 Original Copy)	Attorney/Notarized Public
* In the absence of the Mother:	Attorney/Notarized Public
- Duly notarized Affidavit of the father - Affidavit of Guardianship	Attorney/Notarized Public
4. Appearance of both parents	Parents
IF Authorized Representative: 1. Special Power of Attorney (SPA) (1 original with 1 Photocopy) 2. Authorization Letter with Valid ID's of Parents 3. ID of Authorized Person (1 Original w/ 1 Photocopy)	Attorney/Notarized Public Parents Authorized Person

Рпоюсору)				
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	BE PAID	TIME	RESPONSIBLE
 Proceed to 	1.1 Window issues	None	10 minutes	LCR Staff
Window 5 to get	number			(Window 5)
a number and				
wait for your	1.2 Interview and		30 minutes	
number to be	check submitted			Asst. Registration
called. Proceed	Certificate of			Officer
to On-Time Birth	Live Birth and			
Registration	required			
Table and submit	documents.			Asst. Registration
Certificate of			5 minutes	Officer
Live Birth	1.3 Issue order of			
(COLB).	payment			
2. Pay required	2. Process	Endorsement	20 minutes	Cashier (City
Fees	payment and	to PSA:		Treasurers Office)
	issue Official	PHP 210.00		
	Receipt (OR).			
		If not married-		
		using the		
		surname of		
		the father) -		

		Affidavit to Use the Surname of the Father (AUSF) Registration Fee: PHP 300.00		
3. Present Official Receipt (OR), Certificate of Live Birth (COLB) and required documents to Late Registration Table	3.1 Receive and double check submitted OR, Certificate of Live Birth (COLB) and required documents for Registration.	None	45 minutes	Asst. Registration Officer Asst. Registration
	3.2 Issue a Claim Slip (advise client to claim their copy of the Certificate of Live Birth (COLB) on the scheduled date provided.	None	15 minutes	Officer Registration Officer IV / City Civil
	3.3 Posting		10 days Posting Period (Act No. 3753)	Registrar Asst. Registration Officer
	3.4 Approval of received documents.		20 minutes	
	3.5 Assignment of Registry Number.		30 minutes	
4. Surrender the Claim Slip on the scheduled date to the releasing section to get the registered Certificate of Live Birth (COLB)	4. Release the registered Certificate of Live Birth (COLB) at the Releasing Section.	None	10 minutes	Late Registration Staff (Window 6)
	TOTAL:	If Married PHP 210.00	10 days, 3 hours and 25 minutes	

Not Married -	
Using the	
surname of	
the Mother	
PHP 210.00	
Not Married	
(using the	
surname of	
the Father) –	
PHP 510.00	
Affidavit to	
Use the	
Surname of	
the Father	
(AUSF)	

5. Late (Delayed) Registration of Cert. of Live Birth - Home Deliveries

The Civil Registrar's Office facilitates in the registration of the Certificate of Live Birth (COLB) of children born at home (non-institutional deliveries) 31 Days or more from date of Birth.

^{*}For non-marital minor applicant, only the mother shall personally appear before the CCR. If the party seeking the registration is not the Mother, an Affidavit or a sworn statement stating the present whereabouts of the mother and the reason for inability to personally appear before the CCR shall be submitted.

Office or Division:	Local Civil Registry Office / BIRTH Division			
Classification:	☑ Simple ☐ Complex ☐ Highly Technical			
Type of Transaction:	☑ G2C - Governm	ent to Citizen		
• .	☐ G2B - Governm	ent to Business Entity		
	☐ G2G - Governm	ent to Government		
Who may avail:	Parents with Childr	ren born at Home (non-institutional deliveries)		
	31 Days or more fr	om date of Birth.		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
If person to be registered is a Minor				
Negative Entry from LCR (1 Original)		Local Civil Registrar		
Negative Result from PSA (1 Photocopy)		PSA		
for child six months old and above				
Growth Chart (1 Photocopy)		Doctor / Health Center		
Marriage Cert. of Parents (if p	parents are married)	Local Civil Registrar Marriage Section / PSA		
(1 Photocopy)				
National ID (1 Photocopy) (mandatory)		Philippine Statistics Authority		
Barangay Certification issued by the Punong		Barangay where applicant is residing		
Barangay as proof of residency (1 original, 1				
photocopy)				
Unedited front-facing photo if		Client		
attached to the application (2x2 size, white				

^{*}For marital minor applicants, the personal appearance of the parents before the City Civil Registrar is mandatory.

background, taken within 3 months from date of	
registration) ANY of the following listed below	
Baptismal and (original w/ 1 Photocopy)	Church / Any Religious Sector
School Record (1 Photocopy)	School attended
Marriage Cert. of Parents (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
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If person to be registered is an Adult	
Negative Entry from LCR (1 Original)	Local Civil Registrar
Negative Result from PSA (1 Photocopy)	PSA
Baptismal and (original w/ 1 Photocopy)	Church / Any Religious Sector
National ID (1 Photocopy) (mandatory)	Philippine Statistics Authority
Barangay Certification issued by the Punong	Barangay where applicant is residing
Barangay as proof of residency (1 original, 1	
photocopy)	
Unedited front-facing photo if the registrant to be	Client
attached to the application (2x2 size, white	
background, taken within 3 months from date of	
registration)	
ANY of the following listed below	Cab and attended
School Record (1 Photocopy)	School attended Philhealth
Philhealth MDR (original w/ 1 Photocopy) Marriage Cert. of Parents (if parents are married)	Local Civil Registrar Marriage Section / PSA
(1 Photocopy)	Local Civil Registral Marriage Section / FSA
Birth Certificate of Brother/Sister (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Birth Certificate of Son/Daughter (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Note:	Loodi Civii regiotidi Marriago Coctori i Civ
Personal appearance of Traditional Midwife	Trad. Midwife (Paltera) / Reg. Midwife
(Paltera) or Reg. Midwife (required)	, ,
IF NOT Married: attach the following:	
1. Duly notarized Affidavit to Use the Surname of	Attorney/Notarized Public
the Father (AUSF) (4 Copies) – If using the	
surname of the father.	Attornous/Aleterine d Dublic
2. Duly notarized Affidavit of two Disinterested	Attorney/Notarized Public
Person (1 Original Copy).	Attorney/Notarized Public
3. Duly notarized Affidavit of the mother (1	/ Momoy/Notalized Fubile
Original Copy)	
* In the absence of the Mother:	Attorney/Notarized Public
- Duly notarized Affidavit of the father	Attorney/Notarized Public
- Duly notarized Affidavit of Guardianship	
	Parents
4. Appearance of both parents (required)	
IE Authorized Depresentatives	
IF Authorized Representative: 1. Special Power of Attorney (SPA) (1 original	
with 1 Photocopy)	Attorney/Notarized Public
2. Authorization Letter with Valid ID's of Parents	/ Momey/Notalized Fubile
3. ID of Authorized Person (1 Original w/ 1	Parents
Photocopy)	Authorized Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Window 5 to get a number and	1.1 Staff issues number	None	10 minutes	LCR Staff Window 5
wait for your number to be called. Proceed to On-Time Birth Registration Table and submit Certificate of	1.2 Interview and check submitted Certificate of Live Birth and required documents.		30 minutes	Asst. Registration Officer
Live Birth (COLB).	1.3 Issue order of payment		5 minutes	Asst. Registration Officer
2. Pay required Fees	2. Process payment and issue Official Receipt (OR).	Service Charge: PHP 20.00 Endorsement to PSA: PHP 210.00 If not married- using the surname of the father) - Affidavit to Use the Surname of the Father (AUSF) Registration Fee: PHP 300.00	20 minutes	Cashier (City Treasurers Office)
3. Present Official Receipt (OR), Certificate of Live Birth (COLB) and required documents to	3.1 Receive and double check submitted OR, Certificate of Live Birth (COLB) and required	None	45 minutes	Asst. Registration Officer
Late Registration Table	documents for Registration		30 minutes	LCR Staff
	3.2 Preparation of the Certificate of Live Birth (COLB)		15 minutes	Asst. Registration Officer
	3.3 Issue a Claim Slip (advise client to claim their copy of the			

	Certificate of			
	Live Birth		10 days Posting	
	(COLB) on the scheduled date		Period (Act No. 3753)	
	provided.		(ACLINO. 3753)	Registration Officer
	provided.		20 minutes	IV / City Civil
	3.4 Posting			Registrar
				Acat Desistantica
				Asst. Registration Officer
			30 minutes	Onicor
	3.5 Approval of			
	received			
	documents.			
	3.6 Assignment of			
	Registry Number.			
4. Surrender the	4. Release the	None	10 Minutes	Late Registration
Claim Slip on the	registered			Staff
scheduled date	Certificate of Live Birth (COLB) at			(Window 6)
to the releasing section to get the	the Releasing			
registered	Section			
Certificate of				
Live Birth (COLB)				
(COLB)		If Married	10 Days. 3	
		PHP 230.00	Hours and	
			25 Minutes	
		Not Married (Using the		
		surname of		
		the Mother)		
		PHP 230.00		
		Not Married		
	TOTAL:	(using the		
		surname of		
		the father) –		
		PHP 530.00 Affidavit to		
		Use the		
		Surname of		
		the Father		
		(AUSF)		

6. Registration of DeathCertificate of Death (COD) is a record of vital information on the identity of the deceased.

Office or Division:	Local Civil Registry Office / DEATH Division
Office of Division.	Local Civil Registry Office / DEATH Division

Classification:	☑ Simple □ Complex □ Highly Technical				
Type of Transaction:	☑ G2C - Government to Citizen				
71	☐ G2B - Government to Business Entity				
	☐ G2G - Government to Government				
Who may avail:	All Civil Registry Do	cument owners or their authorize			
	representative				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Barangay certification (1 Orig	jinal Copy)	Barangay Hall			
Dead on arrival (If brought to	the hospital) (1	Hospital			
original)					
Affidavit of the Nearest kin to	sign as INFORMANT	Any Government Issued ID/Company ID			
(1 Original Copy)					
Valid ID of nearest Kin (1 photocopy)		Nearest kin should be the one to secure the authority			
In the clearance of next of kin, letter of authority		Notary Public			
and valid ID (1 Photocopy)					
Death Certificate					
 Death at Home (3 Or 	iginal Copies)	City Health Office			
 Death in Hospital (4) 	Original Copies)	Hospital of Death			
* Death Certificate should be signed by:					
- Funeral Parlor (Embalmer)		Funeral Homes			
- City Health (for review of cause death)		City Health (Room 27)			
 Issuance of Transfer of Cadaver (If Burial 		Bacolod Permits and Licensing Office			
is outside Bacolod C					
Burial permit (If the deceased		Bacolod Permits and Licensing Office			
Bacolod City)(1 Original Copy	y)				

6.1 Deaths at Home and Deaths in Hospitals

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE
1. Submit death	1.1 Receive and	None	10 minutes	Window 3 or 4
certificate:	check Certificate of			Local Civil
- prepared by	Death submitted.			Registrar staff
CHO if death at				
home	1.2 Review			
- prepared by	Documents	None	1 hour	
hospital if death in				
hospital	1.3 For signature of			
	supervisor and for		1 hour	Registration
	approval of			Officer III
	document.			Local Civil
	1 1 1 1 1 1 1 1 1 1 1			Registrar
	1.4 Assigned Registry Number.		30 minutes	
2. Claim file copy.	2. Release client's	None (for	20 minutes	Window 3 or 4
Request certified		Original	20 111111111111111111111111111111111111	Local Civil
true copy if	сору	copy)		Registrar staff
needed		сору)		Negistiai staii
Hooded		Php 50.00		
		per Certified		
		True Copy		

TOTAL	NI	0 1	
IOIAL	None	3 hours	
1017(2)		0 110 01.0	

6.2 Delayed/Late Registration of Deaths

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit death	1.1 Receive and	None	10 minutes	Window 3 or 4
certificate:	check Certificate			Local Civil
- prepared by	of Death			Registrar staff
CHO if death at home	submitted.			
- prepared by	1.2 Review			
hospital if death in hospital	Documents	None	1 hour	Registration Officer III
	1.3 For signature of			Local Civil
	supervisor and for approval of document.	None	1 hour	Registrar
	doddinont.			
	1.4 Posting		10 days posting	
	1.5 Assigned		period. (act	Window 3 or 4
	Registry		no. 3753)	Local Civil
	Number.		30 minutes	Registrar staff
2. Claim file copy.	2. Release client's	None (for	20 minutes	Window 3 or 4
Request certified	сору	Original		Local Civil
true copy if		copy)		Registrar staff
needed.		Php 50.00		
		per Certified		
		True Copy		
	TOTAL:	None	10 Days and 3 Hours	

7. Registration of Application Marriage License

Certificate of Marriage (COM) is used to record information pertaining to the marriage of the contracting parties. It contains information regarding the groom and the bride.

Office or Division:	Local Civil Registry Office / Marriage Division				
Classification:	☑ Simple ☐ Co	mplex ☐ Highly Technical			
Type of Transaction:	☑ G2C - Government to Citizen				
	☐ G2B - Government to Business Entity				
	☐ G2G - Government to Government				
Who may avail:	All Civil Registry Document owners or their authorize				
	representative				
CHECKLIST OF RE	OF REQUIREMENTS WHERE TO SECURE				
Certificate of No Marriage (CENOMAR) (1		PSA			
Photocopy)					
Birth Cert. or Baptismal (1 Ph	otocopy)	City Civil Registrar/PSA/ Church or Any Religious			

Valid ID (1 Photocopy)		Any Governm	nent Issued ID/Compa	any ID
Resident Certificate (CEDULA) (1 Photocopy)		Barangay / City Treasurer's Office		
Certificate of Compliance (after pre-marital	POPCOM Office		
counseling) (1 Original)				
Age 18 to 20 bring Fathe				
deceased submit Death Ce				
consent with valid ID (1 Ori	iginal and 1 Photocopy			
of ID)				
Age 21 to 25 bring parer	nts with valid ID (Death			
Cert. If Parents are deceas				
Photocopy of ID)	, ()			
Affidavit of Guardianship w		Notary Public	;	
Parents are deceased / Ab	road (1 Original)			
IF FOREINGER:				
Legal Capacity to Marry (1		Embassy		
Passport (1 photocopy – Fi	irst page and Latest	Owner		
arrival) CENOMAR(PSA) (1 Photo	oonu)	PSA		
CENOWAR(PSA) (1 PHOLO	сору)	FSA		
IF DIVORCED:				
Attached Divorced paper (1 photocopy)	Court / Place	were dissolved	
	1 177			
IF WIDOW/ER:				
Attached death certificate (Attached death certificate (1 photocopy)		vil Registrar	
	AGENCY	FEES TO	PROCESSING	PERSON
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIB
	ACTION	BLFAID	IIIVIL	LE
1. Clients submit	1.1 Check and	None 15 minutes Window 1		
requirements for	receive	Clerk I.		
application of	documents.			
marriage license and	4.0 1.1		45	
Clients undergo	1.2 Interview		15 minutes	
interview.	applicants.			

2. Pay required fees	Process payment and issue Official Receipt (OR	Application for Marriage License:	20 minutes	Cashier (City Treasurers Office)
		(Couple resides in Bacolod City) PHP 100.00		
		(if other Partner resides outside Bacolod City) PHP 150.00		
		Marriage counseling PHP 150.00		
		Marriage License PHP 50.00		
3. Fill up Application Form	Provide Form and Issue order of payment	None	1 hour	Window 1 or 2 Clerk II
Clients Proceed to POPCOM office for scheduling of Pre- Marital Counseling	4.1 POPCOM schedules the counseling	None	30 minutes	POPCOM Office (3rd floor NGC)
Ç	4.2 Posting	None	10 days Posting Period (Act No. 3753)	
5. Client submits Certificate of Compliance (issued by POPCOM after the	5.1 Receive Certificate of Compliance.	None	30 minutes	Window 1 or 2 Clerk II
client has undergone the counseling).	5.2 Prepare application and marriage license	None		
	5.3 Signs and approves application of Marriage License	None	30 minutes	
Client receives Marriage License	6. Release of Marriage License on the 11th day upon submission	None	20 minutes	Window 1 or 2 Clerk II

	PHP 300.00 for Both partner	10 days,3 hours and 30 minutes	
	resides		
	Bacolod		
	City		
TOTAL:	PHP		
	350.00 lf		
	other		
	resides		
	outside		
	Bacolod		
	City		

8. Registration of Certificate of Marriage

Submission of marriage contract should not exceed more than 15 days upon date of marriage (couple applied with Marriage License)
For Article 34 (couple who are living together for more than 5 year) submission of marriage

For Article 34 (couple who are living together for more than 5 year) submission of marriage contract duly notarized at the back of the document, attached affidavit of cohabitation, and should not exceed more than 30 days upon date of marriage.

Office or Division:	Local Civil Reg	Local Civil Registry Office / Marriage Division				
Classification:	☑ Simple □	Complex [☐ Highly Technical			
Type of Transaction	☐ G2B - Gover	☑ G2C - Government to Citizen☐ G2B - Government to Business Entity☐ G2G - Government to Government				
Who may avail:	All Civil Registry representative	All Civil Registry Document owners or their authorize representative				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE		
Marriage Contract (4 Or	iginal Copies)	LCR/ Cou	rt/ Church/ Any religi	ous sector		
couple to be ap Solemnizing O Marriage.	request letter of the	Sector				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Applicants submit their Marriage certificate together with the required documents.	1.1 Receive and check Certificate of Marriage from Church and Court. 1.2 Signature of	None	15 minutes	Window 1 or 2 Clerk II		
	supervisor for approval of document.	None	15 minutes	City Civil Registrar		

	1.3 Assign registry number	None	10 minutes	LCR Staff
2. Schedule for Releasing	2. Assigned Schedule (advise client to claim their copy of the Marriage Cert. after 2 days).	None	2 days	Window 1 or 2 Clerk II
Claim Registered Marriage Certificate	Release Registered Marriage Certificate	None	20 minutes	Window 1 or 2 Clerk II
	TOTAL:	None	2 days and 1 hour	

9. Late (Delayed) Registration of Certificate of Marriage

Submission of marriage contract who exceeds more than 15 days upon date of marriage (couple applied with Marriage License)

For Article 34 (couple who are living together for more than 5 year) submission of marriage contract duly notarized at the back of the document, attached affidavit of cohabitation, and should not exceed more than 30 days upon date of marriage.

Office or Division:	Local Civil Reg	istry Office	/ Marriage Divisio	n		
Classification:	☑ Simple □	☑ Simple □ Complex □ Highly Technical				
Type of Transactio	n: 🗹 G2C - Govern	ment to Citiz	zen			
	☐ G2B - Govern	ment to Bus	iness Entity			
	☐ G2G - Goverr	ment to Gov	/ernment			
Who may avail:	All Civil Registry	Document of	owners or their auth	norize		
	representative					
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	ECURE		
Marriage Contract (4 Or	ginal Copies)	LCR/ Cou	rt/ Church/ Any religi	ous sector		
Old Copy of Marriage Co		ı LCR/ Cou	rt/ Church/ Any religi	ous sector		
purposes (4 Original Co						
Negative result from PS		PSA				
Negative result from LC		LCR				
Duly Notarized Affidavit	of Cohabitation (Article	Attorneys				
34) (4 Original Copies)						
Duly Notarized affidavit						
the back of Marriage Co	ntract) (4 Original	Attorneys				
Copies)						
For Outside Church/Cou		City Civil I	Do ation = /DC A / Chi	ah ar Anu Daliniaua		
	request letter of the					
couple to be ap	ficer to Solemnize their					
Marriage. (4 Or		en				
iviaillage. (4 Oi	AGENCY	Z FEEG TO DECOME DESCON				
CLIENT STEPS		FEES TO PROCESSING PERSON				
	ACTION	BE PAID	TIME	RESPONSIBLE		

Applicants submit their Marriage certificate together with the required documents.	1.1 Receive and check Certificate of Marriage and Duly Notarized documents. 1.2 Signature of supervisor for approval of document. 1.3 Post for 10 days	None None	10 minutes 10 minutes	Window 1 or 2 Clerk II City Civil Registrar
		None	10 days posting period (act no. 3753)	
Schedule for Releasing	2.1 Assigned Schedule for releasing	None	10 minutes	City Civil Registrar
	2.2 Assign registry number	None	10 minutes	
Claim Registered Marriage Certificate	Release Registered Marriage Certificate	None	10 minutes	Window 1 or 2 Clerk II
	TOTAL:	None	10 days and 50 minutes	

10. Correction for Clerical Error (Birth, Marriage, Death)

To err is human as the saying goes, that is why our legislative passed into law R.A. 9048 and R.A. 10172. Through this legislation, our constituents are given the chance to have clerical or typographical errors in Birth Certificates, Marriage Certificates and Death Certificates corrected. Likewise, under Judicial decisions are being annotated in the Civil Registrar documents of the document owner.

Office or Division:	Local Civil Registry Office / CORRECTION Division				
Classification:	☑ Simple ☐ Co	mplex Highly Technical			
Type of Transaction:	☑ G2C - Governme				
	│ □ G2B - Governme	ent to Business Entity			
	☐ G2G - Governme	ent to Government			
Who may avail:	ALL				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
For Petition for CORRECT	ON of CLERICAL				
ERROR of DEATH CERTIF	ICATE				
	be CORRECTED				
- DECEASED BIRTH CERT	IFICATE				
CHECKLIST OF RE	ALL CQUIREMENTS ON of CLERICAL ICATE be CORRECTED				

- Baptismal (2 Photocopies)

- Passport (2 Photocopies)

- Voter's Affidavit (2 Photocopies)

- SSS Record (2 Photocopies)

- School Record (2 Photocopies)

- Driver's License (2 Photocopies)

- Marriage Certificate (2 Photocopies)

Birth Certificate of parents of deceased

Birth Certificate or Baptismal Certificate of siblings or children of deceased.

If Registered Late - Add any 2 of the ff:

- Baptismal (2 Photocopies)

- Voter's Affidavit (2 Photocopies)

- SSS/GSIS Record (2 Photocopies)

- BIR Record (2 Photocopies)

- Passport (2 Photocopies)

- Passbook (2 Photocopies)

- Driver's License (2 Photocopies)

- Insurance Policy (2 Photocopies)

- If Deceased - Death Certificate (2 Photocopies)

Petition for CORRECTION of CLERICAL ERROR of MARRIAGE CERTIFICATE

 MARRIAGE CERTIFICATE to be CORRECTED (CCR & OCRG Copies)

- Birth Certificate of Husband/Wife

And any 2 of the ff:

- Baptismal (2 Photocopies)

- Passport (2 Photocopies)

- Voter's Affidavit (2 Photocopies)

- SSS Record (2 Photocopies)

- School Record (2 Photocopies)

- Driver's License (2 Photocopies)

Marriage Contract of parents Documents of parents of husband/wife

If Registered On Time:

- Birth Certificate (2 Photocopies)

If Registered Late - Add any 2 of the ff:

- Baptismal (2 Photocopies)

- Voter's Affidavit (2 Photocopies)

- SSS/GSIS Record (2 Photocopies)

- BIR Record (2 Photocopies)

- Passport License (2 Photocopies)

- Driver's License (2 Photocopies)

- Insurance Policy (2 Photocopies)

- If Deceased - Death Certificate (2 Photocopies)

Church / Any Religious Sector

DFA

Comelec

SSS

School attended

LTO

Local Civil Registrar/PSA

Church / Any Religious Sector

Comelec

SSS/GSIS

BIR

DFA

Bank

LTO

Insurance Provider

Local Civil Registrar/PSA

Local Civil Registrar/PSA

Local Civil Registrar/PSA

Church / Any Religious Sector

DFA

Comelec

SSS

School Attended

LTO

Local Civil Registrar

Church / Any Religious Sector

Comelec

SSS/GSIS

BIR

DFA

LTO

Insurance Provider

Local Civil Registrar/PSA

- Birth Certificate or Baptismal Certificate of siblings (2 Photocopies)

Local Civil Registrar/PSA

Petition for CORRECTION of CLERICAL ERROR of BIRTH CERTIFICATE CHILD

- Birth Certificate to be CORRECTED (CCR & OCRG copies) (2 Photocopies)

Any 2 of the ff:

- Baptismal (2 Photocopies)

- Passport (2 Photocopies)

- Voter's Affidavit (2 Photocopies)

- SSS Record (2 Photocopies)

- School Record (2 Photocopies)

- Driver's License (2 Photocopies)

PARENTS of client

- Marriage Contract (2 Photocopies)

FATHER / MOTHER of client

If Registered On Time:

- Birth Certificate (2 Photocopies)

If Registered Late - Add any 2 of the ff:

- Baptismal (2 Photocopies)

- Voter's Affidavit (2 Photocopies)

- SSS/GSIS Record (2 Photocopies)

- BIR Record (2 Photocopies)

Passport (2 Photocopies)Passbook (2 Photocopies)

- Driver's License (2 Photocopies)

- Insurance Policy (2 Photocopies)

- If Deceased - Death Certificate (2 Photocopies)

BROTHERS / SISTERS of client

(Any of the ff:)

- Birth Certificate (2 Photocopies)

- Baptismal Certificate (2 Photocopies)

Local Civil Registrar

Church / Any Religious Sector

DFA Comelec

SSS School Attended

LTO

Local Civil Registrar/PSA

Local Civil Registrar

Church / Any Religious Sector

Comelec SSS/GSIS BIR DFA

Bank LTO

Insurance Provider

Local Civil Registrar/PSA

Local Civil Registrar

Church / Any Religious Sector

10.1 Correction for Clerical Error (Birth, Marriage, Death) Registered in Bacolod City

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
CLIENT STEPS	AGENCT ACTION	PAID	TIME	RESPONSIBLE

1. Submit Civil Registry Documents for correction and required supporting papers to Correction Section Table.	1.1 Receive, check, and evaluate submitted documents presented. 1.2 Issue order of payment.	None None	20 minutes 15 minutes	Registration Officer II Registration Officer II
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	PHP 1,000 Filing Fee PHP 350 Single Petition	20 minutes	Cashier (City Treasurers Office)
3. Submit Official Receipt and required documents to Correction Section Table.	3.1 Receive OR and documents for processing. Provide client Pre-Form for the desired petition for correction.	None	25 minutes	Registration Officer II
4.1 Fill-up Form and submit to Correction In-Charge Table for processing.	4.1 Encode petition and ask client to review entries.	None	25 minutes	Registration Officer II
4.2 Inspect and Sign Petition Form to signify that all	4.2 Receive Form and required documents for processing.	None	15 minutes	Registration Officer II
entries are correct.	4.3 Posting	None	10 days Posting Period (sec 6 of R.A. 9048)	
	4.4 Civil Registrar renders decision on Petition.	None	5 days (r.a 9048)	City Civil Registrar
	4.5 Endorse Petition for Correction to PSA Legal Division Manila.	None	30 minutes	Registration Officer II
	TOTAL:	PHP 1,350	15 days, 2 hours and 30 minutes	

10.2 Correction for Clerical Error (Birth, Marriage, Death) Registered outside of Bacolod City

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Civil Registry Documents for correction and required supporting	1.1 Receive, check, and evaluate submitted documents presented.	None	20 minutes	Registration Officer II
papers to Correction Section Table.	1.2 Issue order of payment.	None	15 minutes	Registration Officer II
2. Pay required fees	2. Process payment and issue Official Receipt (OR).	PHP 500 Service Fee	20 minutes	Cashier (City Treasurers Office)
3. Submit Official Receipt and required documents to Correction Section Table	3. Receive OR and documents for processing. Provide client Pre-Form for the desired petition for correction.	None	25 minutes	Registration Officer II
4.1 Fill-up Form and submit to Correction In-Charge Table for	4.1 Encode petition and ask client to review entries.	None	25 minutes	Registration Officer II
processing 4.2 Inspect and Sign Petition Form to signify that all	4.2 Receive Form and required Documents for petition.4.3 Posting	None	15 minutes	Registration Officer II
entries are correct.	Ç	None	10 days Posting Period (sec 6 of R.A. 9048)	City Civil Registrar
	4.4 Signing of Documents for endorsement. 4.5 Endorse Petition for	None	5 days (R.A. 9048)	Registration Officer II
	Correction to the office of the Civil Registrar where the birth place of the document owner occurred.	None	30 minutes	
	TOTAL:	PHP 500	15 days, 2 hours and 30 minutes	

11. Petition for Change of First Name (Birth Certificate)

To err is human as the saying goes, that is why our legislative passed into law R.A. 9048 and R.A. 10172. Through this legislation, our constituents are given the chance to have clerical or typographical errors in Birth Certificates, Marriage Certificates and Death Certificates corrected. Likewise, under Judicial decisions are being annotated in the Civil Registrar documents of the document owner.

Office or Division:	Local Civil Registr	y Office / CORRECTION Division			
Classification:	☑ Simple □ Complex □ Highly Technical				
Type of Transaction:	☑ G2C - Government to Citizen				
	☐ G2B - Governme	nt to Business Entity			
	☐ G2G - Governme	ent to Government			
Who may avail:	ALL				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
A. If Employed - Certificate of		Employer			
B. If Self Employed - Busines		Permits Division			
C. If Not Employed - Affidavit		Attorney			
D. If Student - Certification th	at he/she is officially	School			
enrolled					
- Baptismal		Church / Any Religious Sector			
- Parent's Marriage Contract		Local Civil Registrar/PSA			
Affidavit of Publication6 Copies of newspaper clippi	nge (at least once a	From the Publisher			
week for 2 consecutive week					
WCCK 101 2 CONSCIUNT WCCK	3) (2 1 Hotocopics)				
Any 2 of the ff:					
- Baptismal (2 Photocopies)		Church / Any Religious Sector			
- Voter's Record (2 Photocop	ies)	Comelec			
- School Record (2 Photocopies)		School Attended			
- Passport (2 Photocopies)		DFA			
- SSS/GSIS Record (2 Photocopies)		SSS/GSIS			
- Driver's License (2 Photoco		LTO			
- Birth Certificate - to be change (OCRG & CCR		Local Civil Registrar/PSA			
Copies) (2 Photocopies)	:>	l NE			
- NBI Clearance (2 Photocop		NBI			
- Police Clearance (2 Photoc	opies)	Police			

11.1 Petition for Change of First Name (Birth Certificate) Registered in Bacolod City

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
CLILINI SILFS	AGENCI ACTION	PAID	TIME	RESPONSIBLE
Submit Civil Registry Documents for correction and required supporting papers to Correction Section	1.1 Receive, check, and evaluate submitted documents of application for change of Name	None	20 minutes	Registration Officer II
Table.	1.2 Issue order of payment.	None	15 minutes	
2. Pay required fees	2. Process payment and issue Official Receipt (OR).	PHP 3,000 Filing Fee PHP 350 Approved Petition	20 minutes	Cashier (City Treasurers Office)

		PHP450		
		Double		
		Petition		
3. Submit Official Receipt and required documents to Correction Section Table.	Receive OR and documents for processing.	None	25 minutes	Registration Officer II
4.1 Fill-up Form and submit to Correction In-Charge Table for	4.1 Encode petition and assign Petition Number.	None	25 minutes	Registration Officer II
processing	4.2 Request client to review entries.	None	10 minutes	
4.2 Inspect and Sign Petition Form to signify that all entries are correct.	4.3 Receive Form and check required documents.	None	15 minutes	Registration Officer II
	4.4 Prepare document for Notice of Publication.	None	5 days notice of publication (2 consecutive weeks of	Registration Officer II
	4.5 Posting		publication)	
		None	10 days Posting Period (sec 6 of R.A. 9048	
	4.6 Civil Registrar renders decision on Petition	None	5 days (R.A. 9048)	City Civil Registrar
	4.7 Endorse Petition for Correction to PSA Legal Division Manila.	None	30 minutes	Registration Officer II
		Approved Petition PHP 3,350	15 days, 2 hours and 40 minutes	
	TOTAL:	Double Petition PHP 3,450		

11.2 Petition for Change of First Name (Birth Certificate – Registered outside of Bacolod City)

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSI BLE
Submit Civil Registry	1.1 Receive, check, and evaluate submitted	None	20 minutes	Registration Officer II

Documents for	documents of			
correction and required	application for change of Name			
supporting papers to Correction Section Table.	1.2 Issue order of payment.	None	15 minutes	
2. Pay required fees	Process payment and issue Official Receipt (OR).	PHP 1,000 Service Charge	20 minutes	Cashier (City Treasurers Office)
3. Submit Official Receipt and required documents to Correction Section Table.	Receive OR and documents for processing.	None	25 minutes	Registration Officer II
4.1 Fill-up Form and submit to Correction In-	4.1 Encode petition and assign Petition Number.	None	25 minutes	Registration Officer II
Charge Table for processing	4.2 Ask client to review entries.	None	10 minutes	Registration Officer II
4.2 Inspect and Sign Petition Form to signify that all entries are	4.3 Receive Form and required documents. 4.4 Prepare document for	None	15 minutes	Registration Officer II
correct.	Notice of Publication.	None	5 days notice of publication (2 consecutive weeks of	Registration Officer II
	4.5 Posting	None	publication) 10 days Posting	
	4.6 Signing of Documents	NOHE	Period (sec 6 of R.A. 9048	
	for endorsement. 4.7 Endorse Petition for	None	5 days (R.A. 9048)	City Civil Registrar
	Correction to the office of the Civil Registrar where the birth place of the document owner occurred.	None	30 minutes	Registration Officer II
	TOTAL:	PHP 1,000	15 days, 2 hours and 40 minutes	

12. RA 10172 Petition for Correction (Gender / Date of Birth)

To err is human as the saying goes, that is why our legislative passed into law R.A. 9048 and R.A. 10172. Through this legislation, our constituents are given the chance to have clerical or typographical errors in Birth Certificates, Marriage Certificates and Death Certificates corrected. Likewise, under Judicial decisions are being annotated in the Civil

Registrar documents of the document owner.

Office or Division:	Local Civil Registry Office / CORRECTION Division			
Classification:	☑ Simple ☐ Cor	mplex Highly Technical		
Type of Transaction:	☑ G2C - Government			
		nt to Business Entity		
	☐ G2G - Government to Government			
Who may avail:	All Civil Registry Document owners or their authorize			
	representative			
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
CORRECTION OF SEX/GEN				
- PSA copy of COLB to be Co		PSA		
- LCRO copy of COLB to be 0	Corrected	Local Civil Registrar		
- Affidavit of Publication		Local Civil Registrar		
- Newspaper Clippings		Newspaper		
- NBI Clearance		NBI		
- Police Clearance	A 601 1 12 6	Police		
- Certificate of Employment o		Employer/School presently enrolled		
Unemployment / Certificate from school-that he or				
she is presently enrolled		Church / Any Daliniana Castar		
BaptismalMedical Record		Church / Any Religious Sector Doctor/Brgy. Health Center/Hospital		
- Earliest School Records For	rm 137-/Elementary)	School		
- Medical Certificate stating th		School		
not undergone or Sex Transp		Doctor/Hospital		
Doctor)	idir (Government	200tol/1100pital		
- Parents Marriage Contract				
3		Local Civil Registrar/PSA		
CORRECTIONS OF DATE O	F BIRTH	· ·		
- PSA copy of COLB to be Co				
- LCRO copy of COLB to be 0	Corrected	PSA		
 Affidavit of Publication 		Local Civil Registrar		
- Newspaper Clippings		Local Civil Registrar		
- NBI Clearance		Newspaper		
- Police Clearance		NBI		
- Certificate of Employment o				
	rom school that he or she			
is presently enrolled - Baptismal Certificate		Employer/School presently enrolled		
- Medical Records		Church / Any Religious Sector		
- Earliest School Record Forr	n 137	Doctor/Brgy. Health Center/Hospital		
Lamest Ochool Necola 1 on	11 107	School Attended		

12.1 RA 10172 Petition for Correction (Gender / Date of Birth) - Registered in Bacolod City

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Civil	1.1 Receive, check,	None	20 minutes	Registration Officer II
Registry	and evaluate			
Documents for	submitted			

correction and required supporting papers to Correction Section Table.	documents of application for correction of Gender/Date of Birth.			
	1.2 Issue order of payment.	None	15 minutes	
2. Pay required fees	2. Process payment and issue Official Receipt (OR).	PHP 3,000 Filing Fee PHP 350 Approved Petition	20 minutes	Cashier (City Treasurers Office)
3. Submit Official Receipt and required documents to Correction Section Table.	Receive OR and documents for processing.	None	25 minutes	Registration Officer II
4.1 Fill-up Form and submit to Correction In-Charge Table for processing	4.1 Encode petition and assign Petition Number.	None	25 minutes	Registration Officer II
4.2 Inspect and Sign Petition Form to signify that all	4.2 Ask client to review entries.	None	10 minutes	
entries	4.3 Receive Form and required documents.	None	15 minutes	
	4.4 Prepare document for Notice of Publication.	None	5 days notice of publication (2 consecutive weeks of publication)	
	4.5 Posting	None	10 days Posting Period (sec 6 of R.A. 9048)	
	4.6 Civil Registrar renders decision on Petition	None	5 days (R.A. 9048)	City Civil Registrar
	4.7 Endorse Petition for Correction to PSA Legal Division Manila.	None	30 minutes	Registration Officer II
	TOTAL:	Approved Petition PHP 3,350	15 days, 2 hours and 30 minutes	

12.2 RA 10172 Petition for Correction (Gender/Date of Birth) - Registered outside of Bacolod City

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Civil Registry Documents for correction and required supporting papers to Correction Section Table.	1.1 Receive, check, and evaluate submitted documents of application for correction of Gender/Date of Birth.	None	20 minutes	Registration Officer II
	payment.	None	15 minutes	
2. Payment	Process payment and issue Official Receipt (OR).	PHP 1,000 Service Fee	20 minutes	Cashier (City Treasurers Office)
3. Submit Official Receipt and required documents to Correction Section Table.	Receive OR and documents for processing.	None	25 minutes	Registration Officer II
4.1 Fill-up Form and submit to Correction In- Charge Table for processing	4.1 Encode petition and assign Petition Number.	None	25 minutes	Registration Officer II
4.2 Inspect and Sign Petition Form to signify that all entries are correct.	4.2 Ask client to review entries and request payment client for Mailing Fee (+Service Charge), and Filing Fee.	None	10 minutes	Registration Officer II
	4.3 Receive Form and required documents.	None	15 minutes	Registration Officer II
	4.4 Prepare document for Notice of Publication.		5 days notice of publication (2 consecutive weeks of publication)	-
	4.5 Posting		10 days Posting Period (sec 6 of R.A. 9048)	Oit Ois il Description
				City Civil Registrar

4000000		5 days	
4.6 Signing of		(R.A. 9048)	
Documents for			
endorsement.			Registration Officer II
		30 minutes	
4.7 Endorse Petition			
for Correction to			
the office of the			
Civil Registrar			
where the birth			
place of the			
document owner			
occurred.			
TOTAL:	PHP 1,000	15 days, 2 hours	
	-,	and 30 minutes	

Payment

13. Registration of Outgoing Judicial Decree

Court Decree is a court order which is registrable. It has undergone a hearing and petition approved by competent court. Registrable court decision such as Adoption, Declaration of Absolute Nullity of Marriage, Correction of Entry, Change of Name and Presumptive Death.

Office or Division	: Local Civil Re Division	Local Civil Registry Office / Judicial Decree/Court Order Division			
Classification:	☐ Simple ☑	☐ Complex □	Highly Technical		
Type of Transact	ion: 🗹 G2C - Gove	rnment to Citize	en		
		rnment to Busii	ness Entity		
	☐ G2G - Gove	rnment to Gove	ernment		
Who may avail:	All Civil Regist	ry Document o	wners or their autho	orize	
	representative				
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE	
Certified True Copy of set)	Court Order/Decision (1 Hall of Justic	e (Regional Trial Co	urt)	
Certified True Copy of	Certificate of Finality (1	Hall of Justic	Hall of Justice (Regional Trial Court)		
set)					
PSA copy - Birth/ Marriage / Death (3		PSA			
Photocopies)					
Valid ID (1 photocopy	<u> </u>	Any Governn	nent issued		
IF Authorized Representative:					
Original Authorization	Letter with 1 valid ID (w/		· ·		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
OLILIAI OILI O	ACTION	PAID	TIME	RESPONSIBLE	
1. Clients submit the	1.1 Check and receive	None	10 minutes	Judicial Decree	
required	documents.			In-Charge	
documents.	1.2 Interview			Asst. Registration Officer	
	applicants.	None	30 minutes	Onicer	
	αρριιοάπιο.	140110	00 1111110103		
	1.3 Issue Order of				

None

2. Pay required fees	2. Process payment and issue Official Receipt (OR).	P1000 Registration of Judicial Decree P50 per certified True Copy P20 per copy of Court Order P180-	20 minutes	Cashier (City Treasurers Office)
		Endorsement		
Submit Official Receipt and required documents to	3.1 Receive OR and documents for processing.	None	2 hours	Asst. Registration Officer
Judicial Decrees Table.	3.2 Prepare documents for endorsement to PSA.	None	10 minutes	Asst. Registration Officer
	3.3 Schedule client	None	20 minutes	
	3.4 Process documents	None	7 days	Asst. Registration Officer
	3.5 Endorse to PSA, Quezon City	None	30 minutes	PSA
Claim copy from Judicial Decree Section on the scheduled date	Release Copy of Documents to client.	None	30 minutes	Asst. Registration Officer
	TOTAL:	PHP 1,390	7 days, 4 hours and 30 minutes	

14. Registration of Incoming Judicial DecreesCourt Decree is a court order which is registrable. It has undergone a hearing and petition approved by competent court. Registrable court decision such as Adoption, Declaration of Absolute Nullity of Marriage, Correction of Entry, Change of Name and Presumptive Death.

Office or Division:	Local Civil Registry Office / Judicial Decree/Court Order Division		
Classification:	☐ Simple ☑ Complex ☐ Highly Technical		
Type of Transaction:	☑ G2C - Government to Citizen☐ G2B - Government to Business Entity☐ G2G - Government to Government		
Who may avail:	All Civil Registry Document owners or their authorize		
	representative		
CHECKLIST OF REQU	VIREMENTS WHERE TO SECURE		

Certified True Copy of Court Order/Decision (1 set)	Hall of Justice (Regional Trial Court)
Certified True Copy of Certificate of Finality (1 set)	Hall of Justice (Regional Trial Court)
PSA copy - Birth/ Marriage / Death (3 Photocopies)	PSA
Valid ID (1 photocopy)	Any Government issued

IF Authorized Representative:
Original Authorization Letter with 1 valid ID (w/ 1 photocopy) of the person authorized

CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON
	ACTION	PAID	TIME	RESPONSIBLE
1. Clients submit the	1.1 Check and	None	10 minutes	Judicial Decree
required documents.	receive documents.			In-Charge Asst. Registration
documents.	documents.			Officer
	1.2 Interview	None	30 minutes	Onicei
	applicants.	140110	oo miiidoo	
	1.3 Issue Order of			
	Payment			
2. Pay required fees	2. Process payment	P50 per	20 minutes	Cashier (City
	and issue Official	certified True		Treasurers Office)
	Receipt (OR).	Сору		
		P20 per		
		copy of Court		
		Order		
		P180		
		PSA		
		Endorsement		
3. Submit Official	3.1 Receive OR and	None	2 hours	Asst. Registration
Receipt and required	documents for processing.			Officer
documents to	processing.			
Judicial Decree	3.2 Prepare	None	10 minutes	
Table.	documents for			
	endorsement to			
	PSA.			
				Asst. Registration
	3.3 Schedule client	None	20 minutes	Officer
	3.4 Process	None	7 days	
	documents		,	PSA
	3.5 Endorse to PSA,	None	30 minutes	
4. Claim cany from	Quezon City	None	20 minutes	Anat Dogintration
Claim copy from Judicial Decree	4. Release Client's	None	30 minutes	Asst. Registration Officer
Section on the	сору.			Onicei
scheduled date				
3011Cadiea date			l	

TOTAL:	PHP 380	7 days, 4 hours and 30 minutes	
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15. Registration of Out-of-Town Communications

Court Decree is a court order which is registrable. It has undergone a hearing and petition approved by competent court. Registrable court decision such as Adoption, Declaration of Absolute Nullity of Marriage, Correction of Entry, Change of Name and Presumptive Death.

O(('	Land Obd Day	:) (O	
Office or Division:	Division Local Civil Reg	Local Civil Registry Office / Judicial Decree/Court Order Division			
Classification:	☑ Simple □	☑ Simple ☐ Complex ☐ Highly Technical			
Type of Transaction	n: ☑ G2C - Govern	☑ G2C - Government to Citizen			
	☐ G2B - Govern		_		
	☐ G2G - Govern				
Who may avail:		Document o	wners or their autho	orize	
OUEOKLICE OF B	representative	Ι ,	WILEDE TO SEC	UDE	
CHECKLIST OF R			WHERE TO SEC	UKE	
Prepared Certificate of Li Copies)	` `	Place where	tney applied		
PSA Negative (2 Photoc		PSA			
Baptismal (2 Photocopi	<i>'</i>		Religious Sector		
Marriage Certificate (2 I			Religious Sector		
Voter's Certification (2 F	' '	Comelec			
Valid ID (2 Photocopies	•	•	nent issued ID		
Affidavit of Out-of-Town applicant (2 original Cop		Place where they applied			
IF Authorized Represent					
Original Authorization Le					
1 photocopy) of the person					
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON	
	ACTION	BE PAID	TIME	RESPONSIB	
4 0" 4 1 "	4.4.01	<u> </u>	40 : .	LE	
Clients submit Communications	1.1 Check and receive	None	10 minutes	Judicial Decree In-Charge	
and Out-of-town	documents			Asst.	
Late Registration	incoming			Registration	
	Communication			Officer	
	including Out-of-				
	town delayed				
	registration of Birth born in				
	Bacolod City and				
	resides outside				
	the City.				
	A O Latera S				
	1.2 Interview applicants.	None	30 minutes		
	αργιισαπιδ.	INOHE	JO IIIIIIUIGS		

	1.3 Issue Order of Payment	None		
2. Pay required fees	2. Process payment and issue Official Receipt (OR).	P310 for Endorseme nt	20 minutes	Cashier (City Treasurers Office)
		for Supplemen tal		
3. Submit Official Receipt and required documents to Judicial Decrees Table.	3.1 Prepare and endorse Supplemental name,Negative results, Certified true copies of Birth Marriage and Death and other pertinent Documents for verification.	None	10 minutes	Asst. Registration Officer
	3.2 Schedule client 3.3 Process	None None	5 days	
	documents		,	
	3.4 Posting	None	10 days Posting Period act no. 3753	
	3.5 Endorse to PSA, Quezon City	None	30 minutes	PSA
Claim copy from Judicial Decree Section on the scheduled date	Release Client's copy.	None	30 minutes	Asst. Registration Officer
	TOTAL:	P310 endorseme nt	15 days, 2 hours and 10 minutes	
	TOTAL:	P210 supplement al		

16. Registration of Legal InstrumentsAll legal instruments should be registered within 30 days from the date of execution. It is a sworn statement in form of affidavit which affect the civil status of persons. These acts are executed without an order from the court.

Office or Division	: Local Civil R	egistry Office /	Legal Instruments	Division	
Classification:	☐ Simple [☐ Simple ☐ Complex ☐ Highly Technical			
Type of Transacti		☐ G2C - Government to Citizen			
		ernment to Busin	•		
		ernment to Gove			
Who may avail:	_	•	vners or their autho	orize	
	representative		WIEDE TO SEC	une -	
	REQUIREMENTS		WHERE TO SEC		
Duly Notarized of Affic Acknowledgement (2		LCR (Documer	nts should be Notarize	ed by Attorneys)	
Duly Notarized of Affic		LCP (Documen	nts should be Notarize	ad by Attornaya)	
Surname of the Father		LCIX (Documer	its silould be Notalize	ed by Attorneys)	
PSA-Birth Certificate of		PSA			
Photocopies)	(-				
Cedula -Both Parents	(3 Photocopies)	Barangay / City	Treasurers Office		
Valid ID -Both Parents	(3 Photocopies)		nt Issued ID / Compa	ny ID	
Baptismal (Child with I	Father's name)	Church/Any Rel	igious Sector		
(3Photocopies)					
Growth chart (Child wi		City Health / Barangay / School			
Form 137 (3Photocopi					
Duly Notarized of Affic Original)	lavit of Legitimation (2	LCR (Documer	nts should be Notarizo	ed by Attorneys)	
PSA-Marriage (3 Pho	tocopies)	PSA			
PSA-Cenomar - Both	Parents (3	PSA			
Photocopies)	\	D / 0"	T 0"		
Cedula (3 Photocopie	•		Treasurers Office		
Pre-Nuptial Agreemen Legal Capacity (2 Original Capacity)	· · · · · · · · · · · · · · · · · · ·	Attorney Embassy			
Legal Capacity (2 On	AGENCY	FEES TO	PROCESSING	PERSON	
CLIENT STEPS	ACTION	PAID	TIME	RESPONSIBLE	
Client submit the	1.1. Check and	None	1 hour	Registration Officer	
required	received all	110110	i nodi	III	
documents.	documents.				
1.2. Interview the		None		Registration Officer	
	client			III	
	1.3. Fill up Forms	None			
	1.4. Issue order of			Registration Officer	
	payment.	None		III	
	client 1.3. Fill up Forms 1.4. Issue order of	None		III Registration Officer	

2. Pay required fees	Process payment and issue Official Receipt (OR).	P300- Admission of Paternity	30 minutes	Cashier (City Treasurers Office)
		P300 AUSF (R.A. 9255)		
		P300 Legitimation P300- Legal Capacity		
		P300 Pre-Nuptial Agreement		
		P180 Endorsement		
		P200 4 Certified true Copies of birth Certificate		
		P40 Copy of Supporting Documents		
3. Submit Official Receipt and required documents to Legal Instrument	3.1 Prepare for annotation/ remarks of Birth Certificate	None	2 hours	Registration Officer III
Table.	3.2 Prepare for annotated and unannotated birth for Endorsement	None	1 hour	Registration Officer III
	3.3 Prepare Documents	None	30 minutes	Registration Officer
	3.4 Schedule client	None	7 days	Registration Officer
	3.5 Endorse to PSA, Quezon City		30 minutes	PSA
Claim copy from Legal Instrument Section on the scheduled date	4. Release of client's copy and proof of transmittal to be presented to PSA	None	30 minutes	Registration Officer
	DTAL:	P520 + 300 (Depending on how many executions	7 days and 6 hours	

were filed by	
the clients.) +	
40	
(Depending	
on how many	
executions are	
filed by the	
clients.)	

17. Out-of-Town Delayed Registration

PSA-Negative result (2 Photocopies)

Out-of-Town reporting of Birth occurs when the Certificate of Live Birth is presented to the Civil registrar of City or Municipality which is not the Place of Birth, not for registration but to be forwarded to the Civil registrar of the City or Municipality where the Birth occurred and where it should be registered.

Office or Division:	Local Civil Registry Office / Legal Instruments Division			
Classification:	☐ Simple ☑ Complex ☐ Highly Technical			
Type of Transaction:	☑ G2C - Government to Citizen			
	☐ G2B - Governm	ent to Business Entity		
	☐ G2G - Governm	nent to Government		
Who may avail:		ocument owners or their authorize		
	representative			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
CHILD				
Duly Notarized of Affidavit of		Local Civil Registrar		
delayed registration with 2 wi	tnesses attached (
2 Original Copies) PSA-Negative result (2 Phot	oconios)	PSA		
Baptismal or Growth Chart or		Church/Any Religious Sector / City Health / Brgy.		
Photocopies)	101111107 (2	Hall / School		
Marriage Certificate of Paren	ts (if Married) (2	Local Civil Registrar / PSA		
Photocopies)	. , ,	-		
Valid ID -Both Parents (3 Photocopies)		Any Government Issued ID / Company ID		
Other documents showing the				
child's birth and name of pare	ents. (2			
photocopies) Cedula (3 Photocopies)		Barangay / City Treasurers Office		
Barangay Certification issued	by the Punona	Barangay where client is residing		
Barangay as proof of residen		Darangay whore elient to reclaiming		
Photocopy)				
National ID (1 Photocopy)		Philippine Statistics Office		
Unedited front-facing photo of the registrant to be		Client		
attached to the application (2x2 size, white				
background, taken within 3 months from the date of registration)				
ADULT				
Duly Notarized of Affidavit of	Out of Town	Local Civil Registrar		
delayed registration with 2 wi		3		
2 Original Copies)	•			

PSA

'	37/ TOR (2 Photocopies	,	Hall / Sch	ny Religious Sector / C ool	, 3,
Marriage Certificate of Parents (2 Photocopies)		Local Civil Registrar / PSA			
Voter's Certification /	Validation (2 Photocop	ies)	Comelec		
Valid ID's (2 Photoco	pies)		Any Government Issued ID / Company ID		
Cedula (2 Photocopi	es)		Barangay	/ City Treasurers Offic	е
MDR of Philhealth (2	Photocopies)		Philhealth		
SSS E1/E4 (2 Photo	copies)		SSS		
Certificate of Live Birth of Brother/ Sister (2		Local Civil Registrar / PSA			
Photocopies)					
Barangay Certification issued by the Punong		Barangay	where client is residing	g	
Barangay as proof of	residency (1 Original, 1				
Photocopy)					
National ID (1 Photocopy)		Philippine	Statistics Office		
Unedited front-facing photo of the registrant to be		Client			
attached to the application (2x2 size, white					
background, taken within 3 months from the date					
of registration)	of registration)				
	ACENCY		EC TO	DDOCESSING	DEDSON

or registration)	ACENOV	FFFC TO	DDOCECCING	DEDCON
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submit the required documents.	1.1 Check and received all documents, and prepares application for Out-of-Town delayed registration for Bacolod residents who were born outside the city.	None	30 minutes	Legal Instrument Section
	1.2 Interview the client. 1.3 Issued order of payments	None None		Registration Officer III
2. Pay required fees	Process payment and issue Official Receipt (OR).	P50 Out of Town Registration P20- Service fee	20 minutes	Cashier (City Treasurers Office)
3. Submit Official Receipt and required documents to Legal Instrument	3.1 Receive Official Receipt (OR) and required documents. 3.2 Prepare the	None	2 hours	Legal Instrument Section
Table.	documents. 3.3 Give the	None	1 hour	Registration Officer III
	documents to	None	30 minutes	

	the clients for checking.			
4. Client's check the details and submit after checking for Notarization of	4.1 Prepare the documents for Notarization by the Attorney	None	30 minutes	Legal Instrument Section
documents.	4.2 Give the Prepared Documents to clients for Notarization	None	10 minutes	Registration Officer III
5. Clients Submit the duly Notarized Documents.	5.1 Receive and check duly notarized documents	None	30 minutes	Registration Officer III
	5.2 Schedule client5.3 Prepare the	None	20 minutes	Registration Officer III
	documents for mailing	None	7 days	Registration Officer III
6. Claim copy from Legal Instrument Section on the scheduled date	6. Release the Prepared Documents to clients for Mailing. (Advise client that they will be the one to mail their documents.)	None	1 hour	Registration Officer III
	TOTAL:	PHP 70.00	7 days, 6 hours and 50 minutes	

18. Other Services (Supplemental)

The Public can request for Supplemental report 2010-04 No Registry Number, Geographical Index, Clear Copy, Negative result from PSA and Monthly Report of all Registrable Documents in every 10th of the month to Philippine Statistics Authority.

Office or Division:	Local Civil Registry Office / Supplemental Division		
Classification:	☐ Simple ☑ Complex ☐ Highly Technical		
Type of Transaction:	☑ G2C - Goveri	ernment to Citizen	
	☐ G2B - Goverr	ernment to Business Entity	
	☐ G2G - Gover	ernment to Government	
Who may avail:	All Civil Registry Document owners or their authorize		
•	representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
CHILD			
PSA Copy (1 Original)		PSA	
Birth with no Name (PSA Copy 4		PSA	
Photocopies)			

AGENCY	FEES TO DROCESSING DERSON	
Clearance of the next kin, Letter of Authority (1 Original Copy)	Notary Public	
Valid ID (1 Photocopy)	Any Gov't. issued	
MC 2010-04 Without Registry Number (PSA Copy 3 Photocopies)	Notary Public / Attorney	
Affidavit of Supplemental Report (1 Original Copy)	PSA	
Negative Result of Birth/Marriage/Death (PSA Copy 3 Photocopies)	PSA	
For Clear Copy of Birth/Marriage/Death (PSA Copy 3 Photocopies)	PSA	
Birth/ Marriage without Geographical Index (PSA Copy 4 Photocopies)	PSA	

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submit the required documents.	1.1 Check and received all documents.	None	10 minutes	Supplemental Section
	1.2 Interview the client.	None	20 minutes	
	1.3 Fill up Forms.1.4 Issue order of	None	20 minutes	
	payment.	None	10 minutes	
2. Pay required fees	2. Process payment and issue Official Receipt (OR).	P210 PSA Endorsement	20 minutes	Cashier (City Treasurers Office)
Submit Official Receipt and required documents to	3.1 Received and process the documents	None	2 hours	Supplemental Section LCR Staff
Supplemental Table.	3.2 Prepare documents	None	1 hour	
	3.3 Schedule client	None	7 days	
	3.4 Endorse to PSA, Quezon City		30 minutes	PSA
4. Present Come- Back Slip to Supplemental Section on the scheduled date.	Release client's copy of documents and transmittal letter endorsed to PSA.	None	10 minutes	Supplemental Section LCR Staff
	TOTAL:	P210	7 days and 5 hours	

Note: Processing time of every document to PSA;
Supplemental (2 Months)
Negative (2 Months)

MC 2010-04 (3 Months) Clear Copy (2 Months) Geographical Index (2 Months)

19. Request for Certified True Copy of Documents
Clients may request for Certified True Copy of documents Marriage, Birth, Death, and other documents related to Civil Registration.

Office or Division: Local Civil Registry Office / DEATH Division						
Classification: ☑ Simple		Complex ☐ Highly Technical				
Type of Transaction	n: 🗹 G2C - Govern	☑ G2C - Government to Citizen				
•	☐ G2B - Govern	ment to Bus	iness Entity			
	☐ G2G - Goverr	nment to Gov	/ernment			
Who may avail:	All Civil Registry	Document of	owners or their auth	norize		
-	representative					
CHECKLIST OF R	REQUIREMENTS		WHERE TO SECURE			
Request Form:						
 a. Marriage Certificate 	Э		Window 1 or 2			
b. Death Certificate		Window 3 o	r 4			
c. Birth Certificate		Window 5		al laguad		
Valid ID (1 Photocopy) Accepted ID's: PhilSys	National ID Passport C		ment/Company/Scho			
purpose ID, SSS, Pag-IE						
OWWA ID, Police Cleara						
Certification, PWD ID, ID						
Exec., Company ID, For				•		
For Authorized Represer						
Additional Requirements	:					
Natarina d On a sial Dave	(ODA)	A 44 a a				
Notarized Special Power of Attorney (SF		Attorney Document C	Junor			
Authorization letter			ment Issued ID			
Valid ID of person auth	orized (1 Photocopy)	Any Govern	ment issued ib			
AGENCY		FEES TO	PROCESSING	PERSON		
CLIENT STEPS	ACTION	BE PAID	TIME	RESPONSIBLE		
1. Proceed to	1.1 Check Required	None	20 minutes	Window 1 or 2		
corresponding	Documents and			(Marriage Cert.)		
window to request	provide					
Certified True	Request Form			Window 3 or 4		
Сору.	to requesting			(Death Cert.)		
Bring SPA, or	client.			Window 5		
Authorization letter	1.2 Issue order of			(Birth Cert.)		
and Valid ID's for	payment			(Birar Gort.)		
authorized	p = y o					
representative		None	5 minutes			
2. Pay required fees	2. Process payment	PHP 50.00	20 minutes	Cashier (City		
	and issue Official	per Copy		Treasurers Office)		
0.01.115	Receipt (OR).		4	14"		
Submit Request Form Official	3.1 Receive and Check Request	None	15 minutes	Window 1 or 2		
ı Form. Onicial	Check Request 1		I	(Marriage Cert.)		

Receipt (OR), and required documents to corresponding window.	Form, Official Receipt (OR), add required documents.			Window 3 or 4 (Death Cert.) Window 5 (Birth Cert.)
	3.2 Process Request	None	1 hour	LCR Staff
	3.3 Certify and Sign Document	None	30 minutes	Reg. Officer IV Local Civil Registrar
Wait for Name to be called and receive requested certified documents.	4. Release Certified True Copy of requested document	None	15 minutes	Window 1 or 2 (Marriage Cert.) Window 3 or 4 (Death Cert.)
				Window 5 (Birth Cert.)
	TOTAL:	PHP 50.00 per Copy	2 hours and 30 minutes	

FEEDBACK	AND COMPLAINTS MECHANISM		
How to send feedback?	1.Request feedback form from the Information Table located in front of the City Civil Registrar's Office.		
	Answer the Form and put it in the "Feedback and Complaints" Drop Box.		
	Bacolod City Civil Registrar's Office Contact info: 034 435-4790		
How feedback is processed?	The Administrative Officer verifies the nature of the queries and feedback within one (1) working day. Upon verification, the Administrative Officer informs the Department Head together with the concerned staff and make the necessary recommendations/actions if needed.		
How to file complaint?	To file a complaint against the Authority, provide the following details via e-mail:		
	 Full Name and contact information of the complainant. Narrative of the complain Evidences Name of the person being complained. 		

	Send all complaints against the Authority to lcrbacolod@gmail.com / lcr@bacolod.gov.ph For follow-ups or queries, you may call 034 435-4790
How complaints are processed?	All complaints received will be evaluated by the civil registrar's office on a daily basis. Once a complaint is received, the following actions will be taken: 1. Verify the complaint
	 Inform the complainant thru email that office has received his/her complaint and will be investigated. Administrative Officer will investigate person involved in the said incident. Upon investigation, Administrative Office will forward the results to the Department Head for the necessary recommendations/actions.
Contact information	Bacolod City Civil Registrar's Office Office Number: 034 435-4790 Email: lcrbacolod@gmail.com / lcr@bacolod.gov.ph