



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:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	Parents with Babies born in the Hospital, Lying-In, or Maternity Clinic within 30 Days from date of Birth.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prepared Certificate of Live Birth (COLB) with Transmittal Letter (4 Original)	Hospital, Lying-In, or Maternity Clinic
Marriage Cert. of Parents (if parents are married) (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Valid ID of the Parents (original w/ 1 Photocopy)	See list of accepted ID's below:
Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-purpose 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 the Father (AUSF) (4 Original)	Notary Public/Attorney
If Authorized Representative Authorization Letter with Valid ID's of Parents (1 Original w/ 1 Photocopy)	Parents



Valid ID of Authorized Person (1 Original w/ 1 Photocopy)	Authorized Person
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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 of Live Birth and required documents.	1.1 Window issues number	None	10 Minutes	LCR Staff (Window 5)
	1.2 Interview and check submitted Certificate of Live Birth and required documents.		30 Minutes	Asst. Registration Officer
	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).	2.1 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 documents to On-Time Registration Table	3.1 Receive and double check submitted OR, Certificate of Live Birth and required documents for Registration	None	45 Minutes	Asst. Registration Officer



	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.	4.1 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	4 Hours and 25 Minutes	

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:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	Parents with Babies born at home (non-institutional deliveries) within 30 Days from date of Birth.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pre-Natal Record/Ultra Sound Result/Medical Records of the Mother.	Doctor, Hospital, Lying-in, Brgy Health Center
Marriage Cert. of Parents (if parents are married) (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Valid ID of the Parents (original w/ 1 Photocopy)	See list of accepted ID's below:
Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-purpose 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.	
Personal appearance of the Parents (required).	Parents
Personal appearance of the Traditional Midwife or Registered Midwife (required) (Bring valid WD w/ 1 Photocopy)	Traditional Midwife (Paltera) / Reg. Midwife



If Not Married (Using the surname of the Father): Duly notarized Affidavit to Use the Surname of the Father (AUSF) (4 Original)		Notary Public/Attorney		
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 of Live Birth and required documents.	1.1 Window issues number	None	10 Minutes	LCR Staff (Window 5)
	1.2 Interview and check submitted Certificate of Live Birth and required documents.		30 Minutes	Asst. Registration Officer
	1.3 Issue order of payment		5 Minutes	Asst. Registration Officer
2. Pay required Fees	2.1 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 Certified True Copy of Birth Certificate: PHP 50.00 per copy	20 Minutes	Cashier (City Treasurers Office)
3. Present Official Receipt (OR) and required documents to	3.1 Receive and double check submitted OR and	None	45 Minutes	Asst. Registration Officer



On-Time Registration Table	required documents for Registration			
	3.2 Preparation of the Certificate of Live Birth	None	2 Days	Asst. Registration Officer
	3.3 Approval of received documents.	None	1 Day	Registration Officer IV / City Civil Registrar
	3.4 Assignment of Registry Number.	None	30 Minutes	Asst. Registration Officer
4. After 3 Days claim the registered documents owners copy.	4.1 Release the COLB at the Releasing Section (On-Time Birth Registration Table)	None	10 Minutes	On-Time Registration Staff
TOTAL:		Service Charge: PHP 20.00 If Not Married – using the surname of the father: PHP 320.00 (Affidavit to Use the Surname of the Father).	3 Days, 2 hours and 30 minutes	

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:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input type="checkbox"/> G2C - Government to Citizen <input checked="" type="checkbox"/> G2B - Government to Business Entity <input checked="" type="checkbox"/> 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	
Certificate of Live Birth (COLB) with Transmittal Letter (4 Original)	Hospital (Public/Private), Lying-In (City Health), or Maternity Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 5 to a get number and wait for your number to be called. Proceed to On-Time Birth Registration Table and submit Certificate of Live Births (COLB).	1.1 Window issues number	None	10 Minutes	LCR Staff (Window 5)
	1.2 Accept submitted Certificate of Live Births. (advise client to claim their copy of the COLB after 3 days).		30 Minutes	Asst. Registration Officer
	1.3 Prepare Certificate of Live Birth (COLB)		30 Minutes	Asst. Registration Officer
	1.3 Approval of received documents.		3 Days	Registration Officer IV / City Civil Registrar
	1.4 Assignment of Registry Number		30 Minutes	On-Time Registration Staff
3. On the fourth (4 th) day claim the registered Certificate of Live Birth (COLB)	3.1 Release the COLB at the Releasing Section (On-Time Birth Registration Table)	None	10 Minutes	On-Time Registration Staff
TOTAL:		None	3 Days, 1 Hour and 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.

Office or Division:	Local Civil Registry Office / BIRTH Division
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government



Who may avail:	Parents with children born in the Hospital, Lying-In, or Maternity Clinic 31 Days or more from date of Birth.
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If person to be registered is a Minor	
Negative Entry from LCR (1 Original)	Local Civil Registrar
Negative Result from PSA (original with 1 Photocopy) <i>for child six months old and above</i>	PSA
Growth Chart (original w/ 1 Photocopy)	Doctor / Health Center
Prepared Certificate of Live Birth (COLB) with Transmittal Letter from the Hospital (4 Original)	Hospital, Lying-In, or Maternity Clinic
Marriage Cert. of Parents (if parents are married) (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Valid ID of Parents (original w/ 1 Photocopy)	See list of accepted ID's below:
Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-purpose 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.	
ANY of the following listed below	
Baptismal (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
If person to be registered is an Adult	
Negative Entry from LCR (1 Original)	Local Civil Registrar
Prepared Certificate of Live Birth (COLB) with Transmittal Letter from the Hospital (4 Original)	Hospital, Lying-In, or Maternity Clinic
Baptismal (original w/ 1 Photocopy)	Church / Any Religious Sector
Valid ID (original w/ 1 Photocopy)	See list of accepted ID's below:
Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-purpose 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.	
ANY of the following listed below	
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 NOT Married: attach the following:	
1. Duly notarized Affidavit to Use the Surname of the Father (AUSF) (4 Copies) – <i>If using the surname of the father.</i>	Attorney/Notarized Public
2. Duly notarized Affidavit of two Disinterested Person (1 Original Copy)	Attorney/Notarized Public
3. Duly notarized Affidavit of the mother (1 Original Copy)	Attorney/Notarized Public



<p>* In the absence of the Mother:</p> <ul style="list-style-type: none"> - Duly notarized Affidavit of the father - Affidavit of Guardianship <p>4. Appearance of both parents</p> <p>IF Authorized Representative:</p> <ol style="list-style-type: none"> 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) 	<p>Attorney/Notarized Public Attorney/Notarized Public</p> <p>Parents</p> <p>Attorney/Notarized Public</p> <p>Parents Authorized Person</p>
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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 and submit Certificate of Live Birth (COLB).	1.1 Window issues number	None	10 Minutes	LCR Staff (Window 5)
	1.2 Interview and check submitted Certificate of Live Birth and required documents.		30 Minutes	Asst. Registration Officer
	1.3 Issue order of payment			5 Minutes
2. Pay required Fees	2.1 Process payment and issue Official Receipt (OR).	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	3.1 Receive and double check submitted OR,	None	45 Minutes	Asst. Registration Officer



<p>(COLB) and required documents to Late Registration Table</p>	<p>Certificate of Live Birth (COLB) and required documents for Registration.</p> <p>3.2 Issue a Claim Slip (advise client to claim their copy of the Certificate of Live Birth (COLB) on the scheduled date provided.</p> <p>3.3 Posting</p> <p>3.2 Approval of received documents.</p> <p>3.3 Assignment of Registry Number.</p>	<p>None</p>	<p>15 Minutes</p> <p>10 Days Posting Period (Act No. 3753)</p> <p>20 Minutes</p> <p>30 Minutes</p>	<p>Asst. Registration Officer</p> <p>Registration Officer IV / City Civil Registrar</p> <p>Asst. Registration Officer</p>
<p>4. Surrender the Claim Slip on the scheduled date to the releasing section to get the registered Certificate of Live Birth (COLB)</p>	<p>4.1 Release the registered Certificate of Live Birth (COLB) at the Releasing Section.</p>	<p>None</p>	<p>10 Minutes</p>	<p>Late Registration Staff (Window 6)</p>
<p>TOTAL:</p>		<p>If Married PHP 210.00</p> <p>Not Married - Using the surname of the Mother PHP 210.00</p> <p>Not Married (using the surname of the Father) – PHP 510.00 Affidavit to Use the</p>	<p>10 Days, 3 Hours and 25 minutes</p>	



	Surname of the Father (AUSF)		
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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.

Office or Division:	Local Civil Registry Office / BIRTH Division
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	Parents with Children born at Home (non-institutional deliveries) 31 Days or more from date of Birth.

CHECKLIST OF REQUIREMENTS	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) <i>for child six months old and above</i>	PSA
Growth Chart (1 Photocopy)	Doctor / Health Center
Marriage Cert. of Parents (if parents are married) (1 Photocopy)	Local Civil Registrar Marriage Section / PSA
Valid ID of Parents (original w/ 1 Photocopy)	See list of accepted ID's below:
Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-purpose 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.	
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
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
Valid ID (original w/ 1 Photocopy)	See list of accepted ID's below:
Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-purpose 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.	
ANY of the following listed below	
School Record (1 Photocopy)	School attended
Philhealth MDR (original w/ 1 Photocopy)	Philhealth



Marriage Cert. of Parents (if parents are married) (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
<p>Note: Personal appearance of Traditional Midwife (Paltera) or Reg. Midwife (required)</p> <p>IF NOT Married: attach the following:</p> <p>1. Duly notarized Affidavit to Use the Surname of the Father (AUSF) (4 Copies) – <i>If using the surname of the father.</i></p> <p>2. Duly notarized Affidavit of two Disinterested Person (1 Original Copy).</p> <p>3. Duly notarized Affidavit of the mother (1 Original Copy)</p> <p>* In the absence of the Mother:</p> <p>- Duly notarized Affidavit of the father - Duly notarized Affidavit of Guardianship</p> <p>4. Appearance of both parents (required)</p> <p>IF Authorized Representative:</p> <p>1. Special Power of Attorney (SPA) (1 original with 1 Photocopy)</p> <p>2. Authorization Letter with Valid ID's of Parents</p> <p>3. ID of Authorized Person (1 Original w/ 1 Photocopy)</p>	<p>Trad. Midwife (Paltera) / Reg. Midwife</p> <p>Attorney/Notarized Public</p> <p>Attorney/Notarized Public</p> <p>Attorney/Notarized Public</p> <p>Attorney/Notarized Public Attorney/Notarized Public</p> <p>Parents</p> <p>Attorney/Notarized Public</p> <p>Parents Authorized Person</p>

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 and submit Certificate of Live Birth (COLB).	1.1 Staff issues number	None	10 Minutes	LCR Staff Window 5
	1.2 Interview and check submitted Certificate of Live Birth and required documents.		30 Minutes	Asst. Registration Officer
	1.3 Issue order of payment		5 Minutes	Asst. Registration Officer
2. Pay required Fees	2.1 Process payment and issue Official Receipt (OR).	Service Charge: PHP 20.00	20 Minutes	Cashier (City Treasurers Office)



		<p>Endorsement to PSA: PHP 210.00</p> <p>If not married- using the surname of the father) - Affidavit to Use the Surname of the Father (AUSF) Registration Fee: PHP 300.00</p>		
<p>3. Present Official Receipt (OR), Certificate of Live Birth (COLB) and required documents to Late Registration Table</p>	<p>3.1 Receive and double check submitted OR, Certificate of Live Birth (COLB) and required documents for Registration</p>	None	45 Minutes	Asst. Registration Officer
	<p>3.2 Preparation of the Certificate of Live Birth (COLB)</p>		30 Minutes	LCR Staff
	<p>3.3 Issue a Claim Slip (advise client to claim their copy of the Certificate of Live Birth (COLB) on the scheduled date provided.</p>		15 Minutes	Asst. Registration Officer
	<p>3.4 Posting</p>		10 Days Posting Period (Act No. 3753)	
	<p>3.3 Approval of received documents.</p>		20 Minutes	Registration Officer IV / City Civil Registrar
<p>3.4 Assignment of Registry Number.</p>			30 Minutes	Asst. Registration Officer



4. Surrender the Claim Slip on the scheduled date to the releasing section to get the registered Certificate of Live Birth (COLB)	Release the registered Certificate of Live Birth (COLB) at the Releasing Section	None	10 Minutes	Late Registration Staff (Window 6)
TOTAL:		<p>If Married PHP 230.00</p> <p>Not Married (Using the surname of the Mother) PHP 230.00</p> <p>Not Married (using the surname of the father) – PHP 530.00 Affidavit to Use the Surname of the Father (AUSF)</p>	10 Days. 3 Hours and 25 Minutes	

6. Registration of Death

Certificate of Death (COD) is a record of vital information on the identity of the deceased.

Office or Division:	Local Civil Registry Office / DEATH Division
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay certification (1 Original Copy)	Barangay Hall
Dead on arrival (If brought to the hospital) (1 original)	Hospital
Affidavit of the Nearest kin to sign as INFORMANT (1 Original Copy)	Any Government Issued ID/Company ID
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 and valid ID (1 Photocopy)	Notary Public
Death Certificate	



<ul style="list-style-type: none"> • Death at Home (3 Original Copies) • Death in Hospital (4 Original Copies) 	City Health Office Hospital of Death
* Death Certificate should be signed by: <ul style="list-style-type: none"> - Funeral Parlor (Embalmer) - City Health (for review of cause death) <ul style="list-style-type: none"> • Issuance of Transfer of Cadaver (If Burial is outside Bacolod City) 	Funeral Homes City Health (Room 27) Bacolod Permits and Licensing Office
Burial permit (If the deceased will be buried in Bacolod City)(1 Original Copy)	Bacolod Permits and Licensing Office

6.1 Deaths at Home and Deaths in Hospitals

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

6.2 Delayed/Late Registration of Deaths

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit death certificate: - prepared by CHO if death at home - prepared by hospital if death in hospital	1.1 Receive and check Certificate of Death submitted.	None	10 Minutes	Window 3 or 4 Local Civil Registrar staff
	1.2 Review Documents	None	1 Hour	
	1.3 For signature of supervisor and for approval of document.	None	1 Hour	Registration Officer III Local Civil Registrar
	1.4 Posting 1.4 Assigned Registry Number.		10 Days Posting period. (Act No. 3753) 30 Minutes	Window 3 or 4 Local Civil Registrar staff
2. Claim file copy. Request certified true copy if needed.	2.1 Release client's copy	None (for Original copy) Php 50.00 per Certified True Copy	20 Minutes	Window 3 or 4 Local Civil Registrar staff
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:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	Applicants/ Couple

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of No Marriage (CENOMAR) (1 Photocopy)	PSA
Birth Cert. or Baptismal (1 Photocopy)	City Civil Registrar/PSA/ Church or Any Religious Sector
Valid ID (1 Photocopy)	Any Government Issued ID/Company ID
Resident Certificate (CEDULA) (1 Photocopy)	Barangay / City Treasurer's Office



Certificate of Compliance (after pre-marital counseling) (1 Original)	POPCOM Office
<ul style="list-style-type: none"> • Age 18 to 20 bring Father with valid ID, if deceased submit Death Cert. And let mother sign consent with valid ID (1 Original and 1 Photocopy of ID) • Age 21 to 25 bring parents with valid ID (Death Cert. If Parents are deceased) (1 Original and 1 Photocopy of ID) 	
Affidavit of Guardianship with valid ID if Both Parents are deceased / Abroad (1 Original)	Notary Public
<p>IF FOREINGER: Legal Capacity to Marry (1 original) Passport (1 photocopy – First page and Latest arrival) CENOMAR(PSA) (1 Photocopy)</p> <p>IF DIVORCED: Attached Divorced paper (1 photocopy)</p> <p>IF WIDOW/ER: Attached death certificate (1 photocopy)</p>	Embassy Owner PSA Court / Place were dissolved Local City Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit requirements for application of marriage license and Clients undergo interview.	1.1 Check and receive documents.	None	15 Minutes	Window 1 or 2 Clerk II
	1.2 Interview applicants.		15 Minutes	
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR)	Application for Marriage License: (Couple resides in Bacolod City) PHP 100.00 (if other Partner resides outside Bacolod City) PHP 150.00 Marriage counseling	20 Minutes	Cashier (City Treasurers Office)



		PHP 150.00 Marriage License PHP 50.00		
3. Fill up Application Form	3.1 Provide Form and Issue order of payment	None	1 Hour	Window 1 or 2 Clerk II
4. 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)
	4.2 Posting	None	10 Days Posting Period (Act No. 3753)	
5. Client submits Certificate of Compliance (issued by POPCOM after the client has undergone the counseling).	5.1 Receive Certificate of Compliance.	None	30 Minutes	Window 1 or 2 Clerk II
	5.2 Prepare application and marriage license	None		
	5.3 Signs and approves application of Marriage License	None	30 Minutes	
6. Client receives Marriage License	6.1 Release of Marriage License on the 11th day upon submission	None	20 Minutes	Window 1 or 2 Clerk II
TOTAL:		PHP 300.00 for Both partner resides Bacolod City PHP 350.00 If other resides outside Bacolod City	10 Days, 3 Hours and 30 Minutes	

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 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 Registry Office / Marriage Division
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage Contract (4 Original Copies)	LCR/ Court/ Church/ Any religious sector
For Outside Church/Court <ul style="list-style-type: none"> Duly Notarized request letter of the couple to be approved by the Solemnizing Officer to Solemnize their Marriage. Duly Notarized Affidavit of Cohabitation (Article 34) 	City Civil Registrar/PSA/ Church or Any Religious Sector Attorneys

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit their Marriage certificate together with the required documents.	1.1 Receive and check Certificate of Marriage from Church and Court.	None	15 Minutes	Window 1 or 2 Clerk II
	1.2 Signature of 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	2.1 Assigned Schedule (advise client to claim their copy of the Marriage Cert. after 2 days).	None	2 Days	Window 1 or 2 Clerk II
3. Claim Registered Marriage Certificate	3.1 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 Registry Office / Marriage Division
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Marriage Contract (4 Original Copies)	LCR/ Court/ Church/ Any religious sector
Old Copy of Marriage Contract for reconstruction purposes (4 Original Copies)	LCR/ Court/ Church/ Any religious sector
Negative result from PSA (1 Photocopy)	PSA
Negative result from LCR (1 Photocopy)	LCR
Duly Notarized Affidavit of Cohabitation (Article 34) (4 Original Copies)	Attorneys
Duly Notarized affidavit of Late Registration (At the back of Marriage Contract) (4 Original Copies)	Attorneys
For Outside Church/Court <ul style="list-style-type: none"> Duly Notarized request letter of the couple to be approved by the Solemnizing Officer to Solemnize their Marriage. (4 Original Copies) 	City Civil Registrar/PSA/ Church or Any Religious Sector

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit their Marriage certificate together with the required documents.	1.1 Receive and check Certificate of Marriage and Duly Notarized documents.	None	10 Minutes	Window 1 or 2 Clerk II
	1.2 Signature of supervisor for approval of document.	None	10 Minutes	City Civil Registrar
	1.3 Post for 10 days	None	10 Days Posting Period (Act No. 3753)	



2. Schedule for Releasing	2.1 Assigned Schedule for releasing	None	10 Minutes	City Civil Registrar
	2.2 Assign registry number	None	10 Minutes	
3. Claim Registered Marriage Certificate	3.2 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:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For Petition for CORRECTION of CLERICAL ERROR of DEATH CERTIFICATE</p> <p>- DEATH CERTIFICATE to be CORRECTED (CCR & OCRG Copies) - DECEASED BIRTH CERTIFICATE</p> <p>Any of the ff:</p> <ul style="list-style-type: none"> - 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) <p>Birth Certificate of parents of deceased</p>	<p>Church / Any Religious Sector DFA Comelec SSS School attended LTO Local Civil Registrar/PSA</p>



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)

Church / Any Religious Sector
Comelec
SSS/GSIS
BIR
DFA
Bank
LTO
Insurance Provider
Local Civil Registrar/PSA

Petition for CORRECTION of CLERICAL ERROR of MARRIAGE CERTIFICATE

- MARRIAGE CERTIFICATE to be CORRECTED (CCR & OCRG Copies)
- Birth Certificate of Husband/Wife

Local Civil Registrar/PSA

Local Civil Registrar/PSA

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)

Church / Any Religious Sector
DFA
Comelec
SSS
School Attended
LTO

Marriage Contract of parents Documents of parents of husband/wife

If Registered On Time:

- Birth Certificate (2 Photocopies)

Local Civil Registrar

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
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



<p>Petition for CORRECTION of CLERICAL ERROR of BIRTH CERTIFICATE CHILD</p> <ul style="list-style-type: none"> - Birth Certificate to be CORRECTED (CCR & OCRG copies) (2 Photocopies) <p>Any 2 of the ff:</p> <ul style="list-style-type: none"> - Baptismal (2 Photocopies) - Passport (2 Photocopies) - Voter's Affidavit (2 Photocopies) - SSS Record (2 Photocopies) - School Record (2 Photocopies) - Driver's License (2 Photocopies) <p>PARENTS of client</p> <ul style="list-style-type: none"> - Marriage Contract (2 Photocopies) <p>FATHER / MOTHER of client</p> <p>If Registered On Time:</p> <ul style="list-style-type: none"> - Birth Certificate (2 Photocopies) <p>If Registered Late - Add any 2 of the ff:</p> <ul style="list-style-type: none"> - 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) <p>BROTHERS / SISTERS of client</p> <p>(Any of the ff:)</p> <ul style="list-style-type: none"> - Birth Certificate (2 Photocopies) - Baptismal Certificate (2 Photocopies) 	<p>Local Civil Registrar</p> <p>Church / Any Religious Sector DFA Comelec SSS School Attended LTO</p> <p>Local Civil Registrar/PSA</p> <p>Local Civil Registrar</p> <p>Church / Any Religious Sector Comelec SSS/GSIS BIR DFA Bank LTO Insurance Provider Local Civil Registrar/PSA</p> <p>Local Civil Registrar Church / Any Religious Sector</p>
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10.1 Correction for Clerical Error (Birth, Marriage, Death) Registered in 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 presented.	None	20 Minutes	Registration Officer II
	1.2 Issue order of payment.	None	15 Minutes	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. 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
4.1 Inspect and Sign Petition Form to signify that all entries are correct.	4.2 Receive Form and required documents for processing.	None	15 Minutes	Registration Officer II
	4.3 Posting	None	10 Days Posting Period (Sec 6 of R.A 9048)	
	4.4 Civil Registrar renders decision on Petition.	None	5 Working 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
1. 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	2.1 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.	3.1 Receive OR and documents for processing. Provide client Pre-Form for the desired petition for correction.	None	25 Minutes	Registration Officer II
4. 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
4.1 Inspect and Sign Petition Form to signify that all entries are correct.	4.2 Receive Form and required Documents for petition.	None	15 Minutes	Registration Officer II
	4.3 Posting	None	10 Days Posting Period (Sec 6 of R.A 9048)	
	4.4 Signing of Documents for endorsement.	None	5 Working Days (R.A 9048)	City Civil Registrar
	4.5 Endorse Petition for 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 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 Registry Office / CORRECTION Division
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. If Employed - Certificate of Employment B. If Self Employed - Business Permit C. If Not Employed - Affidavit of Non-Employed D. If Student - Certification that he/she is officially enrolled - Baptismal - Parent's Marriage Contract - Affidavit of Publication 6 Copies of newspaper clippings (at least once a week for 2 consecutive weeks) (2 Photocopies) Any 2 of the ff: - Baptismal (2 Photocopies) - Voter's Record (2 Photocopies) - School Record (2 Photocopies) - Passport (2 Photocopies) - SSS/GSIS Record (2 Photocopies) - Driver's License (2 Photocopies) - Birth Certificate - to be change (OCRG & CCR Copies) (2 Photocopies) - NBI Clearance (2 Photocopies) - Police Clearance (2 Photocopies)	Employer Permits Division Attorney School Church / Any Religious Sector Local Civil Registrar/PSA From the Publisher Church / Any Religious Sector Comelec School Attended DFA SSS/GSIS LTO Local Civil Registrar/PSA NBI Police

11.1 Petition for Change of First Name (Birth Certificate) Registered in 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 change of Name	None	20 Minutes	Registration Officer II
	1.2 Issue order of payment.	None	15 Minutes	



2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	PHP 3,000 Filing Fee PHP 350 Approved Petition PHP450 Double 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.	None	25 Minutes	Registration Officer II
4. Fill-up Form and submit to Correction In-Charge Table for processing 4.1 Inspect and Sign Petition Form to signify that all entries are correct.	4.1 Encode petition and assign Petition Number. 4.2 Request client to review entries. 4.3 Receive Form and check required documents. 4.4 Prepare document for Notice of Publication. 4.5 Posting 4.6 Civil Registrar renders decision on Petition 4.7 Endorse Petition for Correction to PSA Legal Division Manila.	None None None None None None	25 Minutes 10 Minutes 15 Minutes 5 Working Days Notice of Publication (2 consecutive weeks of publication) 10 Days Posting Period (Sec 6 of R.A 9048) 5 Working Days (R.A 9048) 30 Minutes	Registration Officer II Registration Officer II Registration Officer II City Civil Registrar Registration Officer II



TOTAL:	Approved Petition PHP 3,350	15 Days, 2 Hours and 40 Minutes	
	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 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 change of Name	None	20 Minutes	Registration Officer II
	1.2 Issue order of payment.	None	15 Minutes	
2. Pay required fees	2.1 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.	3.1 Receive OR and documents for processing.	None	25 Minutes	Registration Officer II
4. Fill-up Form and submit to Correction In-Charge Table for processing 4.1 Inspect and Sign Petition Form to signify that all entries are correct.	4.1 Encode petition and assign Petition Number.	None	25 Minutes	Registration Officer II
	4.2 Ask client to review entries.	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.	None	5 Working Days Notice of Publication (2 consecutive weeks of publication)	Registration Officer II



	4.5 Posting	None	10 Days Posting Period (Sec 6 of R.A 9048	
	4.6 Signing of Documents for endorsement.	None	5 Working Days (R.A 9048)	City Civil Registrar
	4.7 Endorse Petition for 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:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CORRECTION OF SEX/GENDER - PSA copy of COLB to be Corrected - LCRO copy of COLB to be Corrected - Affidavit of Publication - Newspaper Clippings - NBI Clearance - Police Clearance - Certificate of Employment or Affidavit of Unemployment / Certificate from school-that he or she is presently enrolled - Baptismal	PSA Local Civil Registrar Local Civil Registrar Newspaper NBI Police Employer/School presently enrolled Church / Any Religious Sector



<ul style="list-style-type: none"> - Medical Record - Earliest School Records Form 137- (Elementary) - Medical Certificate stating that the Petitioner has not undergone or Sex Transplant (Government Doctor) - Parents Marriage Contract <p>CORRECTIONS OF DATE OF BIRTH</p> <ul style="list-style-type: none"> - PSA copy of COLB to be Corrected - LCRO copy of COLB to be Corrected - Affidavit of Publication - Newspaper Clippings - NBI Clearance - Police Clearance - Certificate of Employment or affidavit of non-employment/certification from school that he or she is presently enrolled - Baptismal Certificate - Medical Records - Earliest School Record Form 137 	<p>Doctor/Brgy. Health Center/Hospital School</p> <p>Doctor/Hospital</p> <p>Local Civil Registrar/PSA</p> <p>PSA Local Civil Registrar Local Civil Registrar Newspaper NBI Police</p> <p>Employer/School presently enrolled Church / Any Religious Sector Doctor/Brgy. Health Center/Hospital School Attended</p>
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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
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. 1.2 Issue order of payment.	None	20 Minutes	Registration Officer II
2. Pay required fees	2.1 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.	3.1 Receive OR and documents for processing.	None	25 Minutes	Registration Officer II
4. 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



4.1 Inspect and Sign Petition Form to signify that all entries	4.2 Ask client to review entries.	None	10 Minutes	
	4.3 Receive Form and required documents.	None	15 Minutes	
	4.4 Prepare document for Notice of Publication.	None	5 Working 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 Working 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
	1.2 Issue order of 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.	3.1 Receive OR and documents for processing.	None	25 Minutes	Registration Officer II
4. Fill-up Form and submit to Correction In-Charge Table for processing 4.1 Inspect and Sign Petition Form to signify that all entries are correct.	4.1 Encode petition and assign Petition Number.	None	25 Minutes	Registration Officer II
	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.		15 Minutes	Registration Officer II
	4.4 Prepare document for Notice of Publication.	None	5 Working Days Notice of Publication (2 consecutive weeks of publication)	
	4.5 Posting		10 Days Posting Period (Sec 6 of R.A 9048)	
	4.6 Signing of Documents for endorsement.		5 Working Days (R.A 9048)	City Civil Registrar
	4.7 Endorse Petition for Correction to the office of the Civil Registrar where the birth place of the document owner occurred.		30 Minutes	Registration Officer II
TOTAL:		PHP 1,000	15 Days, 2 Hours and 30 Minutes	



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 Registry Office / Judicial Decree/Court Order Division
Classification:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	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 ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit the required documents.	1.1 Check and receive documents.	None	10 Minutes	Judicial Decree In-Charge Asst. Registration Officer
	1.2 Interview applicants.	None	30 Minutes	
	1.3 Issue Order of Payment	None		
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	P1000 Registration of Judicial Decree P50 per certified True Copy P20 per copy of Court Order	20 Minutes	Cashier (City Treasurers Office)



		P180-Endorsement		
3. Submit Official Receipt and required documents to Judicial Decrees Table.	3.1 Receive OR and documents for processing.	None	2 Hours	Asst. Registration Officer
	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
4. 1 Claim copy from Judicial Decree Section on the scheduled date	4.1 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 Decrees

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 Registry Office / Judicial Decree/Court Order Division
Classification:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	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 ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit the required documents.	1.1 Check and receive documents.	None	10 Minutes	Judicial Decree In-Charge Asst. Registration Officer
	1.2 Interview applicants.		30 Minutes	
	1.3 Issue Order of Payment	None		
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	P50 per certified True Copy	20 Minutes	Cashier (City Treasurers Office)
		P20 per copy of Court Order		
3. Submit Official Receipt and required documents to Judicial Decree Table.	3.1 Receive OR and documents for processing.	None	2 Hours	Asst. Registration Officer
	3.2 Prepare documents for endorsement to PSA.	None	10 Minutes	
	3.3 Schedule client	None	20 Minutes	Asst. Registration Officer
	3.4 Process documents	None	7 Days	
	3.5 Endorse to PSA, Quezon City	None	30 Minutes	PSA
4.1 Claim copy from Judicial Decree Section on the scheduled date	4.1 Release Client's copy.	None	30 Minutes	Asst. Registration Officer
TOTAL:		PHP 380	7 Days, 4 Hours and 30 Minutes	



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.

Office or Division:	Local Civil Registry Office / Judicial Decree/Court Order Division
Classification:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prepared Certificate of Live Birth (4 Original Copies)	Place where they applied
PSA Negative (2 Photocopies)	PSA
Baptismal (2 Photocopies)	Church / Any Religious Sector
Marriage Certificate (2 Photocopies)	Church / Any Religious Sector
Voter's Certification (2 Photocopies)	Comelec
Valid ID (2 Photocopies)	Any Government issued ID
Affidavit of Out-of-Town Executed by the applicant (2 original Copies)	Place where they applied
IF Authorized Representative: Original Authorization Letter with 1 valid ID (w/ 1 photocopy) of the person authorized	

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submit Communications and Out-of-town Late Registration	1.1 Check and receive documents incoming Communication including Out-of-town delayed registration of Birth born in Bacolod City and resides outside the City.	None	10 Minutes	Judicial Decree In-Charge Asst. Registration Officer
	1.2 Interview applicants.	None	30 Minutes	
	1.3 Issue Order of Payment	None		
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	P310 for Endorsement P210	20 Minutes	Cashier (City Treasurers Office)



		for Supplemental		
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	None		
	3.3 Process documents	None	5 Days	
	3.4 Posting	None	10 Days Posting Period Act No. 3753	
	3.5 Endorse to PSA, Quezon City	None	30 Minutes	PSA
		None		
4. Claim copy from Judicial Decree Section on the scheduled date	4.1 Release Client's copy.	None	30 Minutes	Asst. Registration Officer
TOTAL:		P310 endorsement P210 supplemental	15 Days, 2 Hours and 10 Minutes	

16. Registration of Legal Instruments

All 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 Registry Office / Legal Instruments Division
Classification:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly Notarized of Affidavit of Acknowledgement (2 Original Copies)	LCR (Documents should be Notarized by Attorneys)
Duly Notarized of Affidavit to Use the Surname of the Father (2 Original copies)	LCR (Documents should be Notarized by Attorneys)
PSA-Birth Certificate of child (3 Photocopies)	PSA
Cedula -Both Parents (3 Photocopies)	Barangay / City Treasurers Office
Valid ID -Both Parents (3 Photocopies)	Any Government Issued ID / Company ID
Baptismal (Child with Father's name) (3Photocopies)	Church/Any Religious Sector
Growth chart (Child with Father's name) / Form 137 (3Photocopies)	City Health / Barangay / School
Duly Notarized of Affidavit of Legitimation (2 Original)	LCR (Documents should be Notarized by Attorneys)
PSA-Marriage (3 Photocopies)	PSA
PSA-Cenomar - Both Parents (3 Photocopies)	PSA
Cedula (3 Photocopies)	Barangay / City Treasurers Office
Pre-Nuptial Agreement (4 sets of Original)	Attorney
Legal Capacity (2 Original)	Embassy

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit the required documents.	1.1. Check and received all documents.	None	1 Hour	Registration Officer III
	1.2. Interview the client	None		Registration Officer III
	1.3. Fill up Forms.	None		Registration Officer III
	1.4. Issue order of payment.	None		Registration Officer III
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	P300- Admission of Paternity P300 AUSF (R.A. 9255) P300 Legitimation P300- Legal Capacity P300 Pre-Nuptial Agreement	30 Minutes	Cashier (City Treasurers Office)



		<p>P180 Endorsement</p> <p>P200 4 Certified true Copies of birth Certificate</p> <p>P40 Copy of Supporting Documents</p>		
3. Submit Official Receipt and required documents to Legal Instrument Table.	3.1. Prepare for annotation/ remarks of Birth Certificate	None	2 Hours	Registration Officer III
	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 III
	3.4 Schedule client	None	7 Days	Registration Officer III
	3.5 Endorse to PSA, Quezon City		30 Minutes	PSA
4. Claim copy from Legal Instrument Section on the scheduled date	4.1 Release of client's copy and proof of transmittal to be presented to PSA	None	30 Minutes	Registration Officer III
TOTAL:		<p>P520 + 300 (Depending on how many executions were filed by the clients.) + 40 (Depending on how many executions are filed by the clients.)</p>	7 Days and 6 Hours	



17. Out-of-Town Delayed Registration

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:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHILD	
Duly Notarized of Affidavit of Out of Town delayed registration with 2 witnesses attached (2 Original Copies)	Local Civil Registrar
PSA-Negative result (2 Photocopies)	PSA
Baptismal or Growth Chart or Form 137 (2 Photocopies)	Church/Any Religious Sector / City Health / Brgy. Hall / School
Marriage Certificate of Parents (if Married) (2 Photocopies)	Local Civil Registrar / PSA
Valid ID -Both Parents (3 Photocopies)	Any Government Issued ID / Company ID
Other documents showing the date and place of child's birth and name of parents. (2 photocopies)	
Cedula (3 Photocopies)	Barangay / City Treasurers Office
ADULT	
Duly Notarized of Affidavit of Out of Town delayed registration with 2 witnesses attached (2 Original Copies)	Local Civil Registrar
PSA-Negative result (2 Photocopies)	PSA
Baptismal or Form 137/ TOR (2 Photocopies)	Church/Any Religious Sector / City Health / Brgy. Hall / School
Marriage Certificate of Parents (2 Photocopies)	Local Civil Registrar / PSA
Voter's Certification / Validation (2 Photocopies)	Comelec
Valid ID's (2 Photocopies)	Any Government Issued ID / Company ID
Cedula (2 Photocopies)	Barangay / City Treasurers Office
MDR of Philhealth (2 Photocopies)	Philhealth
SSS E1/E4 (2 Photocopies)	SSS
Certificate of Live Birth of Brother/ Sister (2 Photocopies)	Local Civil Registrar / PSA

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON
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				RESPONSIBLE
1. 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 Registration Officer III
	1.2. Interview the client.	None		
	1.3. Issued order of payments	None		
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	P50 Out of Town Registration	20 Minutes	Cashier (City Treasurers Office)
		P20- Service fee		
3. Submit Official Receipt and required documents to Legal Instrument Table.	3.1 Receive Official Receipt (OR) and required documents.	None	2 Hours	Legal Instrument Section
	3.1. Prepare the documents.	None	1 Hour	Registration Officer III
	3.2 Give the documents to the clients for checking.	None	30 Minutes	
4. Client's check the details and submit after checking for Notarization of documents.	4.1 Prepare the documents for Notarization by the Attorney	None	30 Minutes	Legal Instrument Section
	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 client	None	20 Minutes	Registration Officer III
	5.2 Prepare the documents for mailing	None	7 Days	Registration Officer III



6. Claim copy from Legal Instrument Section on the scheduled date	6.1 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:		P70.00	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:	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government 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 Photocopies)	PSA
Birth/ Marriage without Geographical Index (PSA Copy 4 Photocopies)	PSA
For Clear Copy of Birth/Marriage/Death (PSA Copy 3 Photocopies)	PSA
Negative Result of Birth/Marriage/Death (PSA Copy 3 Photocopies)	PSA
Affidavit of Supplemental Report (1 Original Copy)	PSA
MC 2010-04 Without Registry Number (PSA Copy 3 Photocopies)	Notary Public / Attorney
Valid ID (1 Photocopy)	Any Gov't. issued
Clearance of the next kin, Letter of Authority (1 Original Copy)	Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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.	None	20 Minutes	
	1.4. Issue order of payment.	None	10 Minutes	
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	P210 PSA Endorsement	20 Minutes	Cashier (City Treasurers Office)
3. Submit Official Receipt and required documents to Supplemental Table.	3.1 Received and process the documents	None	2 Hours	Supplemental Section LCR Staff
	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.	4.1 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:	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical
Type of Transaction:	<input checked="" type="checkbox"/> G2C - Government to Citizen <input type="checkbox"/> G2B - Government to Business Entity <input type="checkbox"/> G2G - Government to Government
Who may avail:	All Civil Registry Document owners or their authorize representative



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form: a. Marriage Certificate b. Death Certificate c. Birth Certificate	Window 1 or 2 Window 3 or 4 Window 5
Valid ID (1 Photocopy)	Any Government/Company/School Issued
Accepted ID's: PhilSys National ID, Passport, Driver's License, PRC ID, IBP ID, GSIS Unified Multi-purpose 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.	
For Authorized Representative Additional Requirements: • Notarized Special Power of Attorney (SPA) • Authorization letter • Valid ID of person authorized (1 Photocopy)	Attorney Document Owner Any Government Issued ID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to corresponding window to request Certified True Copy. • Bring SPA, or Authorization letter and Valid ID's for authorized representative	1.1 Check Required Documents and provide Request Form to requesting client.	None	20 Minutes	Window 1 or 2 (Marriage Cert.) Window 3 or 4 (Death Cert.) Window 5 (Birth Cert.)
	1.2 Issue order of payment	None	5 Minutes	
2. Pay required fees	2.1 Process payment and issue Official Receipt (OR).	PHP 50.00 per Copy	20 Minutes	Cashier (City Treasurers Office)
3. Submit Request Form, Official Receipt (OR), and required documents to corresponding window.	3.1 Receive and Check Request Form, Official Receipt (OR), add required documents.	None	15 Minutes	Window 1 or 2 (Marriage Cert.) 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



4. Wait for Name to be called and receive requested certified documents.	4.1 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?	<p>1. Request feedback form from the Information Table located in front of the City Civil Registrar's Office.</p> <p>2. Answer the Form and put it in the "Feedback and Complaints" Drop Box.</p> <p>Bacolod City Civil Registrar's Office Contact info: 034 435-4790</p>
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?	<p>To file a complaint against the Authority, provide the following details via e-mail:</p> <ul style="list-style-type: none"> - Full Name and contact information of the complainant. - Narrative of the complain - Evidences - Name of the person being complained. <p>Send all complaints against the Authority to lcrbacolod@gmail.com / lcr@bacolod.gov.ph</p> <p>For follow-ups or queries, you may call 034 435-4790</p>
How complaints are processed?	<p>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:</p> <ol style="list-style-type: none"> 1. Verify the complaint 2. Inform the complainant thru email that office has received his/her complaint and will be investigated.



	<ol style="list-style-type: none">3. Administrative Officer will investigate person involved in the said incident.4. 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