CITY GOVERNMENT OF CALAPAN CITIZEN'S CHARTER



1. PROCEDURE IN BIRTH REGISTRATION

Registration of Birth Certificate is done through submission of the same before the office of the CCRD for the assignment of corresponding registry number and transmittal to Philippine Statistics Authority.

Office/Division:	City Civil Registry	Department
Classification:	Simple	
Type of	G2C- Government to	o transacting public
Transaction:		
Who may avail:	General Public	
CHECKLIST OF R		WHERE TO SECURE
For on time Registrat		
a) Birth Certifi	cate from the	Respective Offices
Hospital	. •	
,	iage Certificate (if	
parents are m	•	
,	from Barangay if	
born not from For illegitimate cl	• ,	
a) AUSF	illiu.	
b) Affidavit of Ac	knowledament	
c) Valid ID and C	•	
Add'l Requirement		
Registration:		
•	of the following	
documentary evidend	ces:	
a) Baptismal Cer		
b) School Record		
c) Income Tax R		
d) Insurance Po	•	
e) Medical Recor		
f) Others, such	h as Barangay certification,	
Captain's	Card, SSS Form	
E1, MDR-Phill	*	
g) Marriage Cont		
h) Cedula		
2. In case the pa	arty seeking late	
registration of the bir		
child is not the moth		
in addition to the		
declare in a swor		
present whereabouts	of the mother.	

3.	Affidavit	of	Two	Disinterested
Pe	rsons.			

In addition to the requirements, the department may require the submission of Negative Certification from PSA to avoid the occurrence of multiple registrations. As internal policy of the department, the following need to submit PSA Negative Certification:

- a. Non-resident applicant
- b. Child to be registered is 1 year old above.

old above.	gistered is 1 year				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE		ESSING ME	PERSON RESPONSIBLE
		PAID	On time	Late reg.	
Get queuing number, log in the attendance sheet and fill-out Birth Registration Slip. Present request to the Frontline Officer at the Information Desk once number has been called.	Receive document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division.	None	5 mins	10 mins	Pedro B. Mendoza / Ernesto B. Bacarra, Jr. Maricel G. Alolod
Proceed at the Waiting Area until name has been called.	Type birth certificate. Stamp registry number and date of registration of the document.	None	5 min	10 min	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
Pay the required fee at the Taxpayer Center Skip this transaction if not late and not under RA9255.	Process payment and issue Official Receipt	P330 / P50 / P30 DST	CTD	Time	TAXPAYER SECTION
Give the receipt at the responsible CCRD Staff and then read the correctness of the Certificate of Live Birth.	The Acting City Civil Registrar or authorized personnel will sign the Certificate of Live Birth.	None	4mins	4 mins	Evelyn C. Gregory Lorilyn A. Coz Jamaica F. Asturias Rona Marie F. Jardiolin

Present the requested document to the Acting City Civil Registrar or authorized personnel for signature. Accomplish and sign the Customer Satisfaction Form.					Rommel R. Albo / Evelyn C. Gregory/ Jocelyn L. Magnaye
For late registration: Return after 10 days of posting to claim the birth certificate.	Advise the client to come back after 10 days posting to claim the Certificate of Live Birth.				Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
Release of the Certificate of Live Birth.	Segregate and release the Certification	None	1 min	1 min	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
	TOTAL	P360/ P50 /	15mins	25mins	

2. PROCEDURE IN MARRIAGE REGISTRATION

For marriages solemnized in Calapan City the corresponding certificate therefore is likewise registered in the City Civil Registry Department.

Office/Division:	City Civil Registry	Departmer	nt		
Classification:	Simple				
Type of	G2C- Government to	o transactin	g public		
Transaction:			- •		
Who may avail:	General Public				
CHECKLIST OF R	EQUIREMENTS		WHE	RE TO SI	ECURE
For on time Registr					
a) Marriage		Respectiv	e Offices	;	
Church/Ju		•			
	ts for Delayed				
Registration:	•				
	ertification (with				
name, date	•				
marriage)	,				
	e Certification of				
Marriage	-				
_	Two Disinterested				
Persons					
d) Picture of Ma	arriage Ceremony				
(Couple)	· ·				
e) Čedula					
CLIENT STEPS	AGENCY	FEES	PROC	ESSING	PERSON
	ACTIONS	TO BE		ME	RESPONSIBLE
		PAID	On	Late	
		PAID	On time	Late reg.	
Get the queuing	Receive	PAID None			Pedro B.
Get the queuing number and log in			time	reg.	Pedro B. Mendoza /
			time 5	reg. 10	
number and log in	document,		time 5	reg. 10	Mendoza / Ernesto B.
number and log in the attendance	document, examine		time 5	reg. 10	Mendoza /
number and log in the attendance	document, examine requirements and check for		time 5	reg. 10	Mendoza / Ernesto B.
number and log in the attendance sheet.	document, examine requirements and check for		time 5	reg. 10	Mendoza / Ernesto B.
number and log in the attendance sheet. Present the request	document, examine requirements and check for possible errors.		time 5	reg. 10	Mendoza / Ernesto B.
number and log in the attendance sheet. Present the request to the Frontline	document, examine requirements and check for possible errors. Record the request in the		time 5	reg. 10	Mendoza / Ernesto B. Bacarra, Jr.
number and log in the attendance sheet. Present the request to the Frontline Officer at the	document, examine requirements and check for possible errors. Record the request in the logbook and give		time 5	reg. 10	Mendoza / Ernesto B. Bacarra, Jr.
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk	document, examine requirements and check for possible errors. Record the request in the		time 5	reg. 10	Mendoza / Ernesto B. Bacarra, Jr.
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the		time 5	reg. 10	Mendoza / Ernesto B. Bacarra, Jr.
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned		time 5	reg. 10	Mendoza / Ernesto B. Bacarra, Jr.
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration		time 5	reg. 10	Mendoza / Ernesto B. Bacarra, Jr. Maricel G. Alolod
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number has been called.	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division.	None	5 mins	reg. 10 mins	Mendoza / Ernesto B. Bacarra, Jr.
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Stamp registry number and date	None	5 mins	reg. 10 mins	Mendoza / Ernesto B. Bacarra, Jr. Maricel G. Alolod Evelyn C. Gregory Julia M. Asi
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting Area until name	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Stamp registry	None	5 mins	reg. 10 mins	Mendoza / Ernesto B. Bacarra, Jr. Maricel G. Alolod Evelyn C. Gregory
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting Area until name	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Stamp registry number and date of registration in	None	5 mins	reg. 10 mins	Mendoza / Ernesto B. Bacarra, Jr. Maricel G. Alolod Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting Area until name	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Stamp registry number and date of registration in the Certificate of	None	5 mins	reg. 10 mins	Mendoza / Ernesto B. Bacarra, Jr. Maricel G. Alolod Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F.
number and log in the attendance sheet. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting Area until name	document, examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Stamp registry number and date of registration in the Certificate of	None	5 mins	reg. 10 mins	Mendoza / Ernesto B. Bacarra, Jr. Maricel G. Alolod Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias

Pay the required fee at the Taxpayer Center	Process payment and issue Official Receipt	/ P50 30 DST	CTD	Time	TAXPAYER SECTION
Skip this transaction if on time registration.					
Give the receipt at the responsible CCRD Staff and then read the correctness of the certification. Present the requested document to the Acting City Civil Registrar or authorized personnel for signature.	The City Civil Registrar or authorized personnel will sign the Certificate of Marriage.	None	4mins	4 mins	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin Rommel R. Albo / Evelyn C. Gregory/ Jocelyn L. Magnaye
Accomplish and sign the Customer Satisfaction Form.					
For late registration: Return after 10 days of posting to claim the birth marriage.	Advise the client to come back after 10 days posting to claim the Certificate of Marriage.				Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
Release of the Certificate of Marriage.	Segregate and release the Certification	None	1 min	1 min	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
	TOTAL	P50	15 mins	25min	

3. PROCEDURE IN DEATH REGISTRATION

Death that occurred within the territorial jurisdiction of Calapan City are registered in the City Civil Registry Department.

Office/Division:	City Civil Registry	Departmer	nt		
Classification:	Simple				
Type of	G2C- Government to	transacting	g public		
Transaction:	_				
Who may avail:	General Public				
CHECKLIST OF R			WHE	RE TO S	ECURE
For on time Registr			0.00		
,	Death from the	Respectiv	e Offices	;	
Hospital					
, ,	Certification with				
	d place of death				
-	ts for Delayed				
Registration:	tive Contification of				
	tive Certification of				
Death	Two Diginterested				
Persons	Two Disinterested				
c) Picture of I	anida				
d) Cedula	_apiua				
CLIENT STEPS	AGENCY	FEES	PROCI	ESSING	PERSON
OLILIVI SILI S	ACTIONS	TO BE		ME	RESPONSIBLE
	AOTIONO	PAID	On	Late	INLOI ONOIDEL
		17(15	time	reg.	
Get the queuing	Receive	None	5	10	Pedro B. Mendoza
, ,	IVECEIVE	INOLIG			
Inumber log in the	document				i caro b. Menaoza
number, log in the	· ·		mins	mins	i caro b. Wendoza
attendance sheet	examine				r caro B. Weridoza
attendance sheet and	examine requirements				r caro B. Weridoza
attendance sheet and fill-out the Death	examine requirements and check for				r caro B. Weridoza
attendance sheet and	examine requirements				r caro B. Weridoza
attendance sheet and fill-out the Death Registration Slip.	examine requirements and check for possible errors.				r caro B. Weridoza
attendance sheet and fill-out the Death Registration Slip. Present the	examine requirements and check for possible errors. Record the				
attendance sheet and fill-out the Death Registration Slip. Present the request to the	examine requirements and check for possible errors. Record the request in the				Maricel G. Alolod
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at	examine requirements and check for possible errors. Record the request in the logbook and give				
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned				
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the				
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned				
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration				
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division.	None			Maricel G. Alolod
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division.		mins	mins	
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been called.	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division.		mins	mins	Maricel G. Alolod Evelyn C. Gregory Julia M. Asi
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Type death certificate. Stamp		mins	mins	Maricel G. Alolod Evelyn C. Gregory
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting Area until name	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Type death certificate. Stamp registry number		mins	mins	Maricel G. Alolod Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting Area until name	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Type death certificate. Stamp registry number and date of		mins	mins	Maricel G. Alolod Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F.
attendance sheet and fill-out the Death Registration Slip. Present the request to the Frontline Officer at the Information Desk once your number has been called. Wait at the Waiting Area until name	examine requirements and check for possible errors. Record the request in the logbook and give it to the assigned staff at the Registration Division. Type death certificate. Stamp registry number and date of registration of the		mins	mins	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias

Request for the review as to cause of death at the City Health and Sanitation Department Pay the required	Process the document. Process payment	None			CHSD SECTION TAXPAYER
fee at the Taxpayer Center	and issue Official Receipt				SECTION
Give the receipt at the responsible CCRD Staff and then read the correctness of the Certificate of Death. Present the requested document to the Acting City Civil Registrar or authorized personnel for signature. Accomplish and sign the Customer Satisfaction Form.	The Acting City Civil Registrar or authorized personnel will sign the Certificate of Death.		4	4	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin Rommel R. Albo / Evelyn C. Gregory/ Jocelyn L. Magnaye
For late registration: Return after 10 days of posting to claim the Certificate of Death.	Advise the client to come back after 10 days of posting to claim the Certificate of Death.				Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
Release of the Death Certificate.	Segregate and release the Certification		1min	1min	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
	Total	See attache d chart	15min	25min	

CEMETERY FEES:		
Burial Permit	150.00	-
Exhumation of Cadaver	300.00	-
Removal of Cadaver	150.00	-
Transfer of Cadaver to other city	150.00	-
Interment of resident and non-resident	400.00	-
Re-opening of Niche	150.00	-
RENTAL FEES FOR PUBLIC CEMETERY LOT/GRAVE:		
New Construction of Niche – 1 lot (1.6m x 3m)-		
Adult	4,000.00	-
Child	2,000.00	-
Renewal of lease (after 5 years)-		
Adult	1,500.00	-
Child	750.00	-
Niche on top of other niche		
Adult	750.00	-
Child	400.00	-
Perpetual Lease	50,000.00	-
Rental of Burial Lot consisting the following:		
Sq.m (1.6m x 3.0m)	3,000.00	-
Sq.m ()	1,500.00	-
Apartment	5,000.00	-

4. PROCEDURE IN ISSUANCE OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

Birth, Marriage and Death Certificates could be issued only to authorized individual requesting for the same upon presentation of valid identification documents in compliance with the data privacy law.

Office/Division:	City Civil Registry Dep	artment		
Classification:	Simple			
Type of Transaction:	G2C- Government to t	ransacting pul	olic	
Who may avail:	General Public			
CHECKLIST OF R			WHERE TO S	SECURE
a) Authorization Letteb) Valid Id of documentspartyc) Valid ID of authori	nent owner/requesting			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
Get the queuing number, log in the attendance sheet and fill-out the Verification Slip.		None	3mins	Pedro B. Mendoza
Present the request to the Frontline Officer at the Information Desk once your number has been called.	Receive the verification slip and examine requirements.			Maricel G. Alolod
Wait at the Waiting Area until name has been called.	Verify the availability of the civil registry documents in the database/registry book.	None	5 Mins	Nerilyn B. Espiritu Arlyn G. Formadero Maria Lea Dimaano Ernesto B. Bacarra Jr.
Pay the required fee at the Taxpayer Center.	Process payment and issue Official Receipt	140.00		TAXPAYER SECTION
Give the receipt at the responsible CCRD Staff and then read the correctness of the Certification. Present the requested document to the Acting City Civil Registrar or	authorized personnel	None	2 mins	Nerilyn B. Espiritu Arlyn G. Formadero Maria Lea Dimaano Ernesto B. Bacarra Jr.
authorized personnel for signature. Accomplish and sign the Customer Satisfaction Form.				Evelyn C. Gregory/ Jocelyn L. Magnaye
Release of Certification.	Release the Certification.	None	1min	Nerilyn B. Espiritu Arlyn G. Formadero Maria Lea Dimaano Ernesto B. Bacarra Jr.
	TOTAL	P140	10mins	

5. PROCEDURE IN SUPPLEMENTAL REPORT

Registrable documents lacking details which were omitted inadvertently are corrected through application for supplemental reporting.

Office/Division:	City Civil Dogiotay D	an artmant		
Office/Division:	City Civil Registry D	epartment		
Classification:	Simple			
	COC Covernment to	o transportin	a public	
Type of Transaction:	G2C- Government to	o transactin	g public	
	Conoral Dublic			
Who may avail:	General Public	ı	WILEDE TO C	CUDE
CHECKLIST OF R			WHERE TO S	ECURE
a) Supplemental A				
	documents to be			
supplied c) Authorization Lo	ottor			
d) Valid Id				
owner/requestir				
e) Valid ID of auth	• •			
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON
CLIENT STEFS	ACTIONS	TO BE PAID	TIME	RESPONSIBLE
Get the queuing		None	3	
number, log in the				
attendance sheet and				Pedro B. Mendoza
fill-out the Verification	Receive the			
Slip.	verification slip			
	and examine			
Present the request	requirements.			
to the Frontline				Maricel G. Alolod
Officer at the				
Information Desk				
once your number				
has been called.				
\\\\-it = t the \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	T. us a tla a	Mana	0	Namilus D. Caminitus
Wait at the Waiting Area until name has	Type the	None	8 mins	Nerilyn B. Espiritu
been called.	Supplemental Report and			Arlyn G. Formadero Maria Lea Dimaano
been called.	endorsement			Ernesto B. Bacarra
	letter.			Jr.
	iellei.			JI.
Pay the required fee	Process payment	P220.00		TAXPAYER
at the Taxpayer	and issue Official	1 220.00		SECTION
Center	Receipt.			
Give the receipt at	The City Civil	None	4 mins	Nerilyn B. Espiritu
the responsible	Registrar or			Arlyn G. Formadero
CCRD Staff and then	authorized			Maria Lea Dimaano
read the correctness	personnel will sign			Ernesto B. Bacarra
of the Supplemental	the Certification.			Jr.
Report. Present the				
requested document				Rommel R. Albo /
to the City Civil				Evelyn C. Gregory/
Registrar or				Jocelyn L.
authorized personnel				Magnaye
for signature.				agilay 0
Accomplish and sign				

the Satisfaction	Custor Form.	_				
Release Supplemer Report.		the	Endorse the copy of Supplemental Report to PSA for annotation. Release the Supplemental Report.		5 mins	Nerilyn B. Espiritu Arlyn G. Formadero Maria Lea Dimaano Ernesto B. Bacarra Jr.
•	•	•	Total	P220	20 minutes	

6. PROCEDURE IN MARRIAGE LICENSE APPLICATION

Application for Marriage License applies only if both or one of the applicants is a resident of the city upon submission of the documentary requirements and payment of corresponding fee.

Office/Division:	City Civil Registry Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to transacting public			
Who may avail:	General Public			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
For 18-24 years old				
 a) Birth Certifica 	ate	Respective	Offices	
b) Cedula				
c) Valid ID				
d) CENOMAR				
e) Parental Con				
	s with valid ID)			
`	ificate of deceased			
parent/s) For 25 years old above				
a) Birth Certificate				
b) Cedula				
c) Valid ID				
d) CENOMAR				
Foreigner				
	to marry (from the			
embassy statione	ed in the Philippines)			
	; Passport/Valid ID;			
CENOMAR from	PSA			
Additional Requirements				
	or both the applicants			
is/are resident/s				777001
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get the queuing		None	10 minutes	Pedro B. Mendoza
, , , , , , , , , , , , , , , , , , , ,	Receive document	140116	าง กาแกนเธอ	i Guio D. Michuoza
number, log in the	and examine			Maricel G. Alolod
attendance sheet and	requirements.			Maricel G. Alolou
fill-out the Marriage	requirements.			
Application Slip.	Dogged the			
Daniel the meaning	Record the			
Present the request	request in the			
to the Frontline	logbook and give it			
Officer at the	to the assigned			
Information Desk	staff at			
once number has	Registration			
been called.	Division.			

Wait at the Waiting Area until name has been called.	Prepare the application for marriage license.	None	25 minutes	
Pay the required fee	Process payment	P710-		
at the Taxpayer Center	and issue Official Receipt.	local / P1,920 foreign		TAXPAYER SECTION
Give the receipt at the responsible CCRD Staff and then read the correctness of the Application for Marriage License.	The City Civil Registrar or authorized personnel will sign the Certification.	None	10 minutes	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F.
Present the requested document to the Acting City Civil Registrar or authorized personnel for signature. Accomplish and sign the Customer				Jardiolin Rommel R. Albo
Satisfaction Form.				
Return after 10-day posting to claim the marriage license.	Advise the applicants to return after 10 days of posting to secure their marriage license.	P220		Taxpayer section
Give the receipt at the responsible CCRD Staff and then read the correctness of the Application for Marriage License. Present the requested document to the Acting City Civil Registrar or authorized personnel for signature. Accomplish and sign the Customer Satisfaction Form.	The City Civil Registrar or authorized personnel will sign the Marriage License.		15 Minutes	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin Rommel R. Albo
Release of the Marriage Application.	Segregate and release the Application for Marriage License.		10 minutes	Evelyn C. Gregory Julia M. Asi Lorilyn A. Coz Roxan Jamaica F. Asturias Rona Marie F. Jardiolin
	TOTAL	P930- local P2,140 foreign	60 minutes	

6. PROCEDURE IN FILING OF RA9048/RA10172

Correction on registrable documents in custody of the CCRD can be filed only by the documents owner himself or by of his duly authorized representative upon submission of requirements and fees.

Office/Division:	City Civil	Registry Depa	artment	
Classification:	Simple			
Type of	G2C- Gov	ernment to trar	sacting public	
Transaction:				
Who may avail:	General F	Public		
CHECKLIST OF I	REQUIRE	MENTS		WHERE TO SECURE
Original and 2 photocopies of the		RA10172 REQ	UIREMENTS:	
CHILD/SPOUSE/DEC	EASED	Original and 2 photoco		
PSA Birth Certificate				Respective Offices
Baptismal Cert. Form 137	I.	Pirth Certificate (N	ISO & LCRO Copy)	·
Diploma(E./Hs/College)		Baptismal Certification	ate	
Voter Reg. Record	I '	? Voter's Registrati	on Record	
¹ Marriage Cert.		? Marriage Certifica	te	
Certification/ID		2		
Sibling's Birth Certificate		! Earliest School Re	cord	
MOTHER • Birth Certificate		? Medical Record (L	ab Test/Doctor's Cert.)	
Baptismal Cert.		? Cedula		
Form 137				
Diploma(E./Hs/College)		Clearance/Certification		
Voter Reg. Record		no pending administra case, or no criminal re		
Marriage Cert. Certification				
FATHER		Non Employer, if en	ployed/Affidavit of	
Birth Certificate		? PNP		
Baptismal Cert.				
Form 137		? NBI		
Diploma(E./Hs/College)		For correction of	gender:	
Voter Reg. Record Marriage Cert.		2	_	
Certification			ation issued by an	
OTHERS:		accredited governme petitioner has not un		
GSIS/SSS Record		or sex transplant	dergone sex change	
Medical/Business Record				
Driver's license		? Affidavit of Public	ation	
Bankbook, Cedula		? Certification of	Authenticity/ as to	
Land Titles/Declaration Brgy/Police/Judge/NBI		certification issued		
Cert. of Employment /		physician		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get the queuing number, log in the attendance sheet.	Give the priority number.	None	3 minutes	Pedro B. Mendoza
Present the request to assigned staff at the Legal Division once your				

number has been called.				
Wait at the Waiting Area until your name has been called.	Examines the document to be corrected and check if the supporting documents are complete. Records the petition in the logbook.		27 minutes	Jocelyn L. Magnaye
Pay the required fee at the Taxpayer Center.	Process payment and issue Official Receipt.	See attached chart		TAXPAYER SECTION
Give the receipt at the responsible CCRD Staff. Read, check, and sign the petition.	* Prepares the Petition for Correction of Clerical, Change of First Name (RA9048) and Correction of Entry in the Day and Month of Birth and Sex.		25 mins	Jocelyn L. Magnaye Glenda Ylagan Kristine Pauline Napa
	* Post the "Notice of Posting" (10 days posting at the bulletin board and for (CFN & RA10172) the Notice for Publication forwarded to the local newspaper for the required 2 consecutive weeks publication.			Jocelyn L. Magnaye Glenda Ylagan Kristine Pauline Napa
	* Prepares the decision of Acting City Civil Registrar for signature and send to PSA, Legal Services Division, Quezon City for Affirmation.			Rommel R. Albo Jocelyn L. Magnaye Glenda Ylagan Kristine Pauline Napa
Follow up after 3-4 months for CCE And 4-6 months for CFN and RA10172.	Advise the clients to follow up after 3-4 months for CCE and 4-6 months for CFN and RA10172.	None	5 minutes	Jocelyn L. Magnaye Glenda Ylagan Kristine Pauline Napa

Submit additional	If Impugned:			
	If Impugned:	Mana		Mana
requirements.	Prepares the Motion	None		None
	for Reconsideration			
	and presentation of			
	additional			
	documents, if needed			Rommel R. Albo
	to be submitted to the			Jocelyn L.
	OCRG within 15 days			Magnaye
	,			Magnayo
	upon receipt.			
	IC ACCOUNT			
	If Affirmed:	_		
	Prepares the	See		
	Certificate of Finality	attached	60	Jocelyn L.
	and annotated	chart	mins	Magnaye
	documents for			Glenda Ylagan
	endorsement to PSA,			Kristine Pauline
	East Avenue Quezon			Napa
	·			Ναρα
	City for the request of			
	SECPA (Security			
	Paper).			
			120 MINS	
	TOTAL			

FEES:	·	ESPF
CFN	₱3,000.00	300.00
RA10172	3,000.00	300.00
CCE	1,000.00	100.00
AUTHENTICATION	30.00	
POSTING FEE	100.00	10.00
POSTING CERT.	50.00	
CERT. OF FINALITY	100.00	10.00
DOCUMENTARY STAMP	P30.00	
PUBLICATION FEE	C/O PUBL	ISHING
	•	

8. PROCEDURE IN COURT ORDER REGISTRATION

Court orders decided by RTCs' situated in the city affecting the vital status of individuals are registered in CCRD for decision affecting documents in custody of the CCRD. The corresponding annotation thereon is made for submission to PSA.

1 07 (1				
Office/Division:	City Civil Registry Department			
Classification:	Simple			
Type of	G2C- Government to transacting public			
Transaction:				
Who may avail:	General Public			
CHECKLIST OF R	EQUIREMENTS		WHERE TO S	ECURE
5 sets Certified True	Copy from RTC			
Branch:		Respective Offices		
Certificate of F	inality			
Court Order				
Decision				
Certificate of L	ive Birth/Marriage			
Cert				
			_	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Get the queuing number,		None	5 minutes	Pedro B. Mendoza
log in the attendance				
sheet.				
Present the request to	Receive document and			
Frontline Officer once	examine requirements.			
your number has been	Record the request in			Maricel G. Alolod
called.	the logbook.			
Wait at the Waiting Area	Prepares the court	None	40 minutes	Maricel G. Alolod
until name has been	order registration.	110.10	10 1110.00	manoor or 7 horoa
called.		_		
Pay the required fee at the	Process payment and	See		TAXPAYER
Taxpayer Center	issue Official Receipt.	attached		SECTION
		chart		
Give the receipt at the responsible CCRD Staff	The Acting City Civil Registrar will sign the	None	10 minutes	
and then read the	Certification.			
correctness of the court				
order registration.				Rommel R. Albo
Day and the same and 1				
Present the requested document to the Acting				
City Civil Registrar.				
Release of the court order	Endorses the copy of		5 minutes	Maricel G. Alolod
registration	court order registration			
	to PSA, Quezon City for annotation.			
	101 amiotation.			
	TOTAL		60 minutes	

FEES:		ESPF
COURT ORDER REG.	500.00	50.00
BIRTH CERT.	100.00	10.00
MARRIAGE CERT.	100.00	10.00
AUTHENTICATION	30.00	
LEGAL RESEARCH FEE	20.00	
DOCUMENTARY STAMP	30.00	
	1	



Republic of the Philippines CITY OF CALAPAN



CITY CIVIL REGISTRY DEPARTMENT

August 22, 2023

Mr. ROLAND PUNZALAN
City Human Resource Officer

Dear Mr. Punzalan:

Respectfully forwarding herewith the updated Citizen's Charter of the City Civil Registry Department in hard copy.

Kindly acknowledge receipt hereof.

Thank you very much.

ROMMEL R. ALBO

Acting City Civil Registrar CGADH – Asst. City Civil Registrar