



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

NAME OF DEPARTMENT/AGENCY/LGU: OFFICE OF THE CITY CIVIL REGISTRAR

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [x] Yes [] No

LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Registration of Birth, Death and Marriage (Timely, Delayed and Out-of-town)	Act No. 3753, otherwise known as the "Civil Registry Law, in relation to Article 407, Civil Code of the Philippines, establishes the civil register in the Philippines wherein acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded. The Civil Registry Law embraces all acts of civil life affecting the status of persons and is applicable to all persons residing in the Philippines	All sections	November 26, 1930.	February 27, 1931	Amending Administrative Order No. 1, Series of 1983 governing the application and enforcement of Act No. 3753 and other laws on civil registration are hereby promulgated for the information, guidance and compliance of all concerned.
Illegitimate Children to Use the Surname of Their Father	R.A. 9255. (An Act Allowing Illegitimate Children to Use the	All sections	February 24, 2004	March 19, 2004	As mandated by Republic Act No. 10625, the Civil



	Surname of Their Father Amending for the Purpose Article 176 of Executive Order No. 209, Otherwise Known as the "Family Code of the Philippines"				Registrar General promulgates the Revised Implementing Rules and Regulations of Republic Act No. 9255 based on the Supreme Court Ruling in the case of "Grande vs. Antonio ", G.R. 206248 dated February 18, 2014.
Processing for Application and Issuance of Marriage License	Executive Order No. 209: Family Code of the Philippines, Title 1 Marriage	Title 1	July 6, 1987	July 6, 1987	
Supplemental Report	Memorandum Circular No. 2007-004 Rule 11 of Administrative Order No.1 Series of 1993 (A.O.1) provides the guidelines in preparing a Supplemental Report at the Local Civil Registry Office.	All sections	February 07, 2007	February 07, 2007	
Legitimation	R.A. 9858. An act providing for the Legitimation of Children born to Parents below marrying age	All sections	December 20, 2009		Amending for the purpose the family code of the Philippines
Processing of Correction of Clerical Error	R.A. 9048. An act Authorizing the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or	All sections	March 22, 2001	April 22, 2001	Amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines



	Typographical Error in an entry and/or Change of First Name or Nickname in the Civil Register without need of a Judicial Order				
Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex	R.A.10172. An Act further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person appearing the Civil Register without need of a Judicial Order	All sections	August 15, 2012	September 3, 2012	Amending for this purpose R.A. 9048
Issuance of Local copies and Certified True Copies of Certificate of Birth, Death and Marriage	Memorandum Circular 2017-09	All sections	June 19, 2017	June 19, 2017	
Registration of Civil Registry Documents affected by Court Decree/Legal Instruments	Act No. 3753, otherwise known as the "Civil Registry Law, in relation to Article 407, Civil Code of the Philippines, establishes the civil register in the Philippines wherein acts, events, legal instruments and court decrees concerning the	All sections	November 26, 1930.	February 27, 1931	Amending Administrative Order No. 1, Series of 1983 governing the application and enforcement of Act No. 3753 and other laws on civil registration are hereby promulgated for the information, guidance and



	civil status of persons shall be recorded. The Civil Registry Law embraces all acts of civil life affecting the status of persons and is applicable to all persons residing in the Philippines				compliance of all concerned. Rule 50 Paragraph 3 of AO No., Series of 1993.
Electronic Endorsement of Certificate of Live Birth, Marriage, and Death	Act No. 3753, otherwise known as the "Civil Registry Law, in relation to Article 407, Civil Code of the Philippines, establishes the civil register in the Philippines wherein acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded. The Civil Registry Law embraces all acts of civil life affecting the status of persons and is applicable to all persons residing in the Philippines	All Sections	November 26, 1930.	February 27, 1931	
Cemetery Services	IRR OF CHAPTER XXI – "DISPOSAL OF DEAD PERSONS" OF THE CODE SANITATION OF THE PHILIPPINES (P.D. 856	All Sections	September 30, 1996	September 30, 1996	



SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: <u>Registration of Vital Documents COB, COD, COM (Timely)</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Birth Registration Certificate of Live Birth (4 original) Affidavit of Acknowledgement/Admission of Paternity Affidavit to use the Surname of the Father Cedula Order of payment (1 original) Official Receipt (1 original)	Act No. 3753	1. Submission of COLB, COD, COM and review/ examination as to completeness of the data and signatories. * If illegitimate (COLB), provide Affidavit of Acknowledgement/Admission of Paternity & AUSF 2. Pay the required fees. 3. Return to the Registrar's Office for the processing.	City Ordinance No. 168 Series 2011	5 minutes *20 minutes 5 minutes 22 minutes	Birth Reg. of AUSF – PHP 200 Reg. of Acknowledgement – PHP 200 Marriage Registration Fee – PHP 0.00 Death Burial Permit – PHP 50 Removal/Transfer/Entrance of Cadaver – PHP 150
Marriage Registration Certificate of Marriage (4 original)					
Death Registration Certificate of Death (4 original) Order of payment (1 original) Official Receipt (1 original)		*COLB – Certificate of Birth COD – Certificate of Death COM – Certificate of Marriage AUSF – Affidavit to Use the Surname of the Father			
			TOTAL	52 minutes	Birth If Married – none



		<p>Not Married – PHP 400</p> <p>Death If Buried in Ormoc – PHP 50 If Buried outside of Ormoc – PHP 150</p> <p>Marriage if solemnized by the Mayor – PHP 300</p>
--	--	---



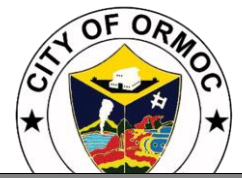
GOVERNMENT SERVICE: Registration of Vital Documents (Delayed) and Out-of-town Reporting

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Birth Registration PSA, Tacloban Certification of No Record Certificate of Live Birth (4 original) Marriage Certificate of Parents Marriage Certificate of the Person to be Registered (if married) Joint Affidavit of Two Disinterested Persons Affidavit of Acknowledgement/Admission of Paternity Affidavit to use the Surname of the Father Corroborated Affidavit for Out-of-town Registration (2 original) Certificate of Baptism/Dedication Certificate Computerized Voter's Certification PhilHealth MDR Immunization Record Cedula (1 original) Order of payment (1 original) Official Receipt (1 original)	Act No. 3753	1. Submission of COLB, COD, COM and review/ examination as to completeness of the data and signatories.	Act No. 3753; City Ordinance No. 168 Series 2011	5 minutes	Birth
		* If illegitimate (COLB), provide Affidavit of Acknowledgement/Admission of Paternity & AUSF		*15 minutes	LCR Form (set) – PHP 50 Reg. of AUSF – PHP 200 Reg. of Acknowledgement – PHP 200
		1.1 Submit/Receive the required documents for Out-of-town reporting, for initial assessment and verification		5 minutes	Secretary's Fee – PHP 300
		2. Pay the required fees. *For Out-of-Town Reporting, Postal money order PHP – 1000 for the receiving LCR		5 minutes.	
		3. Return to the Registrar's Office for the processing.		1 hour & 22 minutes	Out-of-town Secretary's Fee – PHP 300



<p>Marriage Registration PSA, Tacloban Certification of No Record Certificate of Marriage (4 original) Joint Affidavit of Two Disinterested Persons Cedula Order of payment (1 original) Official Receipt (1 original)</p> <p>Death Registration PSA, Tacloban Certification of No Record Certificate of Death (4 original) Joint Affidavit of Two Disinterested Persons Burial Certificate Order of payment (1 original) Official Receipt (1 original)</p> <p>* PSA – Philippine Statistics Authority</p>		<p>* LCR – Local Civil Registrar</p>			<p>Marriage Secretary's Fee – PHP 300</p> <p>Death Burial Permit – PHP 50 Removal/Transfer/Entrance of Cadaver – PHP 150 Secretary's Fee – PHP 300</p>
TOTAL				<p>1 hour & 52 minutes</p>	<p>Birth</p> <p>If legitimate & Home Birth – PHP 350</p> <p>If legitimate & Hospital/Birthing Center – PHP 300</p> <p>If illegitimate & Home Birth – PHP 750</p> <p>If illegitimate & Hospital/Birthing Center – PHP 700</p>



		<p>Death</p> <p>at home – PHP 350</p> <p>Hospital – PHP 300</p> <p>Marriage</p> <p>Secretary's Fee – PHP 300</p> <p>For Out-of-Town Reporting, Postal money order/Pesopak PHP – 1000 for the receiving LCR + Secretary's Fee - PHP 300</p>
--	--	--



GOVERNMENT SERVICE: Processing for Application and Issuance of Marriage License

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application for Marriage License Form Birth Certificate CENOMAR Parental Consent/Advice Certificate of Pre-marriage counselling Cedula *If foreign national Certificate of Legal Capacity to contract marriage Divorce Papers (if divorced) Passport/VISA) * CENOMAR -Certificate of No Marriage	Executive Order No. 209: Family Code of the Philippines, Title 1 Marriage	1. Filing of Application for Marriage License. 2. Payment of fees. 3. To IPGDO for Pre-Marriage Counselling 4. Submit the complete requirements including Certificate of Pre-Marriage Counselling 5. Claiming the Marriage License. * IPGDO –Integrated Population Gender and Development Office	Executive Order No. 209: Family Code of the Philippines, Title 1 Marriage; City Ordinance No. 168 Series 2011	15 minutes 5 minutes 1 day 10 days 5 minutes	*Both Filipino Marriage Application Fee – PHP 300 Marriage License – PHP 100 Family Planning – PHP 200 LCR Form (set) – PHP 50 Secretary's Documentation Fee – PHP 300 Marriage License Fee & Receipt – PHP 2 *if Foreign National Marriage Application Fee – PHP 500 Marriage License – PHP 200



Family Planning –
PHP 200

LCR Form (set) –
PHP 50

Secretary's
Documentation Fee
– PHP 300

Reg. of Legal
Capacity – PHP
500

Marriage License
Fee & Receipt –
PHP 2

*if Both Dual
Citizens Marriage
Application Fee –
PHP 1,000

Marriage License –
PHP 500

Family Planning –
PHP 200

LCR Form (set) –
PHP 50

Secretary's
Documentation Fee
– PHP 300



					Reg. of Legal Capacity – PHP 1,000 Marriage License Fee & Receipt – PHP 2
TOTAL				11 days & 25 minutes	If Both Filipino Citizens - PHP 952 If Foreigner -PHP 1,752 If Both Dual Citizens - PHP 3,052



GOVERNMENT SERVICE: <u>Supplemental Report and Legitimation</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Supplemental Report Birth Certificate (1 original) Affidavit for Supplemental Report (2 original) Order of payment (1 original) Official Receipt (1 original)	Memorandum Circular No. 2007-004 Rule 11 of Administrative Order No.1 Series of 1993 (A.O.1) provides the guidelines in preparing a Supplemental Report at the Local Civil Registry Office	1. Submit the required documents for Supplemental Report/Legitimation for initial assessment and verification.	Memorandum Circular No. 2007-004 Rule 11 of Administrative Order No.1 Series of 1993 (A.O.1) provides the guidelines in preparing a Supplemental Report at the Local Civil Registry Office; City Ordinance No. 168	10 minutes	Registration of Supplemental Report- PHP 200
		2. Pay the required fees.		5 minutes	Reg. of Legitimation – PHP 200
		3. Return to the Registrar's Office for the processing of endorsement letter and all papers related thereto.		1 day	Reg. of Acknowledgement (For Legitimation only) – PHP 200
		4. Mailing of the prepared endorsement with the supporting documents.		1 day	Annotation – PHP 200
		5. Approval *If with feedback from PSA, CCR and client will comply the necessary requirements and corrections		1 month or depending on the approval of the PSA	Secretary's Fee – PHP 300
Legitimation Birth Certificate (1 original) Marriage Certificate (1 original) CENOMAR Parents (1 original) Affidavit of Legitimation (2 original) Affidavit of Acknowledgement/ Admission of Paternity – if the father is Unknown (2 original) Order of payment (1 original) Official Receipt (1 original)		* CCR – City Civil Registrar			Birth Certificate – PHP 100



TOTAL	1 month, 2 days & 15minutes.	Supplemental Report PHP 800 Legitimation – PHP 800 Acknowledgement (For Legitimation only) – PHP 1,000
--------------	------------------------------	--



GOVERNMENT SERVICE: Processing of Petitions under R.A. 10172 and R.A. 9048

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Live Birth, Death and Marriage Baptismal (Document owner) Marriage Certificate (Document owner and Parents) Form 137 - Elementary - Certificate of Good Moral Medical Certificate (For Change of Sex under R.A. 10172 only) Employment Certificate (if employed) Affidavit of Unemployment (if not employed) Voter's Certification Record Birth Certificate (Children/sibling) Police Clearance NBI Clearance 3 Valid ID's Affidavit of Discrepancy Cedula	Republic Act No. 9048 Republic Act. 10172	1. Submit/present the documents sought to be corrected.	Republic Act No. 9048 Republic Act. 10172; City Ordinance No. 168 Series 2011	1 hour	CFN/R.A. 10172 Filing fee – PHP 3000 CCE(RA 9048) Filing Fee – PHP 1000 Secretary's Fee – PHP 300 Petition Form – PHP 200 Certified True Copy – PHP 150 *Research fee 10% of the filing fee
		2. Payment of fees.		5 minutes.	
		3. Fill-up the petition forms (CCE, CFN, COS (Gender), COD/COM of birth and have it notarized.		1 day	
		*If filing for a petition under RA 10172 COS (Gender), client have to personally appear before an accredited government physician.		10 days	
		*If CFN, COS (Gender) and COD/COM, the petition must be published for two (2) consecutive weeks in a newspaper of general circulation.		14 days	
4. Mail the Petition for Affirmation to PSA, Manila	1 day				
5. Approval *If with feedback from PSA, Client and CCR will comply the necessary requirements and corrections	1 month				



		<p>6. Request for second Endorsement of the approved petition.</p> <p>7. Request for an annotated COLB, COM, COD in SECPA</p> <p>* CCE – Correction of Clerical Error CFN – Change of First Name COS – Change of Sex SECPA – Security Papers</p>		<p>1 hour</p>	<p>Reg. of Affirmed petition & finality CFN/R.A. 10172 PHP 600</p> <p>Secretary's Fee PHP 300</p> <p>Certified True Copy – PHP 150</p> <p>Annotated COLB, COM, COD PHP 50</p>
TOTAL				<p>1 month, 27 days, 2 hours. & 5 minutes</p>	<p>CFN/R.A. 10172 – PHP 3,530 + PHP 75/copy of the supporting document submitted</p> <p>CCE(RA 9048) - PHP 1,510 + PHP 75/copy of the supporting document submitted</p>



GOVERNMENT SERVICE: <u>Issuance of Local copies and Certified True Copies of Certificate of Birth, Death and Marriage</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Accomplished request form	Memorandum Circular 2017-09	1. To fill up request form.	Memorandum Circular 2017-09; City Ordinance No. 168 Series 2011	5 minutes	Birth Certificate – PHP 50
Certificate of Birth, Marriage and Death (1 original)		1.1 Present the original certificate to be certified.		5 minutes	Death Certificate – PHP 50
Valid ID of the requesting party		2. Payment of fees.			Marriage Certificate – PHP 50
Authorization/SPA of the documents owner as the case maybe.		3. Claiming of the Certificates.			Certified True Copy – PHP 75/copy
*SPA – Special Power of Attorney		*If with feedback from PSA, Client and CCR will comply the necessary requirements and corrections			
TOTAL				10 minutes	Birth Certificate – PHP 50 Death Certificate – PHP 50 Marriage Certificate – PHP 50 Certified True Copy – PHP 75



GOVERNMENT SERVICE: <u>Processing of Civil Registry documents affected by Court Decrees</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Court decision/petition (4 Certified copy from original) Entry of Final Judgement (4 Certified copy from original) Order of payment (1 original) Official Receipt (1 original)	Act No. 3753, otherwise known as the "Civil Registry Law, in relation to Article 407, Civil Code of the Philippines, establishes the civil register in the Philippines wherein acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded. The Civil Registry Law embraces all acts of civil life affecting the status of	1. Submit the court decision/petition. 2. Pay the required fees. 3. Return to the Registrar's Office to claim the Certified true copies and annotated certificates. 4. Mail to PSA	Act No. 3753, otherwise known as the "Civil Registry Law, in relation to Article 407, Civil Code of the Philippines, establishes the civil register in the Philippines wherein acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded. The Civil Registry Law embraces all acts of civil life affecting the status of persons and is applicable to all persons residing in the Philippines; City Ordinance No. 168 Series 2011	1 hour 5 minutes 2 days 10 minutes	Annulment (Ormoc) Reg. of Annulment – PHP 1000 Reg. of Finality – PHP 300 Cert. of Reg., Cert. of Authenticity – PHP 600 Secretary's Fee – PHP 300 Annotation Fee – PHP 200 Marriage Certificate – PHP 100 Certified True Copy – PHP 75/copy



	persons and is applicable to all persons residing in the Philippines				<p>Income Tax</p> <p>Secretary's Fee – PHP 300</p> <p>Annotation Fee – PHP 200</p> <p>Certified True Copy – PHP 75/copy</p> <p>Adoption/Correction of Entry of COLB, COM, & COD</p> <p>Registration of Court Order – PHP 300</p> <p>Cert. of Registration/Cert. of Authenticity – PHP 600</p> <p>Secretary's Fee – PHP 300</p> <p>Annotation Fee – PHP 200</p> <p>COLB, COM, COD – PHP 100</p> <p>Certified True Copy – PHP 75/copy</p>
--	--	--	--	--	--



					Incoming Secretary's Fee – PHP 300 Annotation Fee – PHP 200 Certified True Copy – PHP 75/copy
				2 days, 1 hour & 15 minutes	Annulment (Ormoc) PHP 2,500 +PHP 75/copy of the supporting document submitted Incoming PHP 500+PHP 75/copy of the supporting document submitted Adoption/ Correction of entries PHP 1,500 +PHP 75/copy of the supporting document submitted Incoming PHP 500 Adoption + +PHP 75/copy of the supporting document submitted
				TOTAL	



GOVERNMENT SERVICE: ELECTRONIC ENDORSEMENT OF CERTIFICATE OF LIVE BIRTH, MARRIAGE, AND DEATH

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
OCRG Copy of Vital Document (Birth, Marriage, & Death)	Act 3753, Law on Registry of Civil Status	1. Submission of the requirements for Electronic Endorsement	Act 3753, Law on Registry of Civil Status; City Ordinance No. 168	10 minutes	Secretary's Fee PHP 300 Certified True Copy PHP 75
PSA Negative Certification		2. Pay fees		5 minutes	
Certified True Copy of Civil Registry Documents		3. Return to the Civil Registrar's Office for the processing of the endorsement letter and all papers related thereto		20 minutes	
Endorsement Letter		4. Mailing			
*OCRG – Office of the Civil Registrar General					
TOTAL				35 minutes	Secretary's Fee PHP 300 Certified True Copy PHP 75



GOVERNMENT SERVICE: CEMETERY SERVICES

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Certificate of Death (1 Certified true copy)	IRR OF CHAPTER XXI – "DISPOSAL OF DEAD PERSONS" OF THE CODE OF SANITATION OF THE PHILIPPINES (P.D. 856) *IRR – Implementing Rules & Regulations	1. Inquire for availability of burial tombs/apartment (for indigents only) 2. Pay the required fees. 3. Burial	IRR OF CHAPTER XXI – "DISPOSAL OF DEAD PERSONS" OF THE CODE OF SANITATION OF THE PHILIPPINES (P.D. 856; City Ordinance No. 168	1 hour	Niche Rental (New Entrant) – PHP 5, 000
Transfer of Cadaver (Outside the City)				5 minutes	Burial Service Fee – PHP 500
Permit to Exhume				1 hour	Burial Permit – PHP 50
Order of payment (1 original)					Removal/Transfer/Entrance of Cadaver – PHP 150
Official Receipt (1 original)					
TOTAL				2 hours. and 5 minutes	Niche Rental New Entrant (5yrs) – PHP 5,550 If indigent – PHP 550