

CITIZEN’S CHARTER

CITY CIVIL REGISTRY

1.Burial Services

Public land used for the burial of the dead and other uses dedicated for cemetery purposes to include landscaped grounds, driveways, walks, columbarium, crematories, mausoleums, niches, graveyards and public comfort rooms.

Office or Division:	CEMETERY
Classification:	Simple
Type of transaction:	G2C-Government to Citizens
Who may avail:	Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Apartment Original Copy of Death Certificate Barangay Cert./Proof of Pasig Residency Valid ID	City Civil Registrar's Office Barangay Government Issued
2. Lot Original Copy of Latest Receipt of Lot Authorization from the Owner Nearest kin Valid ID	From the Owner Government Issued
3. Columbarium/Bonery Latest Receipt Photocopy of Death Certificate Barangay Cert./Proof of Pasig Residency Valid ID	City Civil Registry Barangay Government Issued

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1	Submit requirements before the interview	1.1 Screening and Interview. Signing of contract		15-20 mins. (varying to the volume requesting clients)	Ms. Angeline D. Mr. Edgardo A. Mr. Eugene D.C. Mr. Marlon D. Mr. Adrian C. Ms. Nancy S. Ms. Myla R. Ms. Joejan N.
2	Release of burial schedule and issuance of Tax Order of Payment	2.1 Notation on Death Certificate and issuance of Tax Order of Payment		5-10 mins. (varying to the volume of requesting clients)	Ms. Lorenza M.
3	Filling at 3 rd Floor Death Section City Civil Registry Pasig City Hall and payment to City Treasurer's Office	3.1 Advise client to bring the documents and pay the corresponding fee (Death Certificate, Exhumation Form and the updated official receipt of Lot) to City	Bonery/year 200.00 Apartment/5 yrs. 2,000.00 Columbarium/5 years 5,000.00 Lot/5 years per lot 3,000.00 (25%	15-30 mins. (varying to the number of paying clients)	client

		Treasurer's Office	penalty plus 2%/month of delay) Care of Perpetual Lot per lot 1,000.00 Others (repair of niches or mausoleo) less than equal to 20,000 P1,000.00 20,001-40,000 P2,000.00 40,001 & above P3,000.00		
4	Return to Pasig City Cemetery with photocopy of all document needed for issuance of Gate Pass and Official Receipt of Payment (Apartment/Lot/Bonery/Columbarium)	4.1 Received photocopy of required document and for signing of gate pass needed on the burial date		5 mins. (varying to the number of clients)	Ms. Angeline D. Ms. Estrelita C. Mr. Edgardo A. Mr. Eugene D.C. Mr. Marlon D. Mr. Adrian C. Ms. Nancy S. Ms. Myla R. Ms. Joejan N.
5	Interment day with gate pass	5.1 Surrender of Gate Pass		1 hour interval (varying on situation and protocol)	Mr. Eugene D.C. Mr. Marlon D. Mr. Crisanto G. Mr. Adrian C.
TOTAL				1 hour and 5 mins./transaction	

- Transacting clients shall observe proper health protocols adopted by the City Government of Pasig in view of the COVID-19 pandemic.
- Burial of COVID case positive within 12 hrs./COVID suspect or probable within 24 hrs.
- In case of loss of receipt, notarized Affidavit should be presented
- Apartment-depend on availability of expired remain
- Columbarium-Schedule depend on the availability of slot or niches