

CITIZEN'S CHARTER CITY CIVIL REGISTRY

1. Issuance of Certified Copy of Civil Documents

This section keeps the civil documents intact for issuance of certified photocopy/ies to requesting party/ies.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid I.D.	Government Issued
2. Request Form	City Civil Registry – Window 6
3. Tax Order of Payment	City Civil Registry – Window 6
4. Official Receipt	City Treasurer's Office

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill-out request form prior to interview and verification	1.1 Interview and verification		10 mins. (varying on the number of clients)	Mr. Alex F. Mr. Peter John M. Ms. Jane L.
2	Registered civil documents Confirmation of details after interview	2.1 Search from computer or manually the requested document		15-20 mins. (varying on the number of clients)	Mr. Alex F. Mr. Peter John M. Ms. Jane L.
3	Payment at the City Treasurer's Office	3.1 Issue an Order of Payment and advise client to pay corresponding fee	Certified Copy (Birth Certificate) Front page only 120.00 Back to Back 140.00 with Annotation 200.00 Certified Copy (Marriage Cert.) Front Only 150.00 With Annotation 200.00 Photocopy /pc. 3.00 (rates depending on copier services)	10-15 mins. (varying on the number of clients)	client
4	Submits O.R. for recording	4.1 Records O.R.		1-2 mins.	Mr. Alex F. Mr. Peter John M.

					Ms. Jane L.
5		5.1 Signing the requested document to the City Civil Registrar or her duly authorized signatory 5.2 Releasing the requested documents to client		3-5 mins. (varying on the number of clients)	Ms. Yeyet R. Ms. Thess S. Mr. Alex F. Mr. Peter John M. Ms. Jane L.
TOTAL				50 mins./transaction	

2. Other Services

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

#	CLIENTS STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits correspondences, memo, etc.	1.1 Receiving of Incoming & Outgoing correspondence, memos, mailed & registered documents		10 mins. (varying on the number of correspondence)	Ms. Jane L.
2		2.1 Recording and assigning control numbers of correspondence, mailed & registered documents and other related documents		10 mins. Per document (varying on the number of correspondence)	Ms. Jane L.
3		3.1 Endorsing the documents to concern office		3-5 mins.	Ms. Jane L.
4		4.1 Filing the documents for office reference		3-5 mins.	Ms. Jane L.
TOTAL				30 mins./transaction	

- Transacting clients shall observe proper health protocols adopted by the City Government of Pasig in view of the COVID-19 pandemic.