

CIVIL REGISTRATION SERVICES

ISSUANCE OF CIVIL REGISTRY DOCUMENTS WALK-IN APPLICATIONS SERBILIS OUTLETS

No Noon Break

Schedule of Availability of Service:

Monday to Friday

7:00 AM – 5:00 PM (No Noon Break)

Who May Avail of the Service:

General Public

What are the Requirements:

1. Filled up –Application Form AF (Birth/Marriage/Death/CENOMAR)
2. For Birth/Marriage/Death Certificates and CENOMAR Application:

Valid ID is required for both owner and requester of document.

Authorization and ID of the document owner together with the requester's ID are required if the requester is not any of the following:

- a) document owner;*
- b) his or her parent*
- c) his or her spouse;*
- d) his/her direct descendant;*
- e) legal guardian /institution in-charge, if minor. (This is in accordance with PD 603 (Child & Youth Welfare Code))*

Note: Duration of activity excludes queuing time.

How to Avail of the Service:

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Obtains AF form from the form dispenser and fills in the required information and obtain customer number.	Provides AF forms in the form dispenser.	Variable	Requester/ Client	Free	AF
2	Proceed to Screener (Unisys Associate) on duty and obtain queue number Proceeds to waiting area and waits for number to be called/flushed.	Screens the AF to check if information is complete, consistent and readable. Checks ID/Authorization Letter as mentioned above . Provides client the queue number.	5 minutes	Screener on duty	Free	AF
3	Proceeds to Window/Cashier/Collecting Officer when number is called	(CASHIER) Verifies if document requested is positive in the database and if so advise client to proceed to make payment. If negative, inquires from client if he/she would proceed with the request. If yes, then proceed with the payment	5 minutes	Cashier/Coll ecting officer	Free	AF

Step	Applicant/client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
4	Pays to the Cashier/collecting Officer	<p>(CASHIER) Issues OR and advise client to proceed to releasing area. For CENOMAR applications, Cashier accepts payment and advise client to proceed to window 17 for schedule of release. For Unconverted documents- the Cashier will stamp the schedule of its release.</p> <p>Forwards request for processing (Encoding, Printing, ,Bar coding Sorting), Release of documents by batch through RO.</p>	90 minutes	<p>Cashier/collecting Officer</p> <p>Request Service Officer</p>	<p>P 155 per copy of birth, marriage, death</p> <p>P210 per copy of CENOMAR</p>	AF
5	Proceeds to the Releasing Area. Signs over the printed name on the AF as acknowledgement of receipt of civil registry document.	<p>(RELEASING OFFICER) Releases requested documents to the clients</p>	2 minutes	Releasing Clerk	Free	AF
6	Proceeds to Customer Service Public Assistance Desk) if there are queries about the requested document	Attends to the queries of the client	Variable	Customer Service / Advising Clerk	Free	

END OF TRANSACTION

Note: for Pregnant Women, Senior Citizens, Differently-abled Persons and women with babies will just obtain application forms from the dispenser. Fills in the required information and proceed to the screener and obtain a queue number and immediately proceed to Window 14 for payment and processing of request, then proceed to Releasing Area and wait for the document to be released.

