



# SERVICE STANDARD CITY OF MANILA



## CITY CIVIL REGISTRY OFFICE

**VISION :** TO MEET THE CONTINUOUSLY CHANGING DEMANDS OF TIME AND CONSTANT CHANGE OF TECHNOLOGY GEARED TOWARDS E-GOVERNANCE AND TO PROVIDE SERVICE TO THE PUBLIC WITH GLOBAL STANDARDS.

**MISSION :** TO SERVE THE PUBLIC WITH THE HIGHEST STANDARDS AND UTMOST EFFICIENCY THROUGH MODERN TECHNOLOGY AND COMPETENCE OF HIGHLY TRAINED HUMAN RESOURCES.

Type of Front-line Service	Documentary Requirements	Client / Requesting Party	Office / Person Responsible	Steps / Procedure	Forms to Fill-up	Fees	Processing Time
Request for issuance of Birth Certificates/ Marriage Certificates/ Death Certificates	Identification Card (ID)	Submit application form	Vallie Rose Feliciano	1. Receive application	Application form for Birth, Marriage, Death Certificates	P50.00 - Local	Regular - one (1) day
			Vallie Rose Feliciano	2. Conduct interview for the issuance of order of payment		P160.00 - Secpa	Secpa - 5 days
			Vallie Rose Feliciano and Eversol Garcia	3. Verify the information given		P190.00 - Secpa	
			Vallie Rose Feliciano	4. Pay at the taxpayer's lounge		w/ transmittal	
			Eversol Garcia	5. Process request			
			Eversol Garcia	6. Release certificate			

For inquiries, suggestion, comment and recommendation , please call at 5277816 / 4050081

**MARIA JOSEFA ENCARNACION A. OCAMPO**  
City Civil Registrar