



CITIZEN'S CHARTER
2019 (1ST Edition)



I. MANDATE

The City Civil Registry Office, as provided for under Section 479, Article IX of Republic Act 7160, is given the responsibility of effecting the local civil registration program of the City of Manila pursuant to Civil Registry Law, the Civil Code of the Philippines, as amended, the Family Code of the Philippines and other pertinent laws, rules and regulations n issued to implement the same.

II. 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.

III. MISSION

To serve the public with the highest standards and utmost efficiency through modern technology and competence of highly trained human resources.

IV. SERVICE PLEDGE

We commit to:

- ❖ Provide assistance to the public with prompt action on their various needs and requests pertaining to their civil documents and other registrable records and documents in accordance to existing laws and regulations;
- ❖ Provide services to the public with prompt efficiency and courtesy; and
- ❖ Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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EXTERNAL SERVICES



I. Copy Issuance of Various Civil Documents (Certified Copy)

Civil Documents are the record of an individual's facts of birth, marriage or death. A Certified True Copy from this office is issued to concerned party who needs proof of birth, marriage or death in the City of Manila.

Office:	Manila Civil Registry Office
Classification:	Simple
Type of transaction:	G2C - Government to Citizens
Who may avail:	All parties born/married/died in Manila
CHECKLIST OF REQUIREMENTS	
FROM WHOM TO SECURE	
<u>CERTIFICATE OF LIVE BIRTH</u> If the requester is the Document Owner and of legal age: <ol style="list-style-type: none"> Valid identification card (ID) of Document Owner; ID of the mother if Document Owner is minor. 	Document owner; Mother or father if he is indicated in the Certificate of Live Birth of the child.
If the requester is an authorized representative: <ol style="list-style-type: none"> Authorization letter and valid ID from Document Owner if of legal age or from the mother if the child is of minor age; and Valid identification card (ID) of authorized representative. 	Document owner or mother; Authorized representative.
<u>CERTIFICATE OF MARRIAGE</u> <ol style="list-style-type: none"> Valid ID of either the husband, wife or children provided that they show link/proof of relationship to the couple. 	Surviving spouse or children of the couple
If the requester is an authorized representative: <ol style="list-style-type: none"> Authorization letter, and valid ID from either husband, wife or children of the couple provided that they show link/relationship to the couple; and Valid identification card (ID) of authorized representative. 	Husband, wife or children of the couple Authorized representative
<u>CERTIFICATE OF DEATH</u> If the deceased is not married: <ol style="list-style-type: none"> Valid identification card of mother, father, siblings in the order mentioned provided that they show link/relationship to the deceased. 	Mother, father, or siblings if informant



If the deceased is married: 1. Valid identification card of surviving spouse, children in the order mentioned and provided that they show link/relationship to the deceased.		Husband, wife or children		
If the requester is an authorized representative: 1. Authorization letter and valid ID from either Husband, wife or children provided that they show link/relationship to the deceased; and 2. Valid identification card (ID) of authorized representative. <i>In compliance to Republic Act 10173 also known as Data Privacy Act of 2012.</i>		Husband, wife or children Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled out application form and documentary requirements;	1. Receive the application; <ul style="list-style-type: none"> • Conduct interview • Issue the Order of Payment 		Certified True Copy: One (1) day Rush Release of Certified True Copy: Two (2) hours	Step I: Receiving and Interview Counter
2. Pay at the taxpayer's lounge;	2. Issue the corresponding official receipt;	Certified Copy: PHP 50.00 Dorsal Page: PHP50.00 Rush Fee: PHP50.00		Step II: Cashier
3. Submit the application with receipt;	3. Verify the information given;			Step III: Verification Section



4. Submit the verified application forms for schedule of release; and	4. Schedule and issue the claim stub;			Step III: Scheduling Counter
	5. Process the request;			Archives Division
5. Submit the claim stub.	6. Release the copy of civil document;			Releasing Section



II. Copy Issuance of Various Civil Documents (In Security Paper)

The Security Paper (SECPA) is a special paper with security features in it. The original copy of the civil document is recopied in this paper for the authentication of Philippine Statistics Authority's (PSA) Authentication Officer. Also, when applying a copy of the civil document in SECPA, a copy of the civil document is transmitted to PSA as their copy.

Office:	Manila Civil Registry Office	
Classification:	Simple	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All parties born/married/died in Manila	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<u>CERTIFICATE OF LIVE BIRTH</u> If the requester is the Document Owner and of legal age: <ol style="list-style-type: none"> Valid identification card (ID) of Document Owner ; and ID of the mother if Document Owner is minor. 		Document owner; Mother, or father if he is indicated in the Certificate of Live Birth of the child.
If the requester is an authorized representative: <ol style="list-style-type: none"> Authorization letter and valid ID from Document Owner if of legal age, from the mother if minor age; and Valid identification card (ID) of authorized Representative 		Document owner or mother; Authorized representative
<u>CERTIFICATE OF MARRIAGE</u> <ol style="list-style-type: none"> Valid ID of either of the following: <ul style="list-style-type: none"> Husband; Wife; or Children provided that they show link/relationship to the couple. 		Spouses or children of the couple
If the requester is an authorized representative: <ol style="list-style-type: none"> Authorization letter and valid ID from either husband, wife or children of the couple provided that they show link/relationship to the couple; and Valid identification card (ID) of authorized representative. <i>In compliance to Republic Act 10173 also known as Data Privacy Act of 2012.</i>		Husband, wife or children of the couple; Authorized representative.



CERTIFICATE OF DEATH				
<p>If the deceased is not married:</p> <p>1. Valid identification card of:</p> <ul style="list-style-type: none"> • Mother; • Father; • Siblings (provided that they show link/relationship to the deceased) in the order mentioned). <p><i>In compliance to Republic Act 10173 also known as Data Privacy Act of 2012.</i></p>		<p>Mother, father, siblings if informant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ RESPONSIBLE
<p>1. Submit the duly filled out application form and documentary requirements;</p>	<p>1. Receive the application</p> <ul style="list-style-type: none"> • Conduct interview; • Issue the order of payment; 		<p>Five (5) working days upon receipt</p>	<p>Step I: Receiving and Interview Counter</p>
<p>2. Pay at the taxpayer's lounge;</p>	<p>2. Issue the corresponding official receipt;</p>	<p>PHP160.00 with transmittal to Philippine Statistics Authority (PSA)</p> <p>PHP190.00 – with supplemental, authentication, and transmittal to Philippine Statistics Authority (PSA)</p> <p>PHP240.00 – with supplemental, authentication, and transmittal to Philippine Statistics Authority (PSA)</p>		<p>Step II: Cashier</p>



3. Submit the application with receipt;	3. Verify the information given;			Step III: Verification Section
4. Submit the verified application forms for schedule of release; and	4. Schedule and provide the claim stub;			Step III: Scheduling Counter
	5. Process the request; and			Archives Division
5. Present the claim stub.	6. Release the copy of civil document.			Releasing Section



III. REGISTRATION OF CERTIFICATE OF LIVE BIRTH (COLB) (Timely Registered)

Birth Registration is the permanent and official recording of a person's existence. It serves to define and protect a person's human and civil rights in society. The COLB must be registered within thirty (30) calendar days upon the birth of the child.

Office:	Manila Civil Registry Office			
Classification:	Complex			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	All Manila born persons/individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of duly accomplished and signed Original Certificate of Live Birth;		Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot), others.		
2. Four (4) copies of duly signed transmittal letter / master list;		Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot), others.		
3. Two (2) copies of duly Notarized Affidavit to Use the Surname of the Father (AUSF) for Illegitimate children;		Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot), others.		
4. Municipal Form 102 (for Muslims); and		Muslim mosques, hospitals, health centers, lying-ins, others.		
5. Municipal Form 102 (IP Form No. 1) for Indigenous People,		Office of the Commission on Indigenous People in the community, hospitals, health centers, lying-ins, others		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submission of Certificate of Live Birth with the mandatory requirements;	1. Receive the certificates;	None	Five (5) working days	Birth Registration Receiving Counter



	2. Check the completeness of information in the Certificate of Live Births;			Birth Registration Section
	3. Register and provide the registry number; and			Birth Registration Section
2. Show the Transmittal Report stamped with received and the date received.	4. Release of personal copy of civil document.			Birth Registration Receiving Counter



IV. REGISTRATION OF CERTIFICATE OF MARRIAGE (Timely Registered)

Marriage Registration is the permanent and official recording of the union between a man and a woman entered into in accordance with law. It serves to establish conjugal and family life.

Office:	Manila Civil Registry Office	
Classification:	Complex	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All couples married in Manila	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Copies of duly accomplished and signed Certificate of Marriage;		Churches, Office of Justices, Judges, Reverend, Imam or Solemnizing Officers.
2. Affidavit of Cohabitation (Article 34 of the Family Code if applicable);		Churches, Office of Justices, Judges, Reverend, Imam or Solemnizing Officers.
3. Duly signed transmittal letter / master list;		Churches, Office of Justices, Judges, Reverend, Imam or Solemnizing Officers.
4. Certification of Authority to solemnize marriage, if applicable;		Solemnizing Officers
5. Form 97 (for Muslims and IPs);		Imam or Mosque
6. Photocopy of notarized pre-nuptial agreement and official receipt as proof of registration (if applicable); and		Couple/concerned party
7. Official receipt as proof of payment for the registration fee.		Cashier (Payment Counter of MCRO)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submission of Certificate of Marriage with the mandatory requirements;	1. Issue the Order of Payment;		Five (5) working days	Marriage Registration Section Receiving counter
2. Payment for marriage registration at the cashier counter;	2. Issue the corresponding official receipt;	PHP50.00 per Certificate of Marriage		Step II: Cashier
3. Submission of Official Receipt; and	3. Receive all the requirements;			Marriage Registration Section Receiving counter
	4. Check the completeness of information in the certificate of marriage including the mandatory attachments;			Marriage Registration Section Receiving Counter (Frontline Personnel)
	5. Register and provide the registry number; and			Registration Division
4. Present Transmittal Report stamped with received and the date it was received.	6. Release of personal copy of duly registered Certificate of Marriage.			Marriage Registration Section Receiving counter



V. REGISTRATION OF CERTIFICATE OF DEATH (Timely registered)

Death registration is the permanent and official recording of a person's death.

Office:	Manila Civil Registry Office			
Classification:	Complex			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	All concerned parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) original copies of Certificate of Death duly accomplished and signed by concerned signatories;		Hospital/clinics/funeral service provider		
2. Two (2) copies of Municipal Form 103 (for Muslims)		Hospital, clinics, funeral service provider, Office of the Muslim Affairs		
3. Municipal Form 103 (IP Form NO. 2 for Indigenous People); and		Office of Commission on Indigenous People in the community		
4. Medico Legal (if applicable)		National Bureau of Investigation (NBI)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit the Certificate of Death with the mandatory requirements;	1. Issue the claim stub;	None	Twenty-Four (24) hours	Death Registration Receiving Section
	2. Check the completeness of information in the Certificate of Death including the mandatory attachments (if applicable);			
	3. Register the document and provide the registry number; and			Death Registration Section



VI. SUPPLEMENTAL REPORT

Supplemental report may be filed to supply to supply information inadvertently omitted when the civil document was registered.

Office:	Manila Civil Registry office			
Classification:	Complex			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	All concerned individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) latest local certified copy of civil document and/or original copy issued by the Philippine Statistics Authority (PSA) ;			Manila Civil Registry Office and/or at the Philippine Statistics Authority	
2. Two (2) copies of duly accomplished and notarized Affidavit of Supplemental executed by the party concerned if aged 18 and above, or by the parent if Document Owner is a minor;			No Name/Supplemental Report counter	
3. At least two (2) personal documents showing the information that needs to be supplied;			Document owner	
4. Photocopy of two (2) valid identification card/s (ID).			Document owner	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit the civil document and other requirement;	1. Check/ evaluate the supporting documents; 2. Issue the Order of Payment and <i>Pro Forma</i> Affidavit of Supplemental Report;		Five (5) working days upon receipt If supplying more than two (2) missing information, approval from Philippine Statistics Office is mandatory. Time Frame of approval is indefinite.	No Name / Supplemental Report Counter



2. Pay the processing fee;	3. Issue the official receipt;	Processing Fee: PHP500.00		Step II: Cashier
3. Submit the official receipt accomplished and notarized Affidavit of Supplemental Report, and pertinent supporting documents;	4. Check/review the completeness of information in the affidavit; 5. Schedule and issue the claim stub;			
	6. Process the following: <ul style="list-style-type: none"> • Annotation/ Reproduction of CTC/ • Data entry/ preparation of copies for endorsement to PSA; and 			Archives Division Cashier
4. Present the claim stub.	7. Release the annotated civil documents.			Releasing Section



VII. MARRIAGE LICENSE

Marriage License is required when a man and a woman intend to marry.

Office:	Manila Civil Registry office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All Manila residents (either one or both of the contracting parties are residents of Manila)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Live Birth of both parties <ul style="list-style-type: none"> • Latest certified local copy or PSA Copy; • Latest Original Copy of Baptismal (if no record of birth); 	Manila Civil Registry Office (MCRO) Philippine Statistics Authority (PSA) Church or religious authority	
2. Latest Certificate of No Marriage (CENOMAR) issued by PSA;	Philippine Statistics Authority (PSA)	
3. Valid ID with address in Manila (original & photocopy); Valid ID of each couple ;	Any one of the couple Couple	
4. Parental Consent Applicants aged Eighteen (18) to twenty-one (21) (under Art 14 of the Family Code) father or parent's valid ID (Original & Xerox). Note: Father to personally appear at MCRO with valid ID	Parent (father, Mother or Guardian in the order mentioned)	
5. Parental Advice Applicants aged twenty-one (21) to twenty-five (25) (under Article 14 of the family code) both parents to personally appear at MCRO with valid IDs (Father, Mother, or Guardian in the order mentioned) <ul style="list-style-type: none"> • Parental Advice- if not obtain or unfavourable, Marriage License shall not be issued until after three (3) months. Following the completion of the publication of the application. A sworn statement of the contracting parties must likewise be submitted indicating therein that the parents refuse to give advice. 	Parent (Father and Mother or Guardian in the order mentioned)	
6. Attend Family Planning Seminar and Pre-Marriage Counselling;	Manila Health Department / Manila Department of Social Welfare	



7. Submit Legal Capacity to Marry For foreigner or Former Filipino Citizen but is now Naturalized Citizen of other country	Respective Embassy here in the Philippines.			
8. Submit the copy of Passport for foreign Nationals/ foreign Citizen (original & Photocopy)	Foreign Nationals/Citizens			
9. Judicial Recognition of the Absolute Decree of Divorce obtained abroad of her/his previous marriage, if one of the applicants is a Former Filipino Citizen and a divorcee or foreign national formerly married to a Filipino.	Concerned Party			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit all of the listed applicable requirements;	1. Receive and check/ the pre-evaluate the supporting documents; 2. Issue the Order of Payment;		After processing all the necessary documents, there is a mandatory ten (10) calendar day posting period.	Marriage License Counter
2. Pay the processing and registration fee;	3. Issue the official receipt;	PHP150.00		Step II: Cashier
3. Submit the official receipt;	4. Issue the Marriage License Application to be filled out by the applicants;			Marriage License Counter
4. Attend the seminar;	5. Issue the Certificate of Pre-marriage Counselling and Family Planning;			Manila Health Department/ Manila Department of Social Welfare



<p>5. Submit the duly filled-out Marriage License Application and Certificate of pre-marriage Counselling and Family planning and other requirements;</p>	<p>6. Check/review the completeness of information in the submitted marriage license application;</p>			
<p>6. Take an Oath (physical Appearance of the couple is a must); and</p>	<p>7. Administrate the Oath and issue the claim stub</p>			<p>MCRO Assigned Officer</p>
	<p>8. Process the following:</p> <ul style="list-style-type: none"> • Ten (10) days mandatory posting period; • Data Entry; • Preparation of Notice and License; 			<p>Marriage License Section</p>
<p>7. Present the claim stub.</p>	<p>9. Releases the Marriage License, Notice of Marriage License, Marriage License Application and other mandatory attachments.</p>			<p>Marriage License Counter</p>



VIII. LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH

Late registration is made when the Certificate of Live Birth of a Manila born person was not registered at the Manila Civil Registry Office within the thirty (30) calendar day prescribed period of registration upon the birth of the child.

Office:	Manila Civil Registry office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All Manila born individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished original Certificate of Live Birth that includes duly notarized dorsal page for the affidavit of Late Registration;	Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot), others.	
2. Endorsement from Hospital and affidavit stating reason of delay, if hospital born;	Hospitals, health centers, lying-ins, registered midwife	
3. Duly notarized affidavit of midwife/ hilot stating the reason of delay (home delivery);	Traditional midwife (hilot), others.	
4. Certification of No Record from Philippine Statistics Authority;	Philippine Statistics Authority(PSA)	
5. Certificate of No RTecord from Manila Civil Registry Office;	Manila Civil Registry Office	
6. Medical Records / Certification from the hospital that the mother delivered the child in the said hospital;	Hospitals, health centers, lying-ins	
7. Pre-Natal Record of the mother if forty (40) years old and above at the time of the birth of the child regardless of birth order;	Hospitals, health centers, lying-ins	
8. Photocopy / Xerox copy of ID of parents;	Parents	
9. Certificate of Marriage of registrant, if married	Philippine Statistics Authority (PSA) Manila Civil Registry Office if married in Manila.	
10. Certified copy of Certificate of Marriage of Parents or Certificate of Live Birth of brother/sister with date and place of marriage of parents or Certificate of	Philippine Statistics Authority (PSA) Manila Civil Registry Office if married in Manila	



Live Birth of older brother/sister with proof of legitimacy;	
11. Duly Notarized Affidavit to Use the Surname of Father (AUSF), if applicable;	Late Registration Counter, Manila Civil Registry Office
12. Original Copy of any two (2) of the following both showing the date and place of birth of the registrant: <ul style="list-style-type: none"> • Baptismal Certificate; • Form 137; • Voter's Registration Affidavit • Employment Records (GSIS/SSS E1 or E4 Form); • Philhealth Member Data Record; • Service Record; • Certification from Office of the Senior Citizen, if applicable. 	Registrant Church School COMELEC SSS/GSIS Philhealth Concerned Office / Company Office of the Senior Citizen

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit the duly accomplished and signed civil documents with the mandatory requirements;	1. Receive pre-evaluate the submitted accomplished Certificate of Live Birth and requirements;	For those registrants born in hospitals/ Clinics and whose parents are married:	Twelve (12) calendar days after the Ten (10) days mandatory posting period. provided that all documents are found to be in order.	Late Registration Receiving Counter Step II: Cashier
2. Pay the corresponding fees;	2. Issuance of the order of payment;	Zero (0) to six (6) months PHP165.00		
	3. official receipts as proof of payment;	Seven (7) Months – more than 1 year PHP240.00		
		For those registrants born in hospitals/clinics and whose parents are NOT married: Zero (0) to six (6) months		



<p>3. Submit the official receipt;</p> <p>4. Submit the claim stub;</p> <p>5. Submit the official receipt;</p> <p>6. Submit the claim stub;</p>	<p>4. Issue the claim stub with schedule date of follow up;</p> <p>5. Evaluate the Documents;</p> <p>6. Set the mandatory ten (10) calendar day posting period;</p> <p>7. Register and provide the registry number;</p> <p>8. Release of the Certified true Copy and Personal Copy</p>	<p>PHP195.00'</p> <p>Seven (7) Months – more than 1 year PHP240.00</p> <p>For those born assisted by Hilot: PHP340.00</p> <p>Out of town late registration: PHP300.00</p> <p>Affidavit to Use the Surname of the Father (AUSF) for illegitimate: PHP200.00</p> <p>Affidavit of Consent for registrant eighteen (18) years old and above: PHP50.00</p>		<p>Late Registration Receiving Counter</p> <p>Late Registration Supervisor</p> <p>Late Registration Section</p> <p>Birth Registration Division</p> <p>Late Registration Counter</p>
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IX. LATE REGISTRATION OF CERTIFICATE OF MARRIAGE

Late registration is made when the Certificate of Marriage of a couple whose marriage was solemnized in Manila but was not registered in Manila Civil Registry Office within the following prescribed period upon the date of marriage, to wit:

- Thirty (30) calendar days for those with Marriage License;
- Fifteen (15) days for those who were qualified to use Article 34 of Executive Order No. 209; and
- Thirty (30) calendar days for those whose marriage was solemnized in accordance with the provisions of Presidential Decree No. 1083 (Muslim Rites).

Office:	Manila Civil Registry Office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All parties married in Manila	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Latest copy of Certificate of No Record;	Philippine Statistics Authority (PSA) and Manila Civil Registry Office (MCRO)	Philippine Statistics Authority (PSA)
2. Latest copy of Certificate of No Marriage (CENOMAR) of each contracting party, issued by PSA;	Philippine Statistics Authority (PSA)	
3. Original or duplicate copy of old Certificate of Marriage with fresh signatures;	Church or Solemnizing Officer	
4. If No. 3 is not available, certificate from the church or solemnizing officer indicating the date of said marriage based on their records;	Church or Solemnizing Officer	
5. Duly notarized affidavit of delayed stating the exact place and date of marriage, facts and circumstances surrounding the marriage and the reason or cause of delay;	Solemnizing Officer	
6. If solemnizing officer is deceased or no longer available secure certification from PSA regarding the authority to solemnized marriage;	Philippine Statistics Authority (PSA)	
7. Affidavit of contracting parties indicating the cause of delay of registration;	Contracting Parties	



8. Certified Copy of Application for Marriage License bearing the date the license was issued, if applicable;	Issuing office, where license was obtained.
9. Certified Copy of Certificate of Live Birth of children with date and marriage of parents;	Philippine Statistics Authority (PSA)
10. Letter of request to solemnized outside of church (if marriage was celebrated/solemnized outside a church);and	Manila Civil Registry Office
11. Duly accomplished original certificate of marriage (new form) following the information indicated in the old Certificate of Marriage.	Manila Civil Registry Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit the duly accomplished and signed Certificate of Marriage and all the applicable requirements;	1. Receive and pre-evaluate the submitted documents; 2. Issue the order of payment;		Twelve (12) calendar days after the 10 days mandatory posting, if all the documents are found to be in order.	Late Registration Receiving Counter
2. Pay the corresponding payment;	3. Issue the official receipts as proof of payment;	PHP240.00		Step II Cashier
3. Submit Official Receipt; and	4. Issue the claim stub with scheduled date of follow up;			Late Registration Receiving Counter



	<p>5. Evaluation of the documents;</p> <p>6. Set the mandatory Ten (10) calendar days posting period;</p> <p>7. Register and provide the registry number;</p>			<p>Late Registration Supervisor</p> <p>Late Registration Section</p> <p>Civil Registration Division</p>
4. Submit the Claim Stub.	8. Release of Certified True Copy and Personal Copy.			Late Registration Releasing Counter



X. LATE REGISTRATION OF CERTIFICATE OF DEATH

Late registration is made when the Certificate of Death of a person who died in Manila was not registered in Manila Civil Registry Office within the thirty (30) calendar days prescribed period of registration.

Office:	Manila Civil Registry Office			
Classification:	Highly Technical			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	All concerned parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Four (4) original copies of duly accomplished Certificate of Death;			Hospital or Funeral Service Provider	
2. Latest copy of certificate of no record;			Philippine Statistics Authority (PSA) and Manila Civil Registry Office (MCRO)	
3. Notarized affidavit of the nearest relative of the deceased or any person having legal charge of the deceased when he/she was still alive, stating the exact date and place of death, facts and circumstances surrounding the death and the reason/cause of the delay;			Family or nearest relative of the deceased	
4. Original Copy of the Certificate of Burial, Cremation or other means of corpse disposal;			Cemetery, Crematorium etc.	
5. Memorial Service Certification and Burial Certification; and			Funeral service provider, cemetery, etc.	
6. Municipal Form No. 103 (for Muslims).			Mosque	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE



1. Submit the duly accomplished and signed Certificate of Death with the mandatory requirements;	1. Receive and check/pre-evaluate the submitted accomplished civil documents and requirements 2. Issue the Order of Payment;		Twelve (12) calendar days after the ten (10) days mandatory posting period, provided that all requirements are in order.	Late Registration Receiving Counter Late Registration Receiving Counter
2. Pay the corresponding feest;	3. Issue the official receipts as proof of payment;	PHP240.00		Step II: Cashier
3. Submit the official receipt of payment;	4. Issue the claim stub with the schedule date of follow up;			Late Registration Counter
	5. Evaluate the documents 6. Set the Mandatory ten (10) calendar day posting period; 7. Register and provide the registry number;			Registration Supervisor Officer Registration Division
4. Submit claim stub.	8. Release the Certified True copy			Late Registration Counter



XI. LEGITIMATION BY SUBSEQUENT MARRIAGE/ ACKNOWLEDGEMENT/ ADMISSION OF PATERNITY

Legitimation is applicable to those children conceived and born outside of wedlock of parents who at the time of the conception of the former were not disqualified by any impediment to marry each other (Article 77 of the Family Code).

Acknowledgement/ Admission of Paternity is when the child is recognized by the father as his child through public and private handwritten instruments.

Office:	Manila Civil Registry Office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All concerned parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Latest Local Certified True Copy of Certificate of Live Birth;	Manila Civil Registry Office (MCRO)	
2. One (1) Latest copy of Certificate of Marriage of parents: <ul style="list-style-type: none"> • Local Certified True Copy (CTC) if married in Manila • PSA copy if married outside of Manila, and submit PSA/SECPA copy only Not required if applying only for acknowledgement/ admission of paternity.	Manila Civil Registry Office (MCRO) Philippine Statistics Authority (PSA)	
3. Latest copy of Certificate of No Marriage (CENOMAR) of each parent; Not required if applying only for acknowledgement/ admission of paternity.	Philippine Statistics Office (PSA)	
4. If the name of the father does not appear in the Certificate of Live Birth of the child, submit any of the supporting documents that reflects the paternity between the father and the child or child was declared beneficiary by the father, i.e: <ul style="list-style-type: none"> • SSS-E1 or E4; • GSIS; • Income Tax Return (ITR); • Philhealth; • Insurance Policy; • Statement of Assets and Liabilities. 	Father of the child	



<p>5. Any document belonging to the child with the name of father reflected therein i.e.:</p> <ul style="list-style-type: none"> • Original Baptismal Certificate of the Child; • Original Copy of Report card (F-138) or Certified True Copy of School Record (F-137) of the child wherein the name of the father is declared, and the signature of the father is affixed at the card; or • Medical Record 		Child		
<p>6. Latest Certified True Copy of Certificate of Death, if mother is deceased;</p> <ul style="list-style-type: none"> • Authentic Writing (with fresh signature of the father) will be needed if father is deceased and any other records that will prove the filiation of the child or documents showing that the father has acknowledged the child. <p>Note: School records of the child signed by father are not considered as authentic writing.</p>		<ul style="list-style-type: none"> • Manila Civil Registry Office (MCRO), if died in Manila • Philippine Statistics Office (PSA), if died outside of Manila <p>Concerned Party</p>		
7. Valid ID of the parents;		Concerned Part		
8. Affidavit of Legitimation (<i>pro-forma</i> affidavit)		Manila Civil Registry Office (MCRO)		
9. Affidavit of Admission of Paternity, if not previously acknowledged; (<i>pro-forma</i> affidavit)		Manila Civil Registry Office (MCRO)		
10. Affidavit of Consent and valid ID, if child is eighteen (18) years old and above; and		Manila Civil Registry Office (MCRO)		
11. Personal appearance of mother, father and child, if eighteen (18) years old and above, is needed.		Parents, Child		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/SECTION RESPONSIBLE
1. Submit the complete requirements	1. Receive and check/pre-evaluate the submitted requirements;		20 calendar days upon receipt	Legal Instruments Receiving Counter



2. Pay the Corresponding fees	2. Issue the Order of Payment and Pro Forma Affidavits; 3. Issue the official receipt;	Previously Acknowledge: 0-17 years old PHP540.00 Eighteen (18) years and above PHP 620.00 Without Previous Acknowledgement/ Admission of Paternity:		Step II: Cashier
3. Submit the duly accomplished affidavits and official Receipt	4. Issue the claim stub with schedule date of release;	Zero (0) to Seventeen (17) years old PHP590.00 Eighteen (18) years old above PHP670.00		Legal Instruments Receiving Counter
	5. Evaluate the documents 6. Process the following: <ul style="list-style-type: none"> • Data Entry; • Registration; • Annotation; • Reproduction of CTC; • Transmittal to PSA. 			Legal Instruments and Adjudication Supervisor Legal Instruments Division
4. Present the claim stub	7. Release the Certified True Copy			Legal Instruments Counter



XII. AFFIDAVIT TO USE THE SURNAME OF THE CHILD PURSUANT TO REPUBLIC ACT 9255 – For illegitimate children aged 0-6 years old.

Children who want to carry/use the surname of their biological father but whose parents are not married.

Note: Illegitimate children born from August 3, 1988 to March 18, 2004 who want to use the surname of their father, need to undergo judicial proceedings.

Office:	Manila Civil Registry Office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All concerned parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Latest Local Certified True Copy of Certificate of Live Birth with dorsal page;	Manila Civil Registry Office (MCRO)	
2. Valid IDs of mother and father;	Parents of the child	
3. If the name of the father does not appear in the certificate of Live Birth of the child, submit any of the supporting document that reflects the filiation/paternity between the father and the child or child was declared beneficiary by the father, i.e; <ul style="list-style-type: none"> • SSS-E1 or E4; • GSIS; • Income Tax Return (ITR); • Philhealth; • Insurance Policy; • Statement of Assets and Liabilities. 	Father SSS GSIS BIR Philhealth Insurance Company Concerned Office Note: Old personal copy without alteration from the Document Owner is accepted.	
4. Any document belonging to the child with the name of father reflected therein i.e.; <ul style="list-style-type: none"> • Original Baptismal Certificate of the Child • Original Copy of Report Card (F-138) or Certified True Copy of School Record (F-137) of the child wherein the name of the father is declared and the signature of the father is affixed at the card; or • Medical Record (at least for the last two (2) years. 	Child Church or religious authorities School Hospital / clinic	



5. Latest Certified True Copy of the Certificate of Death, if mother or father is deceased;	<ul style="list-style-type: none"> Manila Civil Registry Office (MCRO), if died in Manila Philippine Statistics Authority (PSA), if died outside of Manila. 			
6. Authentic writing (with fresh signature of the father) will be needed if father is deceased and any other records that will prove the filiation of the child or documents showing that the father has acknowledged the child. Note: School records of the child signed by father are not considered as authentic writing;	Concerned Party			
7. Affidavit to Use the Surname of the Father;	Manila Civil Registry Office (MCRO)			
8. Affidavit of Admission of Paternity, if not previously acknowledged; and	Manila Civil Registry Office (MCRO)			
9. Personal appearance of mother/father is needed.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/SECTION RESPONSIBLE
1. Submit the complete requirement;	<ol style="list-style-type: none"> Receive and check/pre-evaluate the submitted requirements Issue the Order of Payment and <i>Pro Forma</i> Affidavits 		Twenty (20) calendar days upon receipt	Legal Instruments Receiving Counter
2. Pay the corresponding fees;	3. Issue the official receipt;	PHP680.00		Step II: Cashier



3. Submit the duly accomplished affidavits and official receipt;	4. Issue the claim stub with scheduled date of release;			Legal Instruments Receiving Counter
	5. Evaluate the documents;			Legal Instruments and Adjudication Supervisor
	6. Process the following: <ul style="list-style-type: none"> • Data Entry; • Registration; • Annotation; • Reproduction of CTC; • Transmittal to PSA. 			Legal Instruments Division
4. Submit the claim stub.	7. Release the Certified True Copy.			Legal Instruments Counter



XIII. AFFIDAVIT TO USE THE SURNAME OF THE CHILD PURSUANT TO REPUBLIC ACT 9255 – For illegitimate children aged 7- 17 years old.

Children who want to carry/use the surname of their biological father but whose parents are not married.

Note: Illegitimate children born from August 3, 1988 to March 18, 2004 needs to undergo judicial proceedings.

Office:	Manila Civil Registry Office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All concerned parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Latest local Certified True Copy of Certificate of Live Birth of the child with dorsal page;		Manila Civil Registry Office (MCRO)
2. Affidavit to Use the Surname of the Father executed by the child with Sworn Attestation by the mother, if mother is deceased or nowhere to be found, guardian shall attest;		Manila Civil Registry Office (MCRO)
3. Valid IDs of the mother and the father;		Parents of the child
4. Affidavit of Paternity executed by father, if the child was not previously acknowledged;		Manila Civil Registry Office (MCRO)
5. If the name of the father does not appear in the Certificate of Live Birth of the child, submit any of the the supporting document that reflects the paternity/filiation between the father and the child or child was declared beneficiary by the father, i.e; <ul style="list-style-type: none"> • SSS-E1 or E4; • GSIS; • Income Tax Return (ITR); • Philhealth; • Insurance Policy; and • Statement of Assets and Liabilities. 		Father SSS GSIS BIR Philhealth Insurance Company Concerned Office Note: Old personal copy without alteration from the Document Owner is accepted.



<p>6. Any document belonging to the child with the name of father reflected therein i.e.;</p> <ul style="list-style-type: none"> • Original Baptismal Certificate of the Child; • Original Copy of Report Card (F-138) or Certified True Copy of School Record (F-137) of the child wherein the name of the father is declared, and the signature of the father is affixed at the card; or • Medical Record at least for the last two (2) years. 	<p>Child</p> <p>Church School</p> <p>Hospital/ Physician / clinic</p>			
<p>7. Latest Certified True Copy of Certificate of Death, if mother or father is deceased;</p>	<ul style="list-style-type: none"> • Manila Civil Registry Office (MCRO), if died in Manila • Philippine Statistics Office (PSA), if died outside of Manila 			
<p>8. Authentic writing (with fresh signature of the father) will be needed if father is deceased and any other records that will prove the filiation of the child or documents showing that the father has acknowledged the child.</p> <p>Note: School records of the child signed by father are not considered as authentic writing; and</p>	<p>Concerned Party</p>			
<p>9. Personal appearance of mother/father and child is needed.</p>	<p>Concerned Party</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON/ SECTION RESPONSIB LE</p>
<p>1. Submit the complete requirement;</p>	<p>1. Receive and check/pre-evaluate the submitted requirements;</p> <p>2. Issuance of Order of Payment and Pro Forma Affidavits;</p>		<p>Twenty (20) calendar days upon receipt</p>	<p>Legal Instruments Receiving Counter</p>



2. Pay the Corresponding fees;	3. Issuance of Official Receipt;	PHP680.00		Step II: Cashier
3. Submit the duly accomplished affidavits and official Receipt; and	4. Issue the claim stub with schedule of date of release;			Legal Instruments Receiving Counter
	5. Final evaluation of documents;			Legal Instruments and Adjudication Supervisor
	6. Processing the following: <ul style="list-style-type: none"> • Data Entry; • Registration; • Annotation; • Reproduction; of CTC; and • Transmittal to PSA. 			Legal Instruments Division
4. Submit the claim stub.	7. Release the Certified True Copy.			Legal Instruments Counter



XIV. CORRECTION OF CLERICAL ERROR IN THE FIRST NAME UNDER REPUBLIC ACT 9048.

This process allows the correction of **typographical error/s** in the first name of a person in his/her Certificate of Live Birth.

Office:	Manila Civil Registry Office
Classification:	Highly Technical
Type of transaction:	G2C - Government to Citizens
Who may avail:	All concerned parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest Copy of Certificate of Live Birth to be corrected (Original and Photocopy) <ul style="list-style-type: none"> • Local Certified True Copy • PSA issued copy 	Manila Civil Registry Office (MCRO) Philippine Statistics Authority (PSA)
2. Original copies and two (2) photocopies of the following personal records with correct information, i.e: <ul style="list-style-type: none"> • Baptismal Certificate; • School records (F-137/138 or certification either Elem. or HS) or College (TOR) or Diploma; and • Voter's registration record/voters affidavit. 	Church / religious authorities School Commission on Elections Note: Old personal copy without alteration from the Document Owner/petitioner is accepted.
3. In the absence of one of those listed in No. 2, the following if available, shall be an option provided that it bears correct information, i.e: <ul style="list-style-type: none"> • GSIS/SSS record; • Medical Record; • Business record (SEC, Business permit; • Service Record; • Philhealth Member's Data Record; • Insurance Policy; • Land Title; • Bank Passbook; • Billing/s; and • Certificate of Employment if applicable. 	Owner of the Certificate of Live Birth and the Mother SSS/GSIS Hospital/Clinic Security Exchange Commission, City Hall Employer Philhealth Insurance Company Land Registration Authority Bank/Financial Institution Utilities, Credit Cards etc. Employer Note: Old personal copy without alteration from the Document Owner is accepted.



<p>4. NBI Clearance;</p> <p>PNP Clearance;</p> <p>Note: Aged Zero (0) to seven (7) years old not required.</p>	<p>National Bureau of Investigation (NBI)</p> <p>PNP Headquarter nearest to your residence.</p>
<p>5. Two (2) valid IDs of the petitioner and/or document owner.</p>	<p>Concerned Party</p>
<p>6. Notarized Special Power of Attorney (SPA) if the petitioner is a representative (not the Document Owner like auntie, uncle, godparents, client, friend, officemate etc.)</p>	<p>Owner of the Certificate of Live Birth If minor, must be executed by mother or father, if he is in the COLB.</p>
<p>7. If Document Owner is married:</p> <ul style="list-style-type: none"> • Certificate of Marriage (CTC if married in Manila, PSA-Issued copy if married outside of Manila. • Certificate of Live Birth at least two (2) children (CTC if born in Manila, PSA-Issued copy if born outside of Manila). 	<p>MCRO/ PSA</p> <p>MCRO/ PSA</p>
<p>Note/Reminders:</p> <ul style="list-style-type: none"> • Other documents which the petitioner or the City/Municipal Civil Registry or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4); • For documents registered in Manila, submit only the Local CTC; • For documents registered outside of Manila, submit PSA or concerned LCR issued copy; • Bring all original copies of the documents/requirements; • All documents/requirements must be photocopied in two (2) sets; and • No Interview Every Friday 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Get a number for pre interview/ evaluation at the information counter;	1. Issue the number;		<p>scheduled follow-up 4 months upon receipt of petition.</p> <p>Note: The total length of period for processing takes an approximate period of 5 months upon receipt of application , as this is a quasi-judicial process.</p>	Information Counter
2. Submit the number when called including the requirements	2. Pre-evaluate the submitted documents; 3. If documents are in order, issue the Order of Payment and prepared the petition;			RA 9048 Interview Counter
3. Check the petition for any error;				Document owner/Petitioner assisted by final evaluator.



4. Pay the processing fee;	4. Issue the Official Receipt;	Registration Fee: PHP1,000.00 Certified True Copies of documents: PHP320.00 Transmittal Fee: PHP280.00 Migrant petition (those who were born outside of Manila with permanent address in the City)		Step II: Cashier
5. Notarize the correct petition		Admin. Fee: PHP500.00		Notary Public
6. Submit the notarized petition and official receipts and all the pre-evaluated documents;	5. Issue the claim stub with scheduled date of follow up;			RA 9048 Receiving counter
7. Follow-up of the petition is after four (4) months which shall commence on the date the petition was received by this MCRO;	6. Process the Petition, including the following: <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • Ten (10) days mandatory posting period; • Review of petition for signature/ 			RA 9048 Section



<p>Note:</p> <p>Processing of affirmed petitions indefinite as it depends on the action and return of affirmed petitions from PSA Legal Services.</p>	<p>decision of the Civil Registrar;</p> <ul style="list-style-type: none"> • First endorsement to PSA-Legal Division for affirmation; <p>7. Process the Affirmed Petition, including the following:</p> <ul style="list-style-type: none"> • Data entry; • Preparation of Finality and annotation; • Final evaluation/ review of Finality and annotation for signature of Civil Registrar; • Reproduction of CTC of annotated COLB and finality; and • Final Transmittal to PSA-Legal Services 			<p>Assistant Civil Registrar</p> <p>RA 9048 Section</p> <p>RA 9048 Section</p> <p>Assistant Civil Registrar</p> <p>RA 9048 Archives</p> <p>RA 9048 Section</p>
<p>8. Present the claim stub.</p>	<p>8. Release the Certified True Copy.</p>			<p>Releasing Section</p>



XV. CORRECTION OF CLERICAL ERROR PERTAINING TO THE INFORMATION OF MOTHER UNDER RA 9048

This process allows the correction of **typographical errors** in the Certificate of Live Birth of a person pertaining to his/her middle name, information of the mother such as, mother's name, age of mother, religion, occupation or birthplace if applicable.

Office:	Manila Civil Registry Office
Classification:	Highly Technical
Type of transaction:	G2C - Government to Citizens
Who may avail:	All concerned parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest Copy of Certificate of Live Birth to be corrected: <ul style="list-style-type: none"> • Local Certified True Copy; • PSA issued Copy; 	Manila Civil Registry Office (MCRO) Philippine Statistics Authority (PSA)
2. Personal records with correct information, of Document Owner and mother. i.e: <ul style="list-style-type: none"> • Baptismal Certificate; • School records (F-137/138 or certification either Elem. or HS) or College (TOR) or Diploma ; and • Voter's registration record/voters affidavit. 	Owner of the Certificate of Live Birth and the Mother Church / Religious Authorities School Commission on Elections
3. In the absence of one of those listed in No. 2, the following if available, shall be an option, provided that it bears correct information, i.e: <ul style="list-style-type: none"> • GSIS/SSS record; • Medical Record; • Business record (SEC, Business permit; • Service Record; • Philhealth Member's Data Record; • Insurance Policy; • Land Title; • Bank Passbook; • Billing/s; • Certificate of Employment if applicable. 	Owner of the Certificate of Live Birth and the Mother SSS/GSIS Hospital/Clinic Security Exchange Commission, City Hall Employer Philhealth Insurance Company Land Registration Authority Bank/Financial Institution Utilities, Credit Cards etc. Employer Note: Old personal copy without alteration from the Document Owner is accepted.
4. Two (2) Valid IDs of the petitioner and/or	Concerned Party



<p>5. Notarized Special Power of Attorney (SPA) if the petitioner is a authorized representative (not the Document Owner like auntie, uncle, godparents, client, friend, officemate etc.);</p>	<p>Owner of the Certificate of Live Birth If minor, SPA must be executed by the mother or father, if he is in the COLB.</p>				
<p>6. Certificate of Live Birth of Mother or Certificate of Death, if applicable;</p>	<p>MCRO if registered in Manila PSA issued if registered outside of Manila</p>				
<p>7. Certificate of Marriage of Parents, if not married:</p> <ul style="list-style-type: none"> • Certificate of Live Birth of mother's siblings, if applicable. • Certificate of Live Birth of siblings of document owner 	<p>MCRO if registered in Manila PSA issued, if registered outside of Manila</p>				
<p>8. If the Document Owner is married:</p> <ul style="list-style-type: none"> • Certificate of Marriage (CTC if married in Manila, PSA-Issued copy if married outside of Manila, if applicable. 	<p>MCRO if registered in Manila PSA issued if registered outside of Manila</p>				
<p>Note/Reminders:</p> <ul style="list-style-type: none"> • Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4); • For documents registered in Manila, submit only the Local CTC; • For documents registered outside of Manila, submit PSA or concerned LCR issued copy; • Bring all original documents/ requirements. • All documents/requirements must be photocopied in two (2) sets. <p>no Interview every friday</p>					
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON/ SECTION RESPONSIBLE</p>	
<p>1. Get a number for pre interview/evaluation at the information counter;</p>	<p>1. Issue the number;</p>		<p>The scheduled follow-up four (4) months upon receipt of petition.</p>	<p>Information Counter</p>	



2. Submit the number when called including the requirements	2. Pre-evaluate the submitted documents; If documents are in order, issue Order of Payment and prepared petition		Note: The total length of period for processing takes an approximate period of five (5) months upon receipt of application, as this is a quasi-judicial process.	RA 9048 Interview counter
3. Check the petition for any error;				Document owner/etitioner assisted by final evaluator
4. Pay the processing fee;	3. Issue the official receipt;	Registration Fee: PHP1,000.00 Certified True Copies of documents : PHP320.00 Transmittal Fee: PHP280.00		Step II: Cashier
5. Correct the petition to be notarized;		Migrant petition		Document owner/Petitioner Assisted by the final evaluator



<p>6. Submission of Notarized</p>	<p>4. Issuance of claim stub</p>	<p>(those who were born outside of Manila with permanent address in the City):</p> <p>Admin. Fee: PHP500.00</p>		
<p>7. Follow-up of the Petition after four (4) months which shall commence on the date the petition was received by MCRO.</p>	<p>5. Process the petition, including the following:</p> <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • 10 days mandatory posting period; • Review of petition for signature/ decision of the Civil Registrar; and • First endorsement to PSA-Legal Division for affirmation. 			<p>RA 9048 Section</p> <p>Assistant Civil Registrar</p>



	<p>6. Process the affirmed petition, including the following:</p> <ul style="list-style-type: none"> • Data entry; • Preparation of Finality and annotation; • Evaluation/ review of Finality and annotation for signature of the Civil Registrar; • Reproduction of CTC of annotated COLB and finality; and • Final Transmittal to PSA-Legal Services. 		<p>Note: Processing of affirmed petitions indefinite as it depends on the action and return of affirmed petitions from PSA Legal Services.</p>	<p>RA 9048 Section</p> <p>Assistant Civil Registrar</p> <p>RA 9048 Archives</p> <p>RA 9048 Section</p>
8. Submit the Petition, Official Receipts and all the pre-evaluated documents;	7. Issue the claim stub with scheduled date of follow up; and			RA 9048 Section
9. Present the claim stub.	8. Release the Certified true copy.			Releasing Section



XVI. CORRECTION OF CLERICAL ERROR PERTAINING TO THE INFORMATION OF FATHER UNDER REPUBLIC ACT 9048

This process allows the correction of **typographical errors** in the Certificate of Live Birth of a person pertaining to his/her last name, information of the father such as, father's name, age, religion, occupation and birth place if applicable.

Office:	Manila Civil Registry Office
Classification:	Highly Technical
Type of transaction:	G2C - Government to Citizens
Who may avail:	All concerned parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Latest copy of Certificate of Live Birth to be corrected:</p> <ul style="list-style-type: none"> • Local Certified True Copy • PSA issued Copy 	<p>Manila Civil Registry Office (MCRO) Philippine Statistics Authority (PSA)</p>
<p>2. Personal records with correct information, of Document Owner and father, i.e:</p> <ul style="list-style-type: none"> • Baptismal Certificate; • School Records (F-137/138 or certification either Elem. or HS) or College (TOR) or Diploma; and • Voter's registration record/voters' affidavit. 	<p>Owner of the Certificate of Live Birth, and the Father</p> <p>Church or Religious Authorities School</p> <p>Commission on Elections (COMELEC)</p>
<p>3. In the absence of one of those listed in No. 2, the following if available, shall be an option, provided that it bears correct information, i.e:</p> <ul style="list-style-type: none"> • GSIS/SSS Record; • Medical Record; • Business Record (SEC, Business Permit, Service Record); • Philhealth Member's Data Record; • Insurance Policy; • Land Title; • Bank Passbook; • Billing/s; and • Certificate of Employment, if applicable 	<p>Owner of the Certificate of Live Birth, and the Father</p> <p>GSIS/SSS; Hospital/Clinic; Security Exchange Commission, City Hall Employer; Philhealth; Insurance Company; Land Registration Authority; Bank or Financial Institution; Utilities; Employer / concerned Company.</p>



	Note: Old personal copy without alteration from the Document Owner is accepted.
4. Two (2) valid IDs of the petitioner and/or document owner.	Concerned Party;
5. Notarized Special Power of Attorney (SPA), if the petitioner is a representative (not the document owner, like auntie, uncle, godparents, client, friend, officemate etc.);	Owner of the Certificate of Live Birth If minor, must be executed by the mother, or the father, if he is in the COLB.
6. Certificate of Live Birth of the Father or Death Certificate, if applicable;	MCRO, if registered in Manila PSA or concerned LCR issued, if registered outside of Manila
7. Certificate of Marriage of Parents, if not married: <ul style="list-style-type: none"> • Certificate of Live Birth of father and/or at least two (2) of his siblings, if applicable; • Certificate of Live Birth of at least two (2) siblings of document owner. 	MCRO, if registered in Manila; PSA or concerned LCR issued, if registered outside of Manila.
8. If Document Owner is married: <ul style="list-style-type: none"> • Certificate of Marriage (CTC if married in Manila, PSA-issued if married outside of Manila); 	MCRO, if registered in Manila; PSA or concerned LCR issued, if registered outside of Manila.
<p><i>Note/Reminders:</i></p> <ul style="list-style-type: none"> • <i>Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4);</i> • <i>For documents registered in Manila, submit only the Local CTC;</i> • <i>For documents registered outside of Manila, submit PSA or concerned LCR issued copy;</i> • <i>Bring all original documents/requirements;</i> • <i>All documents/requirements must be photocopied in two sets;</i> • <i>No interview every Friday.</i> 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit the requirements when the issued interview number is called;	1. Pre-evaluate the submitted documents; If documents are in order, issue the Order of Payment and the prepared Petition.			RA 9048 Interview Counter
2. Check the petition for any error;				Document Owner/Petitioner
3. Pay the processing fee;	2. Issue the official receipt;	Registration Fee: PHP1,000.00 Certified True Copies of documents: PHP320.00 Transmittal Fee: PHP280.00 MIGRANT PETITION (those who were born outside of Manila with permanent address in the City): Admin. Fee: PHP500.00		Step II: Cashier
3. Correct the petition to be notarized;				Document Owner/Petitioner assisted by the final interviewer



XVII. CORRECTION OF CLERICAL ERROR IN THE BIRTH ORDER UNDER REPUBLIC ACT 9048

This allows for the correction of **typographical errors** in the Certificate of Live Birth of a person pertaining to his/her birth order.

Office:	Manila Civil Registry Office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All concerned parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Latest copy of Certificate of Live Birth to be corrected (Original and Photocopy) <ul style="list-style-type: none"> • Local Certified True Copy; • PSA issued Copy. 	Manila Civil Registry Office (MCRO); Philippine Statistics Authority (PSA);	
2. Obstetrical Record/ Medical Record/Prenatal Record	Hospital/ Clinic or OB Gynecologist;	
3. In the absence of requirement No. 2 or if Hospital/Clinic is already closed provide latest copy of Certificate of Live Birth of all siblings (Original and Photocopy) <ul style="list-style-type: none"> • Local Certified True Copy; • PSA issued Copy. 	Party concerned;	
4. Any one (1) of the following personal records with correct information, i.e: <ul style="list-style-type: none"> • Baptismal Certificate; • School records (F-137/138 or certification either Elem. or HS) or College (TOR) or Diploma; • Voter's registration record/voters affidavit. 	Owner of the Certificate of Live Birth; Church or Religious Authorities; School; Commission on Election (COMELEC).	



<p>5. Any one (1) of the following documents where all the children are indicated as beneficiaries and listed accordingly, i.e:</p> <ul style="list-style-type: none"> ▪ GSIS/SSS Record; ▪ Philhealth Member's Data Record; ▪ Insurance Policy; ▪ Income Tax Return (ITR). 	<p>Mother or father of the document owner;</p> <p>GSIS / SSS; Philhealth; Insurance Company; Bureau of Internal Revenue (BIR).</p> <p>Note: Old personal copy without alteration from the Document Owner is accepted.</p>
<p>6. Two (2) valid IDs of the petitioner and/or document owner; and</p>	<p>Concerned Party;</p>
<p>7. Notarized Special Power of Attorney (SPA), if the petitioner is a representative (not the Document Owner like the auntie, uncle, godparents, client, friend, officemate etc.)</p>	<p>Owner of the Certificate of Live Birth If minor, must be executed by mother or father, if he is in the COLB.</p>
<p><i>Note/Reminders:</i></p> <ul style="list-style-type: none"> • <i>Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4);</i> • <i>For documents registered in Manila, submit only the Local CTC;</i> • <i>For documents registered outside of Manila, submit PSA or concerned LCR issued copy;</i> • <i>Bring all original documents/ requirements;</i> • <i>All documents/requirements must be photocopied in two set; and.</i> • <i>No interview every Friday.</i> 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
<p>1. Secure a number for pre interview/ evaluation of documents at the information counter;</p> <p>2. Submit the requirements when the issued interview number is called;</p>	<p>1. Issue the interview number;</p> <p>2. Pre-evaluate the submitted documents;</p> <p>If documents are in order, issue the Order of Payment and the prepared Petition.</p>		<p>The follow-up of the status of the document is scheduled after four (4) months upon receipt of petition.</p> <p>Note: The total length of period for processing takes an approximate period of 5 months.</p>	<p>Information Counter</p> <p>RA 9048 Interview Counter</p>
<p>3. Check the petition for any error;</p>				<p>Document Owner/Petitioner assisted by the final interviewer</p>
<p>4. Pay the processing fee;</p>	<p>3. Issue the official receipt;</p>	<p>Registration Fee: PHP1,000.00</p> <p>Certified True Copies of documents: PHP320.00</p> <p>Transmittal Fee: PHP280.00</p> <p>MIGRANT PETITION (those who were born outside of</p>		<p>Cashier (Step II)</p>



		Manila with permanent address in the City): Admin. Fee: PHP500.00		
4. Correct petition to be notarized;				Document Owner/Petitioner
5. Submit the notarized petition, official receipts and all the pre-evaluated documents;	6. Issue the claim stub with scheduled date of follow up;			RA 9048 Receiving Counter
7. Follow-up the Petition after four (4) months which shall commence on the date the petition was received by this Office;	7. Process the Petition: <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • Ten (10) days mandatory posting period; • Review of petition for signature/ decision of the Civil Registrar; • First endorsement to PSA-Legal Division for affirmation 		Note: Processing of affirmed petitions is indefinite as it depends on the action and return of PSA Legal Services.	RA 9048 Section Assistant Civil Registrar RA 9048 Section
	8. Process the			



	<p>Affirmed Petition:</p> <ul style="list-style-type: none"> • Data entry; • Preparation of Finality and annotation ; • Final evaluation/ review of Finality and annotation for signature • Reproduction of CTC of annotated COLB and finality; and • Final Transmittal to PSA-Legal Division. 			<p>RA 9048 Section</p> <p>Assistant Civil Registrar</p> <p>RA 9048 Archives</p> <p>RA 9048 Section</p>
8. Present the claim stub.	9. Release the certified true copy of the document.			Releasing Section



XVIII. CORRECTION OF CLERICAL ERROR IN THE PLACE OF BIRTH UNDER RA 9048

This allows for the correction of **typographical errors** in the Certificate of Live Birth of a person pertaining to his/her place of birth or to add the address of the hospital/lying-in, or the clinic where the person was born.

Office:	Manila Civil Registry Office
Classification:	Highly Technical
Type of transaction:	G2C - Government to Citizens
Who may avail:	All concerned parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest Copy of Certificate of Live Birth to be corrected (Original and Photocopy); <ul style="list-style-type: none"> Local Certified True Copy; PSA issued Copy. 	Manila Civil Registry Office (MCRO); Philippine Statistics Authority (PSA).
2. Certification indicating the exact address of the hospital/lying- in, or clinic;	Hospital/ Clinic;
3. If hospital/clinic is already closed provide Barangay Certification stating that said hospital/clinic was formerly established in their area of jurisdiction;	Concerned Barangay;
4. The following personal records with correct information pertaining to the place of birth, i.e: <ul style="list-style-type: none"> Baptismal Certificate; School Records (F-137/138 or certification either Elem. or HS) or College (TOR), or Diploma; and Voter's registration record/voters affidavit. 	Owner of the Certificate of Live Birth; Church or Religious Authorities; School; Commission on Election (COMELEC); Note: Old personal copy without alteration from the Document Owner is accepted.



<p>5. In the absence of one of those listed in No. 4, any of the following if available, shall be an option provided that it bears correct information, i.e:</p> <ul style="list-style-type: none"> • GSIS/SSS Record; • Medical Record; • Service Record; • Philhealth Member's Data Record; • Insurance Policy. 	<p>Document owner;</p> <p>GSIS/SSS; Hospital/Clinic /Lying-In; Employer; Philhealth; Insurance Company.</p> <p>Note: Old personal copy without alteration from the Document Owner is accepted.</p>
<p>6. Two (2) valid IDs of the petitioner and/or document owner; and</p>	<p>Concerned Party;</p>
<p>7. Notarized Special Power of Attorney (SPA) if the petitioner is a representative (not the Document Owner like the auntie, uncle, godparents, client, friend, officemate etc.).</p>	<p>Owner of the Certificate of Live Birth If minor, must be executed by mother, or father, if he is in the COLB.</p>
<p><i>Note/Reminders:</i></p> <ul style="list-style-type: none"> • <i>Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4);</i> • <i>For documents registered in Manila, submit only the Local CTC ;</i> • <i>For documents registered outside of Manila, submit PSA or concerned LCR issued copy;</i> • <i>Bring all original documents/ requirements;</i> • <i>All documents/requirements must be photocopied in two sets; and</i> • <i>No interview every Friday.</i> 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Secure a number for pre interview/ evaluation of documents at the information counter;	1. Issue the number;		The follow-up of the status of the document is scheduled after four (4) months upon receipt of petition.	Information Counter
2. Submit the requirements when the issued interview number is called;	2. Pre-evaluate the submitted documents; If documents are in order, issue the Order of Payment and the prepared Petition.		Note: The total length of period for processing takes an approximate period of five (5) months.	RA 9048 Interview Counter
3. Check the petition for any error;				Document owner/Petitioner assisted by the final interviewer
4. Pay the processing fee;	3. Issue the official receipt;	Registration Fee: PHP1,000.00 Certified True Copies of documents: PHP320.00 Transmittal Fee: PHP280.00 MIGRANT PETITION Admin. Fee (those who were born outside of Manila with permanent		Step II: Cashier



		address in the City): PHP500.00		
5. Correct petition to be notarized;				Notary Public
6. Submit of notarized petition, official receipts and all the pre-evaluated documents;	4. Issue the claim stub with scheduled date of follow up;			RA 9048 Receiving Counter
7. Follow-up the Petition after four (4) months which shall commence on the date the petition was received by this Office;	<p>5. Process the Petition:</p> <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • Ten (10) days mandatory posting period; • Review of petition for signature/ decision of the Civil Registrar; • First endorsement to PSA-Legal Division for affirmation <p>6. Process the Affirmed Petition:</p> <ul style="list-style-type: none"> • Data entry; 		Note: Processing of affirmed petitions is indefinite as it depends on the action and return of documents from PSA Legal Services.	<p>RA 9048 Section</p> <p>Assistant Civil Registrar</p> <p>RA 9048 Section</p> <p>RA 9048 Section</p>



	<ul style="list-style-type: none"> • Preparation of Finality and annotation; • Final evaluation/ review of Finality and annotation for signature of the Civil Registrar; • Reproduction of CTC of annotated COLB and finality; and • Final transmittal of annotated civil document to PSA-Legal Division. 			<p>Assistant Civil Registrar</p> <p>RA 9048 Archives</p> <p>RA 9048 Archives</p>
8. Present the claim stub.	7. Release the certified true copy of the document.			Releasing Section



XIX. CORRECTION OF CLERICAL ERROR IN THE DATE AND PLACE OF MARRIAGE OF PARENTS IN THE CERTIFICATE OF LIVE BIRTH OF THE DOCUMENT OWNER UNDER REPUBLIC ACT 9048

This process allows the correction of **typographical errors** in the Certificate of Live Birth of a person pertaining to the date and place of marriage of his/her parents.

Office:	Manila Civil Registry Office
Classification:	Highly Technical
Type of transaction:	G2C - Government to Citizens
Who may avail:	All concerned parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest Copy of Certificate of Live Birth to be corrected (Original and Photocopy); <ul style="list-style-type: none"> • Local Certified True Copy; • PSA issued Copy. 	Manila Civil Registry Office (MCRO); Philippine Statistics Authority (PSA);
2. Latest Copy of Certificate of Marriage of parents;	PSA issued copy;
3. Latest copy of Certificate of Live Birth of brother/s and sister/s of Document Owner with correct date and place of marriage of the parents;	MCRO, if registered in Manila; PSA or concerned LCR issued, if registered outside of Manila;
4. Latest copy of Certificate of No Marriage Record (CENOMAR) of both parents;	Philippine Statistics Authority (PSA);
5. Latest copy of parent's Certificate of Marriage from the church stating the date of marriage and/or Advisory on Marriage (AOM) of parents in reference to the erroneous date and place of marriage indicated in the Certificate of Live Birth to be corrected;	Church / Religious Authorities; MCRO, if civil marriage is registered in Manila; Concerned LCR issued, if civil marriage was registered outside of Manila;



<p>6. Any one (1) of the following personal records with correct information, i.e:</p> <ul style="list-style-type: none"> • Baptismal Certificate; • School Records (F-137/138 or Certification either Elem. or HS) or College (TOR) or Diploma. 	<p>Owner of the Certificate of Live Birth;</p> <p>Church/Religious Authorities; School;</p> <p>Note: Old personal copy without alteration from the Document Owner is accepted.</p>
<p>7. Two 2 Valid IDs of the petitioner and/or document owner; and</p>	<p>Concerned Party;</p>
<p>8. Notarized Special Power of Attorney (SPA) if the petitioner is a representative (not the Document Owner like the auntie, uncle, godparents, client, friend, officemate etc.).</p>	<p>Owner of the Certificate of Live Birth If minor, must be executed by mother, or father, if he is in the COLB.</p>
<p><i>Note/Reminders:</i></p> <ul style="list-style-type: none"> • <i>Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4);</i> • <i>For documents registered in Manila, submit only the Local CTC ;</i> • <i>For documents registered outside of Manila, submit PSA issued copy;</i> • <i>Bring all original documents/requirements;</i> • <i>All documents/requirements must be photocopied in two set; and.</i> • <i>No interview every Friday.</i> 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Secure a number for pre interview/ evaluation of documents at the information counter;	1. Issue the number;		The follow-up of the status of the document is scheduled after four (4) months upon receipt of petition.	Information Counter
2. Submit the requirements when the issued interview number is called;	2. Pre-evaluate the submitted documents; If documents are in order, issue the Order of Payment and the prepared Petition.		Note: The total length of period for processing takes an approximate period of five (5) months.	RA 9048 Interview Counter
3. Check the petition for any error;				Document Owner/Petitioner
4. Pay the processing fee;	3. Issue the official receipt;	Registration Fee: PHP1,000.00 Certified True Copies of documents: PHP320.00 Transmittal Fee: PHP280.00 Migrant petition Admin. Fee: (those who were born outside of Manila with		Step II: Cashier



		permanent address in the City): PHP500.00		
5. Notarize the correct petition;				Notary Public
6. Submit the notarized petition, official receipts and all the pre-evaluated documents	4. Issue the claim stub with scheduled date of follow up.			RA 9048 Receiving Counter
7. Follow-up of the Petition after four (4) months which shall commence on the date the petition was received by this Office; Note: Processing of affirmed petitions is indefinite as it depends on the action and return of documents from PSA.	5. Process the Petition: <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • Ten (10) days mandatory posting period; • Review of petition for signature/ decision of the Civil Registrar; • First endorsement to PSA-Legal Division for affirmation 6. Process the Affirmed Petition: <ul style="list-style-type: none"> • Data entry; 			RA 9048 Section Assistant Civil Registrar RA 9048 Section



	<ul style="list-style-type: none"> • Preparation of Finality and annotation ; • Final evaluation/ review of Finality and annotation for signature; • Reproduction of CTC of annotated COLB and Finality ; and • Final transmittal of annotated civil document to PSA-Legal Services. 			RA 9048 Section Assistant Civil Registrar RA 9048 Archives RA 9048 Section
8. Present claim stub.	7. Release the certified true copy of the document.			Releasing Section



XX. CHANGE OF FIRST NAME UNDER REPUBLIC ACT 9048

This process allow the change of the first name of a person in his/her Certificate of Live Birth with the name he/she has habitually used in all his/her legal and personal documents and transactions.

Office:	Manila Civil Registry Office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All concerned parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1. Latest Copy of the Certificate of Live Birth to be corrected (Original and Photocopy)</p> <ul style="list-style-type: none"> Local Certified True Copy; PSA issued Copy. 	<p>Manila Civil Registry Office (MCRO); Philippine Statistics Authority (PSA);</p>	
<p>2. Original copies and two (2) photocopies of the following personal records with correct information, i.e:</p> <ul style="list-style-type: none"> Baptismal Certificate; School records (F-137/138 or Certification either Elem. or HS) or College (TOR) or Diploma; and Voter's registration record/voters affidavit. 	<p>Owner of the Certificate of Live Birth;</p> <p>Church or religious authorities; School;</p> <p>Commission on Elections (COMELEC).</p>	
<p>3. In the absence of one of those listed in No. 2, the following if available, shall be an option provided that it bears correct information, i.e:</p> <ul style="list-style-type: none"> GSIS/SSS record ; Medical Record; Business record (SEC, Business permit); Service Record; Philhealth Member's Data Record; Insurance Policy; Land Title Bank Passbook, Billing/s ; and Certificate of Employment if applicable. 	<p>Owner of the Certificate of Live Birth ;</p> <p>GSIS/SSS; Hospital / Clinic; SEC / City Hall (Business Permit);</p> <p>Employer /Concerned Company; Philhealth; Insurance Company; Land Registration Authority; Bank / financial institutions; Utility Banks; Employer; Note: Old personal copy without alteration from the Document Owner is accepted.</p>	



<p>4. NBI Clearance (aged zero (0) to seven (7) years old is not required);</p>	<p>National Bureau of Investigation (NBI);</p>
<p>5. PNP Clearance (aged zero (0) to seven (7) old is not required);</p>	<p>PNP Headquarter nearest to your residence;</p>
<p>6. Two (2) valid IDs of the petitioner and/or document owner;</p>	<p>Concerned Party;</p>
<p>7. Notarized Special Power of Attorney (SPA) if the petitioner is a representative (not the Document Owner like the auntie, uncle, godparents, client, friend, officemate etc.);</p>	<p>Owner of the Certificate of Live Birth If minor, must be executed by mother, or father, if he is in the COLB.</p>
<p>8. If Document Owner is married:</p> <ul style="list-style-type: none"> • Certificate of Marriage (CTC if married in Manila, PSA-Issued if married outside of Manila); • Certificate of Live Birth of at least two (2) children (CTC if born in Manila, PSA-issued if born outside of Manila); 	<p>MCRO/PSA or concerned LCR; MCRO/PSA or concerned LCR;</p>
<p>9. Certificate of Employment with No Pending Administrative/Criminal Case; If employed abroad and employer/company does not issue such, submit affidavit executed by the Document Owner that he/she has no Pending Administrative/Criminal Case filed against him/her and that the employer does not issue such certification.</p>	<p>Employer Notary Public</p>
<p>10. Affidavit of Non-Employment Indicate purpose: for change of name and no pending Administrative/Criminal Case;</p>	<p>Notary Public (for document owner, who is unemployed)</p>
<p>11. Certificate of Good Moral Character;</p>	<p>School (for Document Owner below 18 years old and presently enrolled)</p>



<p>12. Affidavit of Self Employment including Business permit and SEC registration Indicate purpose: for change of name and no pending Administrative/ Criminal Case;</p>	<p>Notary Public (for document owner, who is currently employed, aged 18 years old and above).</p>
<p><i>Note/Reminders:</i></p> <ul style="list-style-type: none">• <i>Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4);</i>• <i>For documents registered in Manila, submit only the Local CTC ;</i>• <i>For documents registered outside of Manila, submit PSA or concerned LCR issued copy;</i>• <i>Bring all original documents/requirements;</i>• <i>All documents/requirements must be photocopied in two set; and.</i>• <i>No interview every Friday.</i>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Secure a number for pre interview/ evaluation at the information counter;	1. Issue the number;		The follow-up of the status of the document is scheduled after four (4) months upon receipt of petition. Note: The total length of period for processing takes an approximate period of 5 months upon receipt of application, as this is a quasi-judicial process.	Information Counter
2. Submit the requirements when the issued interview number is called;	2. Pre-evaluate the submitted documents; If documents are in order, issue the Order of Payment and the prepared Petition.			RA 9048 Interview Counter
3. Check the petition for any error;				Document Owner/Petitioner assisted by final interviewer
4. Correct petition for notarial services;				Notary Public
5. Petition for publication to a newspaper of national circulation;	3. Issue the certificate of publication;		2 consecutive weeks	Publishing Company



<p>6. Pay the processing fee;</p>	<p>4. Issue the official receipt;</p>	<p>Registration Fee: PHP3,000.00 Certified True Copies of Documents: Single Petition: P P320.00 Double Petition: PHP540.00</p>		<p>Step II: Cashier</p>
<p>7. Submit the notarized petition, official receipts, all the pre-evaluated documents and certification from the publishing company.</p>	<p>5. Issue the claim stub with scheduled date of follow up;</p>	<p>Transmittal fee: Single Petition PHP280.00 Double Petition: PHP400.00 Migrant petition (those who were born outside of Manila with permanent address in the City): Admin. Fee: PHP1,000.00</p>		<p>Publishing Company</p>
<p>8. Follow-up of the Petition is after four (4) months which shall commence on the date the petition was received by this Office;</p>	<p>6. Process the Petition:</p> <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • Ten (10) days mandatory posting Period; • Review of petition for 		<p>Note: Processing of affirmed petitions is indefinite as it depends on the action and return of affirmed petitions from PSA .</p>	<p>RA 9048 Receiving Counter RA 9048 Section</p>



	<p>signature/ decision of the Civil Registrar;</p> <ul style="list-style-type: none"> • First endorsement to PSA-Legal Division for affirmation <p>7. Process the Affirmed Petition:</p> <ul style="list-style-type: none"> • Data entry ; • Preparation of Finality and annotation; • Final evaluation/ review of Finality and annotation for signature by the Civil Registrar; • Reproduction of CTC of annotated COLB finality; and • Final Transmittal of annotated civil documents to PSA - Legal Division 			<p>Assistant Civil Registrar</p> <p>RA 9048 Section</p> <p>RA 9048 Section</p> <p>Assistant Civil Registrar</p> <p>RA 9048 Archives</p> <p>RA 9048 Section</p>
9. Present the claim stub.	8. Release the certified true copy of the document.			Releasing Section



CORRECTION OF SEX OR GENDER UNDER REPUBLIC ACT 10172

This process allows to change the sex/gender of a person which has been erroneously entered/ typed in his/her Certificate of Live Birth.

Office:	Manila Civil Registry Office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All concerned parties	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Latest Copy of Certificate of Live Birth to be corrected (Original and Photocopy) <ul style="list-style-type: none"> • Local Certified True Copy; • PSA issued Copy; 	Manila Civil Registry Office (MCRO); Philippine Statistics Authority (PSA);	
2. Original copies and two (2) photocopies of the following Mandatory Requirements, i.e: <ul style="list-style-type: none"> • Elementary Form 137 showing date of birth, gender and name of the applicant, if no longer available or school is closed execute affidavit attesting the facts; • Medical Records issued by the hospital or by a clinic where the Document Owner was born, if its already closed, execute an affidavit attesting to the facts; and • Baptismal Certificate and other documents, if none, execute an affidavit attesting to the facts. 	Owner of the Certificate of Live Birth; School; Hospital or Clinic ; Church/Religious Authority;	
3. NBI Clearance; (ages 0-7 years old is not required)	National Bureau of Investigation;	
4. PNP Clearance purpose is for correction of sex and gender ; (ages zero (0) to seven (7) is not required);	PNP Headquarter nearest to your residence;	
5. Two (2) valid IDs of the petitioner and/or document owner;	Document Owner;	
6. Endorsement letter to Manila Health Department;	Manila Civil Registry Office;	



<p>7. Medical Certification issued by the Manila City Health Officer as to the true gender of the Document Owner and same has not undergone sex change or sex transplant;</p>	<p>Manila Health Department;</p>
<p>8. Latest ultrasound;</p>	<p>Hospital/Clinic;</p>
<p>9. One (1) colored whole body picture;</p>	<p>Document Owner;</p>
<p>10. If Document Owner is married:</p> <ul style="list-style-type: none"> • Latest Certificate of Marriage (CTC if married in Manila PSA-Issued if married outside of Manila); • Latest Certificate of Live Birth of at least two (2) children; 	<p>MCRO PSA or concerned LCR MCRO CTC, if born in Manila PSA or concerned LCR issued, if born outside of Manila;</p>
<p>11. Certificate of Employment with No Pending Administrative/Criminal Case;</p> <p>If employed abroad and employer/company does not issue such, submit affidavit that he/she has no pending administrative/ criminal case filed against him/her and that the employer does not issue such certification;</p>	<p>Employer/Company Document Owner</p>
<p>12. Affidavit of Non-Employment; Indicate purpose and no pending Administrative/Criminal Case</p>	<p>Document Owner, if unemployed, ages 18 years old and above;</p>
<p>13. Certificate of Good Moral Character; and</p>	<p>School (for Document Owner below 18 years old and presently enrolled);</p>
<p>14. Affidavit of Self Employment;</p> <p>Indicate purpose: Change of gender and no pending Administrative/Criminal Case</p>	<p>Document Owner, if self-employed, ages 18 years old and above;</p>



Note/Reminders:

- *Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4);*
- *For documents registered in Manila, submit only the Local CTC;*
- *For documents registered outside of Manila, submit PSA or concerned Local issued copy;*
- *Bring all original documents/ requirements;*
- *All documents/requirements must be photocopied in two set; and*
- *No interview every Friday.*



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Secure Medical Referral Slip;	1. Issue the Medical Referral Slip;		Ten (10) minutes	Assigned Officer (RA10172)
2. Secure a number for pre interview/ evaluation at the information counter;	2. Issue the number;		The follow-up of the status of the document is scheduled after four (4) months upon receipt of petition. Note: The total length of period for processing takes an approximate period of five (5) months upon receipt of application, as this is a quasi-judicial process.	Information Counter
3. Submit the requirements when the issued interview number is called;	3. Pre-evaluate the submitted documents;			RA 9048 Interview Counter
4. Submit the documents and medical report;	4. Prepare the petition; If documents are in order, issue the Order of Payment and the prepared petition;			RA 9048 Interview Counter
5. Check the petition for any error for notarial services;				Document Owner/Petitioner assisted by final interviewer Notary Public



6. Publish the the notarized petition to a newspaper of general/ national circulation;	5. Issue the certificate of publication;		Two (2) Consecutive Weeks	Publishing Company
7. Pay the processing fee;	6. Issue the official receipt;	Registration Fee: PHP3,000.00		Step II: Cashier
8. Submit of notarized petition, official receipts, all the pre-evaluated documents and certificate of publication;	7. Issue the claim stub with scheduled date of follow up;	Certified True Copies of documents: Single Petition: PHP320.00 Double Petition: PHP540.00 Transmittal Fee: Single Petition PHP280.00 Double Petition: PHP400.00		
9. Follow-up of the petition is after four (4) months which shall commence on the date the petition was received by this Office;	8. Process the Petition: <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • Ten (10) days mandatory posting period • Review of petition for signature/ decision of 			RA 9048 Section Assistant Civil Registrar



	<p>the Civil Registrar;</p> <ul style="list-style-type: none"> • First endorsement to PSA-Legal Division for affirmation; 			
	<p>9. Process the Affirmed Petition:</p> <ul style="list-style-type: none"> • Data entry; • Preparation of Finality and annotation; • Final evaluation/ review of Finality and annotation for signature; • Reproduction of CTC of annotated COLB, Finality. • Final transmittal to PSA – Legal Division. <p>10. Release the certified true copy of the document.</p>		<p>Note: Processing of affirmed petition is indefinite as it depends on the action and return of affirmed petitions from PSA Legal Services.</p>	<p>RA 9048 Section</p> <p>Assistant Civil Registrar</p> <p>RA 9048 Archives</p> <p>RA 9048 Section</p>
<p>10. Present the claim stub.</p>	<p>11. Release the certified true copy of the document.</p>			<p>Releasing Section</p>



XXI. CORRECTION OF DAY AND MONTH IN THE DATE OF BIRTH UNDER RA 10172

This allows the changing of the day and month of birth of a person which has been erroneously entered/typed in his/her Certificate of Live Birth.

Office:	Manila Civil Registry Office
Classification:	Highly Technical
Type of transaction:	G2C - Government to Citizens
Who may avail:	All concerned parties
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Latest Copy of Certificate of Live Birth to be corrected (Original and Photocopy)</p> <ul style="list-style-type: none"> Local Certified True Copy; PSA issued Copy; 	<p>Manila Civil Registry Office (MCRO); Philippine Statistics Authority (PSA);</p>
<p>2. Original copies and two (2) photocopies of the following Mandatory Requirements, i.e:</p> <ul style="list-style-type: none"> Elementary Form 137 showing date of birth, gender and name of the applicant, if no longer available or school is closed execute affidavit attesting the facts ; Medical Records issued by the hospital or by a clinic where the Document Owner was born, if its already closed, execute an affidavit attesting to the facts; and Baptismal certificate and other documents, if none, execute an affidavit attesting to the facts. 	<p>Owner of the Certificate of Live Birth;</p> <p>School;</p> <p>Hospital or Clinic/Document Owner;</p> <p>Church/Religious Authority/Document Owner;</p>
<p>3. NBI Clearance; (ages zero (0) to seven (7) years old is not required)</p>	<p>National Bureau of Investigation</p>



<p>4. PNP Clearance purpose is for correction of sex and gender; (ages 0-7 years old is not required)</p>	<p>PNP Headquarter nearest to your residence;</p>
<p>5. Two (2) valid IDs of the petitioner and/or document owner;</p>	<p>Document Owner / Petitioner;</p>
<p>6. If Document Owner is married, one (1) original and one (1) photocopy of Latest Certificate of Marriage;</p> <ul style="list-style-type: none"> • Married in Manila; • Married outside of Manila; 	<p>Manila Civil Registry Office; Philippine Statistics Authority or concerned LCR;</p>
<p>7. Latest Certificate of Live Birth of at least two (2) children</p> <ul style="list-style-type: none"> • Born in Manila • Born outside of Manila 	<p>Manila Civil Registry Office; Philippine Statistics Authority/Concerned LCR;</p>
<p>8. Certificate of No Pending Administrative/Criminal Case;</p> <p>If employed abroad and employer/company does not issue such, submit affidavit that he/she has no Pending Administrative/ Criminal Case filed against him/her and that the employer does not issue such certification;</p>	<p>Employer/Company;</p> <p>Document Owner</p>
<p>9. Affidavit of Non-Employment; Indicate purpose: no pending Administrative/Criminal Case;</p>	<p>Document Owner, if unemployed, ages 18 years old and above;</p>
<p>10. Certificate of Good Moral Character;</p>	<p>Document Owner, below 18 years old and presently enrolled;</p>



<p>11. Affidavit of Self Employment; Indicate purpose: No pending administrative /criminal case.</p> <ul style="list-style-type: none"> • Submit also a copy of the Business Permit and SEC Certification; 	<p>Document Owner/Notary Public;</p>
<p>12. Other Documents that will show proof of the correct date of birth i.e: SSS/GSIS/Insurance Policy/Income Tax Return (ITR);</p>	<p>Document Owner;</p>
<p>13. Notarized Special Power of Attorney (SPA) (if Document Owner is in abroad, physically or mentally incapacitated can be represented by a lawyer or nearest relative up to the third degree of consanguinity;</p>	<p>Document Owner/Notary Public;</p>
<p><i>Note/Reminders:</i></p> <ul style="list-style-type: none"> • <i>Other documents which the petitioner or the C/MCR or Consul General may consider relevant and necessary for the approval of the petition (Pursuant to RA 9048 Sec. 5(3) and IRR of said act under Rule 8.1.4)</i> • <i>For documents registered in Manila, submit only the Local CTC</i> • <i>For documents registered outside of Manila, submit PSA or concerned LCR issued copy</i> • <i>Bring all original documents/requirements.</i> • <i>All documents/requirements must be photocopied in two sets.</i> • <i>No interview every Friday</i> 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Secure a number for pre interview/ pre-evaluation at the information counter;	1. Issue the number		Scheduled follow-up is four (4) months upon receipt of petition.	Information Counter
2. Submit the requirements when the issued interview number is called;	2. Pre-evaluate the submitted documents; If documents are in order, issue the Order of Payment and the prepared petition;		Note: The total length of period for processing takes an approximate period of five (5) months upon receipt of application, as this is a quasi-judicial process.	RA 9048 Interview Counter
3. Check the petition for any error and for notarial services				Petitioner / Notary Public
4. Publication of the notarized petition to a newspaper of national/ general circulation	3. Issue the certificate of publication;		Two (2) Consecutive Weeks	Publishing/ Newspaper Company
5. Pay the processing fee	4. Issue the official receipt	Registration Fee: PHP3,000.00 Certified True Copies of documents: Single Petition: PHP320.00 Double Petition: PHP540.00		Step II: Cashier



<p>6. Submit the notarized petition and official receipts and all the pre-evaluated documents and certification from the publishing company;</p>	<p>5. Issue the claim stub with scheduled date of follow up.</p>	<p>Transmittal fee: Single Petition PHP280.00 Double Petition: PHP400.00 MIGRANT PETITION (those who were born outside of Manila with permanent address in the City): Admin. Fee: PHP1,000.00</p>		<p>RA 9048 Receiving counter</p>
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<p>7. Follow-up of the Petition after four (4) months which shall commence on the date the petition was received by this Office</p>	<p>6. Process the Petition:</p> <ul style="list-style-type: none"> • Data Entry and assigning petition numbers; • Ten (10) days mandatory posting period • Review of petition for signature/ decision of the Civil Registrar; • First endorsement to PSA-Legal Division for affirmation 			<p>RA 9048 Section</p> <p>Assistant Civil Registrar</p> <p>RA 9048 Section</p> <p>RA 9048 Section</p>
	<p>7. Process the Affirmed Petition:</p> <ul style="list-style-type: none"> • Data entry; • Preparation of Finality and annotation; • Final evaluation/ review of Finality and annotation for signature; • Reproduction of CTC of annotated COLB and finality ; • Final Transmittal to PSA-Legal Division 		<p>Note: Processing of affirmed petition is indefinite as it depends on the action and return of affirmed petitions from PSA.</p>	<p>Assistant Civil Registrar</p> <p>RA 9048 Archives</p> <p>RA 9048 Section</p>
<p>8. Present claim stub.</p>	<p>8. Release the certified true copy of the annotated civil document.</p>			<p>Releasing Section</p>



XXII. REGISTRATION OF COURT DECISIONS

This process is to register Court Decisions pertaining to correction of errors in the Certificate of Live Birth that are not covered by the provisions of Republic Act 9048, adoption, annulment, presumptive death, cancellation of registration, legitimation thru court, use of father's surname by an illegitimate child, etc.

Office:	Manila Civil Registry Office			
Classification:	Highly Technical			
Type of transa	G2C - Government to Citizens			
Who may avai	All concerned parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certified copy of Court Decision and Certificate of Finality;			Civil Registry Office where the court is situated	
2. Certificate of Authenticity and Certificate of Registration;			Clerk of Court;	
3. Confirmation Letter;			Office of the Clerk of court where Decision was rendered;	
4. Certificate of registration from LCR.			Manila Civil Registry Office (MCRO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIB LE
1. Submit civil document, certified copy of court decision and finality;	1. Receive and check/pre-evaluate submitted requirements; If documents are in order, issuance of Order of Payment.			Legal Instruments Receiving Counter
2. Pay the corresponding fees;	2. Issue the official receipt;	Registration of Court Decision: PHP2,000.00 Certified copy per page: PHP30.00		Step II: Cashier



3. Submit the documents and official receipt; and	3. Issue the claim stub with date of follow up;		Fifteen (15) calendar days upon receipt of the confirmation. Note:	Legal Instruments Receiving Counter
	4. Send the verification letter to Office of the Clerk of Court;		<ul style="list-style-type: none"> Processing starts when MCRO has received the confirmation from OCC and/or Civil Registry Office where the decision was rendered. 	Legal Instruments Division
	5. Register and process the Annotation after receipt of confirmation letter: <ul style="list-style-type: none"> Data Entry; Registration; Annotation; Reproduction of CTC; Transmittal to PSA. 		<ul style="list-style-type: none"> If civil document is registered outside of Manila, processing shall be done at the respective LCRO. 	Legal Instruments Division
4. Present claim stub.	6. Release the Certified True Copy.			Legal Instruments Counter



XXIII. REGISTRATION OF FOREIGN DOCUMENTS (Divorce and Foreign Adoption)

Register Divorce and Foreign Adoption prior before it can be affected in the subject civil document.

Office:	Manila Civil Registry Office			
Classification:	Highly Technical			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	All concerned parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original Foreign documents apostilized in Apostile countries except for Austria, Finland, Germany and Greece;			Court in the country where the judgement was rendered	
2. Copy of civil documents; and			Civil Registry Office where the court is situated.	
3. Affidavit of Late filing if the date of judgement issued exceeds more than six (6) months after its judgement. Note: For Divorce in Japan, Certificate of Divorce issued by Japan Embassy with attachment of Notification of Divorce / Certificate of Acceptance.			Notary public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit the original foreign document;	1. Receive and check/pre-evaluate the submitted requirements; Issue the order of payment			Legal Instruments Receiving Counter
2. Pay the corresponding fees;	2. Issue the official receipt;	Registration of Court Decision: PHP2,000.00 Certified copy per page: PHP30.00		Step II: Cashier



3. Submit the documents and Official Receipt; and	3. Issue the claim stub;			Legal Instruments Receiving Counter
4. Present the claim stub.	4. Release the Certified True Copy.		<p>Ten (10) working days upon receipt of all documents</p> <p>If late filing additional ten (10) calendar days for the posting period.</p>	Legal Instruments Counter



XXIV. REGISTRATION OF RENUNCIATION OF PHILIPPINE CITIZENSHIP

Office:	Manila Civil Registry office	
Classification:	Highly Technical	
Type of transaction:	G2C - Government to Citizens	
Who may avail:	All concerned parties	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Report of renunciation from Manila Economic and Cultural Office (MECO)	Manila Economic and Cultural Office (MECO)	
2. Declaration of intention to renounce Philippine Citizenship	Manila Economic and Cultural Office (MECO)	
3. Oath of Renunciation	Manila Economic and Cultural Office (MECO)	
4. Photocopy of cancelled Philippine Passport	Department of Foreign Affairs	



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON/SECTION RESPONSIBLE
1. Submit the listed requirements (refer to checklist above);	1. Receive and check/pre-evaluate the submitted requirements 2. Issue the Order of Payment		5 working days upon receipt of all documents	Legal Instruments Receiving Counter
2. Pay the corresponding fees;	2. Issue the official receipt;	Registration of court decision: PHP2,000.00 Certified copy per page: PHP30.00		Step II: Cashier
3. Submission of documents and Official Receipt; and	3. Issue the claim stub;			Legal Instruments Receiving Counter
	4. Process the following: <ul style="list-style-type: none"> • Date entry • Registration • Preparation of certificate of registration. 			Legal Instruments Division
4. Present the claim stub.	5. Release the Certified True Copy.			Legal Instruments Counter



XXV. REGISTRATION OF PRE-NUPTIAL / ANTE-NUPTIAL AGREEMENT.

Office:	Manila Civil Registry Office			
Classification:	Highly Technical			
Type of transaction:	G2C - Government to Citizens			
Who may avail:	All concerned parties			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notarized Pre-nuptial agreement executed by contracting parties;			Concerned party	
2. Official Receipt; and			Step II: Cashier	
3. Notarized Affidavit of late filing (if the Certificate of Marriage was registered first).			Concerned party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/ SECTION RESPONSIBLE
1. Submit the listed requirements (refer to checklist above);	1. Receive the submitted agreement; 2. Issue the Order of Payment			Legal Instruments Receiving Counter



<p>2. Pay the corresponding fees;</p>	<p>3. Issue the official receipt;</p>	<p>Registration of court decision: PHP2,000.00</p> <p>Certified copy per page: PHP30.00</p>	<p>Five (5) working days upon receipt of all documents</p> <p>Additional ten (10) calendar days posting period which shall commence upon the receipt of the pre-nuptial agreement. It is considered late if it was registered later than the Certificate of Marriage</p>	<p>Cashier (Step 2)</p>
<p>3. Submit the documents and official receipt; and</p>	<p>4. Issue the claim stub;</p>			<p>Legal Instruments Receiving Counter</p>
	<p>5. Process the following:</p> <ul style="list-style-type: none"> • Date entry; • Registration; • Preparation of certificate of registration. 			<p>Legal Instruments Division</p>
<p>4. Present the claim stub.</p>	<p>6. Release the Certified True Copy.</p>			<p>Legal Instruments Counter</p>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box at the administrative division counter and at the information counter.</p> <p>Contact info: 5277816 / 4050081 manila.cro@yahoo.com / fb.com/manilacro</p>
How feedback is processed	<p>Every Friday, the Administrative Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant sections and divisions and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-up, clients may contact the following telephone numbers 5277816 / 4050081 manila.cro@yahoo.com / fb.com/manilacro</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the Administrative Division counter and at the Information counter.</p> <p>Complaints can also be filled via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 5277816 / 4050081 manila.cro@yahoo.com / fb.com/manilacro</p>



<p>How complaint is processed</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluations, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 5277816 / 4050081 manila.cro@yahoo.com / fb.com/manilacro</p>
<p>Contact information of Manila Civil Registry Office</p>	<p>Tel. Nos. 5277816 / 4050081</p> <p>Email Address: manila.cro@yahoo.com</p> <p>FB Account: fb.com/manilacro</p> <p>Office Address: Room 117 Manila City Hall Building, Arroceros St., Ermita Manila 1000</p>



Contact information of Manila Civil Registry Office

Tel. Numbers: 5277816 / 4050081

Email Address: **manila.cro@yahoo.com**

FB Account: fb.com/manilacro

Office Address: Room 117 Manila City Hall Building, Arroceros St., Ermita Manila 1000