



# LOCAL CIVIL REGISTRY OFFICE

## CITIZEN'S CHARTER 2023 (3rd Edition)



## **I. Mandate:**

Civil registrar shall take charge of the Office of the Civil Registry. The LCRO is mainly tasked with the receiving, processing and keeping the records of all civil documents. The Civil Registry Law embraces all acts of civil life affecting the status of persons and is applicable to all persons residing in the Philippines.

## **II. Vision:**

We will be among the most effective, efficient and modernized Local Civil Registry office.

## **III. Mission:**

To continually strive to exceed the expectations of our clients in our pursuit to effectively and efficiently provide services for civil registry documents.

## **IV. Service Pledge:**

We commit to:

1. Advocate for the effective of Government practices for efficient government service delivery and prevention of graft and corruption.
2. Attend to all applicants or requesting parties who are within the premise of the office prior to the end of official working hours and during lunch break
3. Facilitate 100% birth registration of IP's newly born.
4. Facilitate 90% timely registration for all new born children from various institutions and decrease delayed registration.
5. Increase legitimacy among illegitimate children through conducting mass wedding for parents so that they can file for legitimation for their child.



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# **Local Civil Registry Office**

## **External Service**



## Registration of Certificate of Live Birth

A Service for Timely or Delayed Registration of birth with R.A. 9255\*.

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Social Sector Services			
<b>Who may avail:</b>	Constituents born in Olongapo City area only.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CEDULA (For R.A. 9255* and Delayed registered applicants) (1 photocopy)		City Hall Olongapo - treasury		
1 Photocopy of valid I.Ds, Municipal Form no. 102 (COLB) 3-4 original copies		Government, Business and Company offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number	NONE	1 MINUTE	Administrative Aide II
2. Submit duly accomplished Municipal Birth Form No. 102 with attached supporting Documents	Assess, receive, log and issue order of payment	NONE	5 MINUTES	Administrative Aide II
3. Payment	Receive payment and issue official receipt	₱ 600.00 (R.A.9255)	1 MINUTE	Revenue Collection Clerk I
		P100.00 (Certificate)		
		None ( if the child is Legitimate)		
4. Get claim stub	Issue claim stub	NONE	30 seconds	Administrative Aide II
	Review, Register, Assign registry number	NONE	3 DAYS	City Civil Registrar
5. Present claim stub and claim registered birth municipal form	Issue registered municipal birth form	NONE	1 MINUTE	Administrative Aide II
<b>TOTAL</b>			3 days, 15 minutes and 30 seconds	

**(Note\*:** Those who were born on March 19, 2004 up to present that are still illegitimate are eligible to apply for R.A. 9255 also known as Affidavit to use the Surname of the Father.)



## Application for Legitimation

A married parent can file a legitimation for their illegitimate child that were born before the time of marriage.

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Social Sector Services			
<b>Who may avail:</b>	Constituents born in Olongapo City and Out of town.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CEDULA		City Hall Olongapo - treasury		
Valid I.Ds.		Govt. Offices, Business and Company offices		
Marriage Certificate		Philippine Statistics Authority or Local Civil Registry		
Birth Certificate (child)		Philippine Statistics Authority or Local Civil Registry		
Parents ( Appearance Required)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number		1 MINUTE	Administrative Aide II
2. Submit complete requirements	Assess, receive, log and issue order of payment		5 MINUTES	Administrative Aide II
3. Payment	Receive payment and issue official receipt	₱ 600.00 (Legitimation) •₱ 600.00 (Admission of Paternity*) •₱ 360.00 (Electronic Endorsement)	1 MINUTE	Revenue Collection Clerk I
4. Get claim stub	Issue claim stub		1 MINUTE	Administrative Aide II
	Approve and Register		2 DAYS	City Civil Registrar
5. Present claim stub and claim the registered birth certificate with annotation of legitimation	Issue registered municipal birth form with annotation of legitimation		1 MINUTE	Administrative Aide II
<b>TOTAL</b>			2 days and 9 minutes	



(Note\*: If the father's entry were **UNKNOWN** in child's birth certificate, the admission of paternity will be included in payment.)

## Application for Rule 20 – Out of town delayed registration of birth.

Some of our constituents are still have no registered birth. They reside in Olongapo but they are not born at Olongapo.

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Constituents that reside within Olongapo City only.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CEDULA		City Hall Olongapo - treasury		
Valid I.Ds./ documents with <b>birth place and date of birth</b>		Govt. Offices, Business and Company offices		
Marriage Certificate		Philippine Statistics Authority or Local Civil Registry		
Birth Certificate (if they have a children that were born in <b>1975 and below or BC of siblings</b> )		Philippine Statistics Authority or Local Civil Registry		
Witnesses ( Appearance Required)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number		1 MINUTE	Administrative Aide II
2. Submit complete requirements	Assess, receive and issue order of payment		5 MINUTES	Administrative Aide II
3. Payment	Receive payment and issue official receipt	₱ 300.00 (Rule 20)	1 MINUTE	Revenue Collection Clerk I
4. Get claim stub	Issue claim stub		1 MINUTE	Administrative Aide II
	Receive, Assess, Approve and mail to respective municipality for registration		2 DAYS	City Civil Registrar
5. Wait for the LCRO approval	Processing		7 months to 1 year*	Administrative Aide II
6. Present claim stub and claim registered birth certificate	Issue registered municipal birth form		1 MINUTE	Administrative Aide II
<b>TOTAL</b>			1 year, 2 days and 9 minutes	



(Note\*: It depends on the Municipality on how longer they process the birth certificate that we endorsed to them. Sometimes it took only a few months or a **YEAR** to receive the feedback.)

## Application for MARRIAGE LICENSE

The marriage license is the most important legal document that a couple need to secure when preparing their wedding. It authorized the couple to be wed whether in Government office or in Church.

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Social Sector Service			
<b>Who may avail:</b>	Constituents that continuously reside in Olongapo City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate		Philippine Statistics Authority		
Marriage Certificate		Philippine Statistics Authority		
Cenomar ( Certificate of no marriage)		Philippine Statistics Authority		
Certificate of Seminar ( Family Planning )		Population on Commission		
Parental Advice/Consent (18-24 years old*)		Local Civil Registry Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number		1 MINUTE	Administrative Aide II
2. Submit complete requirements	Assess, receive, log and issue order of payment		4 MINUTES	Administrative Aide II
3. Payment	Receive payment and issue official receipt	•P 600.00 (Marriage License)  •P 150.00 (Certificate)	1 MINUTE	Revenue Collection Clerk I
4. Get claim stub	Issue claim stub		1 MINUTE	Administrative Aide II
	Assess		15 MINUTES	City Civil Registrar
5. Wait	Processing		10-DAY POSTING	Administrative Aide II
	Register and approve		5 minutes	City Civil Registrar
6. Present claim stub and claim registered marriage license	Issue registered municipal marriage license form		1 MINUTE	Administrative Aide II
TOTAL			10 days and 28 minutes	





**(Note\*:** For 21-24 yrs. old, both Parents must be present in the office of City Civil Registrar to sign the Parental Advice, while the 18-20 yrs. old; the Father must be present for his consent.)



## Registration of Certificate of Marriage

A Legal Document that concludes the union of a couple

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Social Sector Services			
<b>Who may avail:</b>	Constituents that their marriage were solemnized in Olongapo City.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Article 34 – affidavit of cohabitation*		City Hall Olongapo –Legal Office		
Affidavit of change venue*		City Hall Olongapo – Legal Office		
Article 33 – Municipal Form No. 97				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number	NONE	1 MINUTE	Administrative Aide II
2. Submit Municipal Form No. 97 with attached supporting documents	Assess, receive, log and issue order of payment	NONE	4 MINUTES	Administrative Aide II
3.Payment	Receive payment and issue official receipt	NONE	1 MINUTE	Revenue Collection Clerk I
4.Get claim stub	Issue claim stub	NONE	1 MINUTE	Administrative Aide II
	Review, Register, Assign registry number	NONE	1 DAY	City Civil Registrar
5.Present claim stub and claim registered marriage certificate	Issue registered municipal marriage form	NONE	1 MINUTE	Administrative Aide II
TOTAL			1 day and 8 minutes	

**(Note\*:** If a couple is under Article 34, the affidavit should be attached in marriage certificate in time of registration.

If a couple decided to change the venue instead in their respective Church. A couple should provide an affidavit of change of venue and it must be attached to the marriage certificate in time of registration.)



## Registration of Certificate of Death / Fetal Death

A Service for Timely or Delayed Registration of Death

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Social Sector Services			
<b>Who may avail:</b>	Constituents that died in Olongapo City area only.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate		Local Civil Registry or Hospital*		
Medico Legal		Medico-Legal officer or Health Officer –Govt. Hospital		
Fetal Death – Municipal Form No. 103A				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number		1 MINUTE	Administrative Aide II
2. Submit duly accomplished Municipal Form No. 103/103A	Assess, receive, log and issue order of payment		3 MINUTES	Administrative Aide II
3. Payment	Receive payment and issue official receipt	₱ 500.00 Burial Permit (Olongapo Memorial Cemetery)	1 MINUTE	Revenue Collection Clerk I
		₱ 600.00 (Cremation)		
		₱ 300.00 (Public Cemetery)		
4. Get claim stub	Issue claim stub		1 MINUTE	Administrative Aide II
	Review, Register, Assign registry number		5 MINUTES	City Civil Registrar
5. Present claim stub and claim registered death certificate	Issue registered municipal death form		1 MINUTE	Administrative Aide II
TOTAL			11 minutes and 30 seconds	

(Note\*: If the person died in Hospital.)



## Registration of Court Orders/Decrees

A Service for Timely or Delayed Registration of Court Decree.

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Social Sector Service			
<b>Who may avail:</b>	Clients with Olongapo City Civil Registry Records affected by Court Orders from various competent Courts.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Court Decision		Regional Trial Courts of Olongapo City		
Certificate		Regional Trial Courts of Olongapo City		
Entry of Judgment		Regional Trial Courts of Olongapo City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number	NONE	1 MINUTE	City Civil Registrar
2. Submit 4 sets of Certified true copy of Court Orders	Assess, receive, log and issue order of payment	NONE	4 MINUTES	City Civil Registrar
3. Payment	Receive payment and issue official receipt	₱ 600.00 (Registration)	1 MINUTE	Revenue Collection Clerk I
		₱ 200.00 (Other Certificate)		
		₱ 60.00 (Certified true copy)		
4. Get claim stub	Issue claim stub	NONE	1 MINUTE	City Civil Registrar
	Review, Register, Assign registry number	NONE	2 DAYS	City Civil Registrar
5. Present claim stub and claim registered court decision	Issue registered court decision with Certified true copy.		1 MINUTE	City Civil Registrar
TOTAL			2 days and 8 minutes	



## CERTIFIED TRUE COPIES, CERTIFICATES AND PERMIT.

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Social Sector Service			
<b>Who may avail:</b>	Constituents with Civil Registry records duly registered in Olongapo City.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid I.Ds.			Government and Company I.D.	
Authorization*			Immediate Family	
Death certificate*			Local Civil registry or PSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get transaction number	Call the number		1 MINUTE	Administrative Aide I
2. Submit request form, certificate or permit	Assess, receive, log and issue order of payment		5 MINUTES	Administrative Aide I
3. Payment	Receive payment and issue official receipt	₱ 60.00 (Certified true copy of birth, marriage and death)	3 MINUTES	Revenue Collection Clerk I
		₱ 110.00 (Form 1A, 2A and 3A)		
		₱ 50.00 (No record certificate, Other certificate and Pre-war no record certificate)		
		₱ 200.00 (Exhumation permit*)		
4. Get claim stub	Issue claim stub		1 MINUTE	Administrative Aide I
	Review and Sign requested documents.		5 MINUTES	City Civil Registrar
5. Present claim stub and claim the requested forms or documents	Issue requested forms or documents		1 MINUTE	Administrative Aide I
TOTAL			16 minutes	

(note\*: Data Privacy Act of 2002 – only the immediate family who can get or give authorization for those who want to secure any civil documents that City Civil Registry may provide.

For issuing of **EXHUMATION PERMIT**, the requestor must present a death certificate.)



## Application for Correction of Clerical Errors and Change of First Name under Republic Act No. 9048

Correction of Clerical Error and Change of first name in Civil Documents (Birth, Death and Marriage Certificate).

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Social Sector Service			
<b>Who may avail:</b>	Constituents that reside in Olongapo City or Out of Town.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Baptismal	Respective Churches			
Form 137 / School Record	Public or Private Schools accredited by DepEd			
Cedula	City Hall Olongapo - Treasury			
UMID I.D.	GSIS / SSS			
PSA Birth Certificate	Philippine Statistics Authority			
PSA Death Certificate*	Philippine Statistics Authority			
PSA Marriage Certificate*	Philippine Statistics Authority			
Birth Certificate of Mother*	Philippine Statistics Authority or Local Civil Registry			
Birth Certificate of Siblings*	Philippine Statistics Authority or Local Civil Registry			
Marriage Certificate of Parents*	Philippine Statistics Authority or Local			
NBI Clearance	NBI Office			
Police Clearance	Philippine National Police Office			
Affidavit of Non Employment*	City Hall Olongapo – Legal Office			
Employer's Clearance*	Company Offices			
Voter's affidavit or certification	COMELEC office			
Diploma	Public or Private Schools accredited by DepEd			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Get transaction number	Call the number		1 MINUTE	Administrative Aide I
Submit completed documents for correction	Receive, asses, log, prepare a Petition and issue order of payment	₱ 1,000.00 (Processing fee)	15 MINUTES	Administrative Officer V
Sign Petition papers	Issue claim stub	₱ 3,000.00 (Fee for change of first name)		
		₱ 1,600.00 (Publication fee)		
		₱ 200.00 (2 mailings & photocopy)		
	Prepare decision,		10 MINUTES	Administrative Officer V



	Endorsement letter to PSA legal services, Quezon City	None		
	Receive, assess and approve the petition	None	10 MINUTES	City Civil Registrar
Receive affirmed petition and finality	Issue affirmed petition and finality	₱ 300.00 (Finality)	5 Minutes	Administrative Officer V
TOTAL			41 minutes	

## R.A. 9048

**(Note\*):** It depends on the discrepancy on a civil document.

Mailing: It depends on mailing rate, subject to change until prior notice

Born in Olongapo:

- 10-day posting period
- 5-day decision window
- It will took 3-5 mos. Or more; it depends in PSA legal Services

Out of town: it will took a year or more, it depends on the municipality to process our endorsed petition.

Publication: For Change of first name petitioner)



## Application for Correction of Clerical Errors (SEX, Birth DAY and Month) under Republic Act No. 10172

Correction of Clerical Error in Sex, Date and Month (birth certificate).

<b>Office or Division:</b>	Local Civil Registry Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Constituents that reside in Olongapo City or Out of Town.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Baptismal	Respective Churches			
Form 137 / School Record	Public or Private Schools accredited by DepEd			
Cedula	City Hall Olongapo - Treasury			
UMID I.D.	GSIS / SSS			
PSA Birth Certificate	Philippine Statistics Authority			
Medical Record*	Govt. or Private Hospital			
Medical Certificate*	Public Health Physician			
NBI Clearance	NBI Office			
Police Clearance	Philippine National Police Office			
Affidavit of Non Employment	City Hall Olongapo – Legal Office			
Employer’s Clearance	Company Offices			
Voter’s affidavit or certification	COMELEC office			
Diploma	Public or Private Schools accredited by DepEd			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Get transaction number	Call the number		1 Minute	Administrative Aide I
Submit complete documents for correction	Receive, asses, log, prepare a Petition and issue order of payment	₱ 3,000.00 (Processing fee)	15 Minutes	Administrative Officer V
Sign petition	Issue claim stub	₱ 1,600.00 (Publication fee) ₱ 200.00 (2 mailing & photocopy)		
	Prepare decision and endorsement letter for PSA legal services Quezon City	None	10 Minutes	Administrative Aide V
	Receive, assess and approve the petition	None	10 Minutes	City Civil Registrar
Receive affirmed petition and finality	Issue affirmed petition and finality	₱ 300.00 (Finality)	5 Minutes	Administrative Officer V





TOTAL			41 minutes and 15 days	
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## R.A. 10172

**(Note\*:** Medical Record and Medical Certificate are needed if the entry in **GENDER** is incorrect.

Mailing: It depends on mailing rate, subject to change until prior notice

Born in Olongapo:

- 10-day posting period
- 5-day decision window
- It will took 3-5 mos. Or more; it depends on PSA legal Services

Out of town: it will took a year or more, it depends on the municipality to process our endorsed petition.

Publication: For Gender, Month and Date discrepancy petitioner)

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write your concern / suggestion and put them in our Feedback Box or Email us in our Official Facebook account ( <a href="http://www.facebook.com/lcr.olongapo">www.facebook.com/lcr.olongapo</a> )
How feedbacks are processed	Feedback and suggestions are being



	verified to improve our work efficiency
How to file a complaint	Proceed to our Complaint desk officer to file proper complaint.
How complaints are processed	We address their complaints with a smile to ease the tension. We do the best that we can to make it convenient for clients. We also find ways to satisfy our client's needs even if those that are beyond our expertise.
Contact Information of CCB, PCC, ARTA	PCC: +63(2)-8736-8645 CCB: 1-6565 ARTA: 09088816565



Office	Address	Contact Information
Local Civil Registry Office	G/F City Hall Complex, Rizal Ave., WBB, Olongapo City, 2200	611-4815 <a href="mailto:lcrolongapo@gmail.com">lcrolongapo@gmail.com</a>