



CITY GOVERNMENT OF NAGA
CITY OF NAGA, CEBU

CITIZEN'S CHARTER
2019 (1ST Edition)



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I. Mandate:

Act No. 3753 or the Civil Registry Law has for its purpose, the establishment of a civil registrar in the Philippines wherein acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded.

II. Vision:

Achieve and attain a hundred percent (100%) civil registration and generate correct, complete, and accurate vital registrable events in the City of Naga; and provide a highest quality of service to the citizens in the fields of registration, document issuances, preservation and archiving.

III. Mission:

The City Civil Registrar Office shall inspire and assist the public in the full implementation of civil registration such as birth, death and marriage; and ensure the realization of its mandate of efficient and effective issuances and preservation of vital registrable events.

IV. Service Pledge:

We the officials and employees of the local government unit of Naga, Cebu pledge and commit to deliver quality public service. Specifically: We will provide quality service without discrimination and treat each citizen with respect, courtesy, consideration and compassion, irrespective of status and affiliation. We will faithfully adhere to the local government policies and practices with utmost impartiality and honesty. We will contribute to the prosperity of the local government by observing austerity measures to conserve government funds and taking care of government facilities and properties. We will cooperate in all activities of the local government, understand each other's nature, help one another so as to achieve our vision and mission.



FRONTLINE SERVICES

- Registration of Civil Registry Documents (Live Birth, Death and Marriage Certificates)
- Issuance of Registrable documents
- Application for Marriage License
- Filing of Petition for Correction of Clerical Error (Birth, Marriage and Death Certificates)
- Change of First Name in the Certificate of Live Birth
- Processing of Request for Security Paper (SECPA) thru BREQS



List of Frontline Services

1. Registration of Civil Registry Documents (Birth, Marriage and Death Certificates)

Facts of a person's birth, marriage, death and judicial decrees/orders and Legal Instruments affecting the civil status of a person shall be registered.

Office or Division : City Civil Registrar				
Classification : Simple				
Type of Transaction : Registration				
Who May avail : Birthing Centers, Funeral Homes and Solemnizing Officers				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Live Birth			Birthing Centers	
Certificate of Marriage			Palace of Justice	
Certificate of Death			Funeral Homes	
Judicial decrees/orders			Judicial Office	
Legal Instruments			Law Office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled up and signed Certificate to the CCRO Staff	Receive the document and assign registry number	None	10 minutes	<i>Jehans Capada Casual</i> LCRO
2. Have the document signed by the CCR	Advice client to have the document signed by the CCR	None	5 minutes	<i>Angelita Generale- City Civil Registrar</i> LCRO
3. Bring back the document to the receiving section for segregation of copies.	Copies for CCRO and OCRG retained and released to client's copy	None	5 minutes	<i>Jehans Capada Casual</i> LCRO
4. Receive the Certificate with Registry Number & signed by the CCR.	Transcribe in the appropriate registry book the document submitted for registration.	None	10 minutes	<i>Claire Repunte Registration Officer i</i> LCRO <i>Janine Suarez Admin Aide IV</i> LCRO



2. Issuance of Birth, Death and Marriage Certificates

Facts of birth, marriage and death of a person duly registered in our office can be available for issuance either as transcription from the Registry of Books or Certified True Copy of the Certificate of Live Birth, Death and Marriage. .

Office or Division : City Civil Registrar				
Classification : Simple				
Type of Transaction : Issuance				
Who May avail : An individual person, owner of the document, resident or non-resident of City of Naga				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Baptismal Certificate			Parish	
Valid I.D. of the owner of the document				
Authorization letter with valid I.D., if requester is other than the owner				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request form to receiving section.	Receives request form and search the data.	None	10 minutes	<i>Jehans Capada</i> <i>Casual</i> LCRO <i>Yvonne Sasan</i> <i>Casual</i> LCRO <i>Janine Suarez</i> <i>Admin Aide IV</i> LCRO <i>Claire Repunte</i> RO I LCRO
2. Receive order of payment.	Advice client to pay to the cashier	None	5 minutes	<i>Jehans Capada</i> <i>Casual</i> LCRO <i>Yvonne Sasan</i> <i>Casual</i> LCRO <i>Janine Suarez</i> <i>Admin Aide IV</i> LCRO <i>Claire Repunte</i> ROI LCRO

3. Pay to Cashier	Receive payment and issue official receipt	P 80.00	10 minutes	<i>CTO staff</i>
4. Present O.R. to the CCR staff.	Print the certificate and have it signed by the CCR	None	10 minutes	<i>Jehans Capada Casual LCRO Yvonne Sasan Casual LCRO Janine Suarez Admin Aide IV LCRO Claire Repunte ROI LCRO</i>
5. Claim the Certificate	Release to client	None	5 minutes	<i>Jehans Capada Casual LCRO Yvonne Sasan Casual LCRO Janine Suarez Admin Aide IV LCRO Claire Repunte RO I LCRO</i>



3. Application for Marriage License

Marriage License is a mandatory document to be secured by persons who wish to get married.

Office or Division : City Civil Registrar				
Classification : Simple				
Type of Transaction : Application				
Who May avail : One of the applicants must be a resident of City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof of Residence (Voter's Certificate/Certification from Barangay Captain			Comelec/Office of the Punong Barangay	
PSA Birth Certificate, if not available secure baptismal certificate with LCR Negative certification			PSA	
Certificate of No Record of Marriage or CENOMAR			PSA	
Advice/Consent of parents for applicants 25 years of age and below(w/ valid ID)			Municipal Civil Registrar/City Civil Registrar	
Community Tax Certificate and one (1) valid ID			CTO/	
Legal Capacity to contract marriage, if foreigner			Consular Office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Marriage License by submitting the required documents	Evaluate documents submitted.	None	20 minutes	Janine Suarez Admin Aide IV LCRO Claire Repunte ROI LCRO
2. Receive order of payment	Advice client to pay to the cashier	None	5 minutes	Janine Suarez Admin Aide IV LCRO Claire Repunte Admin Aide IV LCRO
3. Payment to cashier	Receive payment and issue receipt.	Marriage Counseling with cert- Php 150.00 Municipal Form 90 – Php 10.00 Application Fee- Php 183.00 (local) Php 1033.00 (foreigner)	10 minutes	CTO staff

4. Present O.R. to the CCR staff	Interview applicants and prepare Municipal Form 90 in 3 copies, advice & consent form whichever is applicable.	None	20 minutes	<i>Claire Repunte RO I LCRO Janine Suarez Admin Aide IV LCRO</i>
5. Review and sign the application for Marriage License	Advise the applicants that their application will be posted for 10-days	None	5 minutes	<i>Claire Repunte RO I LCRO Janine Suarez Admin Aide IV LCRO</i>
6. Claim marriage license the 11 th day after the lapse of 10 days posting	Prepare the marriage license and release it.	Accountable Form 54 – Php 2.00	10 minutes	<i>Angelita Generale City Civil Registrar LCRO</i>



4. Petition for Correction of Clerical Error (Birth, Marriage and Death Certificates)

Correction for clerical or typographical errors in any entry in civil registry documents, except corrections involving the change in sex, age, nationality and status of a person.

Office or Division : City Civil Registrar				
Classification : Complex				
Type of Transaction : Petition				
Who May avail : a.) Owner of the record that contains the error to be corrected b.) Owner's spouse, children, parents, brothers, sisters, grandparents, guardians or any other person duly authorized by law or by the owner of the document sought to be corrected.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PSA and local copy of the problem document			PSA/LCRO	
Other supporting papers that will be required by the registrar based on the kind of error to be corrected.				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Petition for Correction of Clerical Error in the Civil Registry Document(s)	Evaluate the application	None	10 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>
2. Submit required documents	Review documents if complete and sufficient	None	15 minutes	<i>Eva Laput RO III LCRO Angelita Generale- City Civil Registrar LCRO</i>
3. Receive Order of Payment	Advise client to pay to the cashier the filing fee	None	10 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar</i>

4. Pay to Cashier	Receive payment and issue O.R.	Php 1,000.00 (R.A. 9048) Php 3,000.00 (R.A.10172)	10 minutes	<i>CTO staff</i>
5. Present O.R. to the LCR staff	Prepare the petition for Client to review and sign.	None	15 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civi Registrar LCRO</i>
6. Review and sign the petition	Advise client to come back on the 11 th day after the 10 days posting period	None	5 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>
7. Claim the acted petition by the Registrar for mailing to PSA Manila	Release the acted petition for the Civil Registrar General's action	None	10 minutes	<i>Angelita Generale City Civil Registrar LCRO</i>



5. Change of First Name in the Certificate of Live Birth

Change of a person's first name in his/her civil registry document under the law through administrative process.

Office or Division : City Civil Registrar				
Classification : Complex				
Type of Transaction : Petition				
Who May avail : a.) Owner of the record that contains the error to be corrected b.) Owner's spouse, children, parents, brother, sister, grandparents, guardians or any other person duly authorized by law or by the owner of the document sought to be corrected.				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PSA and local copy of COLB			PSA & LCRO	
NBI, Police and Barangay Clearance			NBI, Police and Barangay Office	
Publication in the newspaper once for two consecutive weeks			Banat News	
At least two (2) supporting documentary evidences such as Baptismal certificate, Marriage certificate, Voter's Registration Record, TOR, Form 137 and etc.				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Apply for Petition for Change of First Name in the COLB	Evaluate the application	None	10 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>
2. Submit required documents	Review documents if complete and sufficient	None	10 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>
3. Receive Order of Payment	Advise client to pay to the cashier the filing fee	None	5 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>

4. Pay to the Cashier	Receive payment and issue O.R.	Php 3,000.00	10 minutes	<i>CTO staff</i>
5. Present O.R. to the LCR staff	Prepare the petition for Client to review and sign	None	15 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>
6. Review and sign the petition	Advise client to have the petition publish in the news paper of general circulation	None	10 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>
7. Submit the Affidavit of Publication and newspaper clipping to LCR staff	Advise client to comeback for LCR's decision after the 14 th day of publication	None	5 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>
8. Claim the acted petition for mailing to PSA-Manila	Release the acted petition for the Civil Registrar General's action	None	5 minutes	<i>Eva Laput RO III LCRO Angelita Generale City Civil Registrar LCRO</i>



6. Request for security paper (SECPA) thru BREQS

Facts of a person's birth, marriage and death duly registered in our office have an official file at the Philippine Statistics Authority in Manila and can be issued on a Security Paper

Office or Division : City Civil Registrar				
Classification : Simple				
Type of Transaction : Breqs Request				
Who May avail : Only the owner of the document or his/her authorized representative, resident or non-resident of City of Naga, Cebu				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card				
Authorization letter with valid ID, if the requester is other than the owner				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up Request Form	Review the filled-up form	None	10 minutes	<i>Yvonne Sasan Casual LCRO</i>
2.Receive Order of Payment	Advice client to pay to the cashier	None	5 miutes	<i>Yvonne Sasan Casual LCRO</i>
3.Paymen to Cashier Service Fee	Receive payment and issue official receipt	Php 20.00	10 minutes	<i>CTO staff</i>
4. Present O.R. of Service Charge to the CCR staff.	Encode request in the computer and advise client to pay the requested document for PSA	None	20 minutes	<i>Yvonne Sasan Casual LCRO</i>
5.Pay the document requested	Receive payment and issue acknowledgment receipt	Birth, Death & Marriage - Php 155.00 CENOMAR - Php P210.00	15 minutes	<i>Yvonne Sasan Casual LCRO</i>
6.Come back after two weeks	Deposit collection of BREQS, submit and claim at PSA the requested Civil Registry documents in SECPA	None	1 day done every Wednesday	<i>Landbank Naga/PSA Cebu</i>

7 Present the claim stub to CCR staff	Release the requested document in security paper	None	10 minutes	PSA staff
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FEEDBACK AND COMPLAINTS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the office and put this in the drop box at the Public Assistance and Complaints Desk;
- Send your feedback through _____
- Talk to our _____

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the

THANK YOU for helping us continuously improve our services.



DIRECTORY

OFFICE	Address	Contact Information
Office of the City Civil Registrar	1/F LGU City of Naga, Cebu	(032)2726655 Local 107 Local 117 Local 128



MAMAMAYAN MUNA PROGRAM

Dear Client:

We would like to serve you better. Please give us your feedback. Thank you.

<p>COMMENDATION (PAGDAYEG)</p> <p>Agency Visited/Transacted : <u>CITY CIVIL REGISTRAR</u></p> <p>Purpose/Transaction: _____</p> <p>_____</p> <p>Who gave you the BEST service during your visit/transaction? Please state the name of the employee)</p> <p>_____</p> <p>Why ?</p> <p>_____</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="padding: 2px;">Please rate HIM/HER</th> <th style="padding: 2px;">Excellent</th> <th style="padding: 2px;">Satisfactory</th> <th style="padding: 2px;">Poor</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">Quality of Service</td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="padding: 2px;">Speed of Service</td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="padding: 2px;">Smile/Greetings/ Pleasant Attitude</td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="padding: 2px;">Grooming of Employee</td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="padding: 2px;">Cleanliness of Work area</td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </tbody> </table> <p>Any suggestion on how we can serve you better?</p> <p>_____</p>	Please rate HIM/HER	Excellent	Satisfactory	Poor	Quality of Service				Speed of Service				Smile/Greetings/ Pleasant Attitude				Grooming of Employee				Cleanliness of Work area				<p>COMPLAINT (REKLAMO)</p> <p>Agency Visited/Transacted: <u>CITY CIVIL REGISTRAR</u></p> <p>Purpose/Transaction: _____</p> <p>_____</p> <p>Have you experienced unsatisfactory service or discourtesies by an employee? () Yes () No</p> <p>If yes, pls. state the NAME OF DISCOURTEOUS EMPLOYEE:</p> <p>_____</p> <p>Details of discourtesy :</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Any suggestion on how we can serve you better?</p> <p>_____</p> <p>_____</p> <p>_____</p>
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<p>Client Information: Date: _____</p> <p>NAME: _____</p> <p>Signature : _____</p> <p>Address: _____</p> <p>_____</p> <p>Phone Number : _____</p>	<p>Client Information : Date _____</p> <p>NAME: _____</p> <p>Signature : _____</p> <p>Address : _____</p> <p>_____</p> <p>Phone Number : _____</p>																								