



LAPU-LAPU CITY CITIZEN'S CHARTER

LOCAL CIVIL REGISTRAR

2nd Floor, City Library Bldg., Lapu-Lapu City Government Center

Tel No. 340-0019



Quincentennial Commemorations in the Philippines
Victory and Humanity - 1521-2021

To instill public awareness and assist the public in the implementation of registration of vital civil documents and registrable events of an individual and develop an Information Technology-driven system data storage in retrieving civil registry documents for a more complete and updated civil registry system database in Lapu-Lapu City, delivering efficient and effective civil registration services to the public and supporting the development and competitiveness of the Local government of Lapu-Lapu City, thereby contribute to national growth.

FRONTLINE SERVICE

A. CIVIL REGISTRATION SERVICES:

• Certificate of Live Birth, Marriage & Death

• WHO MAY AVAIL OF THE SERVICE:

Applicant (document owner who is 18yrs & above)
Parent/s / Spouse of applicant
Child/Brother/Sister/Attorney-in-fact for absentee applicant

• REQUIREMENTS:

- Four (4) original copies of the Certificate of Live Birth
- Muslim Form for Islam
- For Unmarried Parents who will use the Surname of the Father attached
 - Certificate of Live Birth (back part "Paternity Portion" must signed by both parents and duly Notarized)
 - Notarized Affidavit Using Surname of the Father (AUSF) signed by the Mother
 - For Minor Mother, her parent will affix his/her signature in the AUSF
 - Valid ID of the Parents, Grandparent (for minor mother)

4. Secure List of Requirements for Late Registration of Birth, Marriage & Death

• Fees/Charges:

- Registration (timely) - free
- For those who will avail the AUSF - P100.00
- Registration (late) - P100.00
- Cert. of No Record (late) - P80.00

• HOW TO AVAIL OF THE SERVICE:

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	Bring 4 sheets of original signed Certificate of Live Birth, Marriage & Death	Provide the client/informant and a short briefing on the service and its requirements and fees	5 mins - (timely) 20mins - (late)	Manuel Pacilan-birth Crestore Ngujo-birth Maria Faye Amoin-marriage Marvin Pino-death
2	Submit the requirements	Evaluate the submitted requirements and advise the client to proceed with the payment of fees at CTO (if needed)	5 mins - (timely) 20mins - (late)	Manuel Pacilan-birth Crestore Ngujo-birth Maria Faye Amoin-marriage Marvin Pino-death
3	Submit OR	Receive O.R. and process the request (timely)	1 day	Manuel Pacilan - birth Crestore Ngujo - birth Maria Faye Amoin - marriage Marvin Pino - death
		Receive O.R. and process the request (late)	To be posted for 10 consecutive days	Crestore Ngujo - birth Maria Faye Amoin - marriage Marvin Pino - death
4	Return to L.C.R.O. on the agreed date and claim documents	Release processed documents	5 mins	Manuel Pacilan - birth Crestore Ngujo - birth Maria Faye Amoin-marriage Marvin Pino - death

B. LEGAL AND COURT ORDER REGISTRATION SERVICES:

- Legitimation
- R.A. 9858 (Legitimation to Minor Parent/s)
- R.A. 9255 (Using Surname of the Father)
- Supplemental Report
- R.A. 9048 (Correction for Clerical Error / Change of First Name)
- R.A. 10172 (Correction on Gender / Correction of Birth Day & Month)
- Court Decrees:
 - Declaration of Entries
 - Declaration of Nullity of Marriage
 - Presumptive Death
 - Recognition of Foreign Judgement
 - Adoption
- Conversion to Islam
- Foundling
- Pre-Nuptial Agreement
- Election of Citizenship and Naturalization
- Election of Agreement

• WHO MAY AVAIL OF THE SERVICE:

- Applicant (document owner who is 18yrs & above)
- Parent/s / Spouse of applicant/petitioner
- Child/Brother/Sister/Attorney-in-fact for absentee applicant/petitioner

• REQUIREMENTS:

See In-Charge for Varied List of Attachments

• SCHEDULE OF SERVICE AVAILABILITY

Monday - Friday : 8:00am - 5:00pm

Legitimation & R.A. 9858 (Legitimation to Minor Parent/s)	R.A. 9255 (Using Surname of the Father)	Supplemental Report	R.A. 9048 (Correction for Clerical Error)	R.A. 9048 (Change of First Name) R.A. 10172 (Correction on Gender / Correction of Birth Day & Month)	Court Decrees: a) Correction of Entries b) Declaration of Nullity of Marriage c) Presumptive Death d) Recognition of Foreign Judgement e) Adoption	Conversion to Islam Foundling Pre-Nuptial Agreement Election of Citizenship & Naturalization Election of Agreement
Acknowledgement P100.00 Legitimation P100.00 Endorsement P100.00 Birth Cert P100.00 Doc Stamp P60.00	Acknowledgement P100.00 AUSF P100.00 Endorsement P100.00 Birth Cert P100.00 Doc Stamp P60.00	Supplemental Endorsement P100.00 Birth Cert P100.00 Doc Stamp P60.00	CCE P1,000.00 Migrant P500.00 Endorsement P100.00 Birth Cert P100.00 Doc Stamp P60.00	CFN/RA 10172 P3,000.00 Migrant P1,000.00 Endorsement P100.00 Birth Cert P100.00 Doc Stamp P60.00	Correction of Entries P100.00 Declaration of Nullity of Marriage P500.00 Presumptive Death P100.00 Recognition of Foreign Judgement P200.00 Adoption P400.00 All Court Decrees Issued Documents is subject to Certified True Copy by our Office @ p60.00/page	No Fee

HOW TO AVAIL THE SERVICE

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	Secure requirements from the LCRO	Provide the client with a short briefing about the service and its requirements	20 mins	Yolanda Pangatungan Melissa Augusto Nancy Igot Reina Laos Maria Faye Amoin Mery Christine Naul
2	Submit requirements	Check the requirements and advise client to pay fees at CTO	20 mins	Yolanda Pangatungan Melissa Augusto Nancy Igot Reina Laos Maria Faye Amoin
3	Submit OR	Receive O.R. and schedule mailing of the documents to PSA, Manila for final annotation	2 days	Yolanda Pangatungan Melissa Augusto Nancy Igot Reina Laos Maria Faye Amoin
		Process the request and put proper annotation on the civil registry records, photocopy and authenticate supporting documents	R.A. 9048 & R.A. 10172 To be posted for 10 consecutive days	Yolanda Pangatungan Melissa Augusto Nancy Igot Reina Laos Maria Faye Amoin
4	Return to L.C.R.O. on the agreed date and claim documents	Release processed documents and instructed client with the mailing procedure	5mins	Yolanda Pangatungan Melissa Augusto Nancy Igot Reina Laos Maria Faye Amoin

C. INFORMATION AND RECORDS MANAGEMENT:

Issuance and Certified True copy of the Birth, Marriage & Death Certificates

• WHO MAY AVAIL OF THE SERVICE:

- Parents
- Person Concerned/Owner
- Authorized Representative
- Courts with court orders

• SCHEDULE OF SERVICE AVAILABILITY

Monday - Friday : 8:00am - 5:00pm

• REQUIREMENTS:

- Accomplished request form from Local Civil Registrar employee-in-charge
- Any valid ID with picture and signature such as driver's license, school ID, Office ID, GSIS, SSS, Passport
- Authorization letter for person representing the owner (Valid I.D. of owner and representative)
- Letter from a public office requesting copy for administrative purposes

• Fees/Charges:

- Certified True Copy of Civil Registry - P 30.00/copy
plus documentary stamp - P 30.00/copy
Issuance of Civil Registry plus documentary stamp - P 30.00/copy

HOW TO AVAIL THE SERVICE:

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	Secure application forms at the information table	Provide the request form to the applicant / requester and advice client to pay fees at CTO	5 mins	Annabelle T. Enriquez
2	Submit the duly accomplished form with the OR	Receive the request form with O.R. and verify ID and authorization letter.	5 mins	Annabelle T. Enriquez
		Search/verify records for printing and reproduction	30 mins	Marvin Pino/Manuel Pacilan Jr. Crestore Ngujo / Gina Pilapil Nancy Igot / Allan Rivera Esperanza Taping
3	Claim documents	Release documents	5 mins	Irish Bariquit

D. MARRIAGE LICENSE ISSUANCES SERVICES

• WHO MAY AVAIL OF THE SERVICE:

- Male and Female persons desirous of getting married
- Both applicants must be 18 years of age or above
- Must be either single, widow/ widower, annulled or divorced
- One or both applicants are residents of Lapu-Lapu City

• REQUIREMENTS:

- Pre-Marriage Counseling Certificate from the City Health Office, LLC
- Certificate of Live Birth (recently issued PSA Copy) or Baptismal Certificate (Original)
- Certificate of No Marriage (CENOMAR) of both (Original)
- Parental Consent or Advice for applicants below 25 years old
 - Personal appearance of father and mother with valid ID's
 - Parents will sign on the parental consent or advice form
- For Widow/Widower - Death Certificate of Spouse
 - For Annulled - Final Decision of Annulment
 - For Divorcees - Divorce Decree
- For Foreigners - Certificate of Legal Capacity to Contract Marriage issued by their respective Embassy or Consular Office in the Philippines
 - Passport
- Personal appearance of both applicants. Other documentary evidences
- Valid I.D. and Cedula
- Certificate of Residency

HOW TO AVAIL OF THE SERVICE:

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	a) Secure Application for Marriage License form. b) Inquire requirements related to Marriage License	Answer inquiries from the applicants	10mins	Gina Pilapil Marvin Pino Vilma Taghoy
2	Present required documents	Verify qualifications and documents	10mins	Gina Pilapil Marvin Pino Vilma Taghoy
3	Accomplish and submit application form	a) Review the application b) make corrections if necessary c) Inform applicants to pay the fees at CTO	10mins	Gina Pilapil Marvin Pino Vilma Taghoy
4	Present the Official Receipt to Gina Pilapil	Inform the applicant to proceed to either Yolanda Pangatungan / Melissa Augusto / Manuel Pacilan Jr. for a short interview	5 mins	Gina Pilapil Marvin Pino Vilma Taghoy
5	Answers queries by City Civil Registrar	a) Interviews the applicants b) Signs the application for marriage license form and parental consent or advice (if necessary)	10mins	Yolanda Pangatungan Melissa Augusto Manuel Pacilan, Jr.
6	a) Return the application form to Gina Pilapil b) Signs on the Logbook	a) Logs the application b) Inform the applicants when to collect the Marriage License c) Issues a Claim Stub	5 mins	Gina Pilapil Marvin Pino Vilma Taghoy
		Publish Notice of Application for Marriage License on the Bulletin Board	10days	Gina Pilapil Marvin Pino
	Sign and approve Marriage License		5mins	Yolanda Pangatungan Melissa P. Augusto Manuel Pacilan, Jr.
7	Claim Marriage License	Release Marriage License and record issuance	5 mins	Gina Pilapil Marvin Pino

E. BREQ SERVICES: ISSUANCE OF SECURITY PAPERS

A. CENOMAR /CEMAR

B. BIRTH

C. MARRIAGE

D. DEATH

• WHO MAY AVAIL OF THE SERVICE:

- Parents
- Person Concerned/Owner
- Authorized Representative
- Court order

• REQUIREMENTS:

- Accomplished request form from Local Civil Registrar employee-in-charge.
- Any valid ID with picture and signature such as driver's license, school ID, Office ID, GSIS, SSS, Passport
- Authorization letter for person representing owner and valid I.D. of owner and representative
- Letter from a public office requesting copy for administrative purposes

• Fees/Charges:

- PSA fee for Birth, Marriage and Death Certificates - P155.00 / copy
CENOMAR/CEMAR - P210.00 / copy
Processing fee - P 50.00 / copy

HOW TO AVAIL OF THE SERVICE:

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	Secure request forms at the information table	Give the desired requests form to the requester and advice applicants to pay the fees at CTO	2 mins	Annabelle Enriquez
2	Submit duly accomplished request form to the LCR employee-in-charge	Verify/accept request form, issue O.R. & BREQS temporary receipt after receiving the PSA fee from the requester	5 mins/copy	Lorna Manlosa Marcial Matidios, Jr. Juvy Yagonia
		Encode PSA BREQS requests	5 mins/copy	Marcial Matidios, Jr. Juvy Yagonia
		Prepare transmittal and bank deposits for PSA requests received	1 hour	Marcial Matidios, Jr. Melissa Augusto
		Submit request to PSA after depositing the exact amount that coincides the number of requests received.	1 day	Benjamin Torres Jr.
		Claim the process PSA BREQS and release the documents to LCR employee-in-charge	After 7 days (Case to case basis)	PSA personnel LCR personnel Benjamin Torres, Jr. Carolina Remorosa Jayne Pino
3	Claim Security Papers	Release Security Papers	10 mins	Juvy Yagonia

F. ELECTRONIC ENDORSEMENT SERVICES:

• WHO MAY AVAIL OF THE SERVICE:

- Applicant (document owner who is 18yrs & above)
- Parent/s / Spouse of applicant
- Child/Brother/Sister/Attorney-in-fact for absentee applicant

• REQUIREMENTS:

- Registered Certificate of Live Birth, Marriage and Death
- Any valid ID with picture and signature such as driver's license, school ID, Office ID, GSIS, SSS, Passport
- Authorization letter for person representing owner and valid I.D. of owner and representative
- Letter from a public office requesting copy for administrative purposes

• Fees/Charges:

- (Newly Registered)
Endorsement Fee - P100.00
(Negative in PSA Manila yet with Record in LCR)
Endorsement Fee - P100.00
Issuance of Civil Registry - P 50.00
plus documentary stamp - P 30.00

• SCHEDULE OF SERVICE AVAILABILITY

Monday - Friday : 8:00am - 5:00pm

HOW TO AVAIL OF THE SERVICE:

FOLLOW THESE STEPS

STEPS	CLIENT	PERSONNEL	TIME DURATION	PLEASE APPROACH
1	Approach CCR and inform her/him about the request for endorsement	a. Advise the client to recheck his/her registered Certificates (timely);	10 mins	Yolanda Pangatungan Melissa Augusto Manuel Pacilan, Jr. Maria Faye Amoin Marvin Pino
		b. For negative in PSA and yet with record in LCR, inform client to proceed with the Records Section	1 hour	Yolanda Pangatungan Melissa Augusto
		c. Advise applicants to pay the fees at CTO	1 hour	Yolanda Pangatungan Melissa Augusto
2	Present the Official Receipt	Advise client to submit the Official Receipt to Manuel Pacilan, Jr.	5 mins	Manuel Pacilan Jr.
		Schedule mailing "For negative in PSA and yet with record in LCR" to NSO, Manila	5 mins	Manuel Pacilan Jr.
		For "Timely Registered" advised client to follow-up one (1) month later for update	5 mins	Manuel Pacilan Jr.
3	Return to L.C.R.O. on the agreed date and claim documents	Release processed documents and instructed client with the mailing procedure "For negative in PSA and yet with record in LCR".	10 mins	Manuel Pacilan Jr.