



CITIZENS CHARTER

OTHERWISE KNOWN AS

"ANTI-RED TAPE ACT OF 2007"

REPUBLIC ACT NO. 9485



AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE.

OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

FRONTLINE SERVICE : ISSUANCE OF CERTIFIED COPY, CERTIFICATION OF AVAILABLE & NON-AVAILABLE CIVIL REGISTRY DOCUMENTS (Birth, Death and Marriage)

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					OFFICE OF THE MCR
1. Fill up verification slip	Verify document being requested on database program and registry book	Properly filled-up verification slip	NONE	5 mins. to 10 mins.	Alma M. Sabra Gerardo C. Ramos Orlando P. Arintok	Table #1 Table #1 Table #6 Office of the Mun. Civil Registrar 2nd Floor, Lingkod Bayan Bldg. Poblacion, Rosario, Cavite
2. Present any valid document and identification	If record is available: - Verifier shall retrieve the records from the bookbinder files and have it photocopied for the authentication procedure.	Parents or authorizing person (written authority) if minor Person himself/herself if of legal age Valid I.D.	NONE	5 mins. to 8 mins.	Alma M. Sabra Armando L. De Guia Gerardo C. Ramos	Table #1 Table #3 Table #1
	If no record found: - Require client to present any valid document as basis of issuance of certificate for non-availability. - Advice client to secure PSA Certification. - Accept document as reference for issuance of non-availability. Issues payment slip & request applicant to pay the corresponding fee at the Office of the Municipal Treasurer.	Baptismal Certificate or Affidavit of Birth/Death and Marriage	NONE	5 mins.	Avelinda P. Ferrer Kristine Lei B. Llagas Orlando P. Arintok	Table #5 Table #8 Table #6
3. Pay prescribe fee at the Office of the Municipal Treasurer	Accepts payment and issues Official Receipt	Payment slip	P 90.00	2 mins.	Amalin R. Rios Leandro Fulton A. Vivo Joyce Ann R. Valdeabella Gerardo C. Ramos	Treasurer's Office Ground Floor, Lingkod Bayan Bldg., Poblacion, Rosario, Cavite Table #1
4. Present Official Receipt (O.R.) to the assigned personnel	Prepares authenticating procedure: - affix dry seal, rubber stamp & signature of verifier & Official Receipt Sign by the Mun. Civil Registrar	Official Receipt	Official Receipt	5 mins.	Maria Rosario C. Soriano <i>Municipal Civil Registrar</i>	
5. Receive Certification and Sign in the logbook	Records outgoing authenticated document	NONE	NONE	2 mins.	Alma M. Sabra Gerardo C. Ramos	Table #1 Table #1

FRONTLINE SERVICE : APPLICATION REQUEST FOR PSA COPY OF CIVIL REGISTRY DOCUMENT

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER					OFFICE OF THE MCR
1. Request PSA Application Form	Provides PSA Application Request Form	Identification of requesting party Authorization letter if not related	NONE	1 to 3 mins.	Armando L. De Guia, Jr. Melinda H. Cabrera	Table #3 Table #2
2. Fill up PSA Application Request Form	Accepts PSA Application Request Form Provides payment stub	Properly filled PSA Application Request Form	NONE	3 to 5 mins.	Armando L. De Guia, Jr.	Table #3
3. Pay prescribed amount of fee	Accepts payment and issues Official Receipt Request to comeback after 4 days to claim the PSA Copy of requested document Encode PSA request form in the database program & transmit diskette at the Cavite PSA Provincial Office per given schedule for filing, payment & processing of request Pick-up released PSA document at the Cavite PSA Provincial Office after 3 days per given schedule	Payment slip	P100.00 Filing Fee P155.00 PSA Payment P210.00 CENOMAR PSA Payment	2 mins.	Armalin R. Rios Leandro Fulton A. Vivo Armando L. De Guia, Jr. Melinda H. Cabrera	Office of the Mun. Treasurer Ground Floor, Lingkod Bayan Bldg., Poblacion, Rosario, Cavite Table #3 Table #2
4. Receive PSA Copy of requested document Sign in the logbook	Releases PSA Copy Records outgoing authenticated document	Identification of requesting party/ Authorization letter if not related	NONE	3 mins.	Armando L. De Guia, Jr.	Table #3

FRONTLINE SERVICE : ISSUANCE OF MARRIAGE LICENSE

STEPS / PROCESS		DOCUMENTS REQUIRED FROM CUSTOMER	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION OFFICE OF THE MCR
CLIENT	PROVIDER					
1. Request for list of requirements in securing marriage license	Conducts personal interview with applicant Provides information sheet and check list of requirements for compliance	NONE	NONE	10 mins.	Myra B. Abutin Ma. Teresa P. Arbonida	Table #4 Table #9 Office of the Mun. Civil Registrar 2nd Floor, Lingkod Bayan Bldg. Poblacion. Rosario, Cavite
2. Present required documents to the assigned person in-charge	Reviews the consistency of required presented document	Any identification showing proof of residency in this municipality such as Voter's I.D., Police Clearance, Postal I.D., etc.	NONE	5 mins.	Myra B. Abutin Ma. Teresa P. Arbonida	Table #4 Table #9
3. Fill up and sign Application form for Marriage License	Accepts Marriage Application Issues payment slip and request applicant to pay the corresponding fee at the Office of the Municipal Treasurer	PSA CENOMAR Birth Certificate Pre-Marriage Counseling Cert. Family Planning Certificate Barangay Clearance Parental Approval Identification of subject-applicant & parents	NONE	3 mins.	Myra B. Abutin Ma. Teresa P. Arbonida	Table #4 Table #9
4. Pay prescribed application & marriage license fee to the Office of the Municipal Treasurer	Accepts payment and issues Official Receipt	Payment slip	P300.00 Application fee P250.00 Additional Marriage License fee P 2.00 Marriage License fee	2 mins.	Amalin R. Rios Leandro A. Fulton Vivo	Office of the Mun. Treasurer Ground Floor, Lingkod-Bayan Building, Poblacion, Rosario, Cavite
5. Present Official Receipt to the MCR personnel in-charge	Prepare Notice of Application & inform the applicant of the schedule date of release of marriage license Subscribe Marriage Application and other supporting documents Sign and issue Marriage License	Official Receipt	NONE	3 mins.	Myra B. Abutin Maria Rosario C. Soriano <i>Municipal Civil Registrar</i>	Table #4
6. Receive Marriage License with attached marriage application Sign in the logbook	Release Marriage License with marriage application to contracting party after 10 days posting period Records outgoing issuance of marriage license	Official Receipt	NONE	3 mins.	Myra B. Abutin	Table #4

FRONTLINE SERVICE : REQUEST FOR DELAYED REGISTRATION OF BIRTH

STEPS / PROCESS		DOCUMENTS REQUIRED	FEES	RESPONSE TIME	PERSON RESPONSIBLE	LOCATION
CLIENT	PROVIDER	FROM CUSTOMER				OFFICE OF THE MCR
1. Fill-up verification slip	Conduct manual verification & verification in database program	Properly filled-up verification slip	NONE	5 mins. to 10 mins.	Alma M. Sabra Gerardo C. Ramos	Table #1 Table #1
2. Present PSA Certificate of No-Record	Provide checklist of requirements for compliance if negative verification result	PSA Certification of No-Record	NONE	3 to 5 mins.	Avelinda P. Ferrer Kristine Lei B. Llagas Myra B. Abutin	Table #5 Table #8 Table #4
3. Submit and present required documents needed	<p>Review the consistency of submitted documents</p> <p>Provide applicant scheduled date to comeback ten days after posting period</p> <p>Prepare MF # 102 (Certificate of Live Birth)</p> <p>Final review of all documents submitted & accomplished form</p>	<p>Certified Copy of Baptismal Certificate (latest issue)</p> <p>Certified Copy of Marriage Certificate of Parents if Child is legitimate</p> <p>Certified Copy of Marriage Contract of subject applicant if married</p> <p>Affidavit of Two Disinterested Person</p> <p>Birth Affidavit of Parents</p> <p>Birth Affidavit of subject-applicant</p> <p>Other supporting document if child is illegitimate: -Transcript of Record -Medical Record - Valid I.D. of parents/ subject-applicant</p> <p>Authorization letter or Special Power of Attorney (SPA) for duly authorized representative of the applicant (out of the country)</p>	NONE	5 to 10 mins.	<p>Avelinda P. Ferrer Kristine Lei B. Llagas Myra B. Abutin</p> <p>Ma. Teresa P. Arbonida Crystalene B. Vergara</p>	<p>Table #5 Table #8 Table #4</p> <p>Table #9 Rosario Maternity and Medical Emergency Clinic</p>
	Prepare Notice of Application for Delayed Registration of Birth				María R. Dela Cruz	Table #7
4. Review and sign accomplished Certificate of Live Birth	Issue payment slip and request client to pay the prescribed fee at the Treasurer's Office		NONE	3 to 5 mins.	<p>María Rosario C. Soriano <i>Municipal Civil Registrar</i></p> <p>Avelinda P. Ferrer Orlando P. Arintok</p>	Table #5 Table #6
5. Pay prescribed fee for processing & authentication of document	Accepts payment and issues Official Receipt	Payment slip	P90.00 Certified Copy	2 mins.	<p>Arnalin R. Rios Leandro Fulton A. Vivo</p>	Office of the Mun. Treasurer Ground Floor, Lingkod Bayan Bldg Poblacion, Rosario, Cavite
6. Present Official Receipt the MCR Staff in-charge	<p>Affix Official Receipt</p> <p>Assign registry number</p> <p>Record in the Civil Registry book</p> <p>MCR affixed signature over printed name on Received & Registered column of Certificate of Live Birth</p>	Official Receipt	NONE	3 mins.	<p>Alma M. Sabra Gerardo C. Ramos</p> <p>Orlando P. Arintok Avelinda P. Ferrer María Rosario C. Soriano <i>Municipal Civil Registrar</i></p>	<p>Table #1 Table #1</p> <p>Table #6 Table #5</p>

FRONTLINE SERVICE : ACCEPT TIMELY REGISTRATION OF CIVIL REGISTRY DOCUMENTS (Birth, Death and Marriage)

STEPS / PROCESS		DOCUMENTS REQUIRED	FEES	RESPONSE	PERSON	LOCATION
CLIENT	PROVIDER	FROM CUSTOMER		TIME	RESPONSIBLE	OFFICE OF THE MCR
1. Proceed to MCR Staff in-charge and present document for registration	Reviews document if properly accomplished	Properly accomplished forms: Municipal Form No. 102 (Certificate of Live Birth)	NONE	3 to 5 mins.	Myra B. Abutin Maria R. Dela Cruz Ma. Teresa Arbonida	Table #4 Table #7 Table #9
	Receives & register document by affixing signature of the MCR with the date of receipt & date of registration	Municipal Form No. 103 (Certificate of Death) Municipal Form No. 97 (Certificate of Marriage)		3 mins.	Myra B. Abutin Maria R. Dela Cruz	Table #4 Table #7
	Assigns registry number, record in the Civil Registry book and provide the registrant's copy of registered document			2 min.	Ma. Teresa Arbonida	Table #9
2. Receive Registrant's copy of the registered document						