

PHILIPPINE STATISTICS AUTHORITY
TRECE MARTIRES CITY CENSUS SERBILIS OUTLET

CITIZEN'S CHARTER

REQUEST FOR A COPY OF BIRTH, MARRIAGE, DEATH, CERTIFICATE OF NO MARRIAGE (CENOMAR) / ADVISORY ON MARRIAGES

FORMS: Application Form (AF) Color Code : **White** - Birth ; **Pink** - Marriage ; **Yellow** – Death ; **Green** – CENOMAR/CEMAR

FEES: **Php155.00** for Birth, Marriage and Death Certificates / **Php210.00** for CENOMAR/CEMAR

PROCESSING TIME: **1-2 hours** after payment (for those documents already available in the database and no conflict).

NOTE: **4 Working Days** for CENOMAR/CEMAR

3 weeks for unconverted and manual verification.

REQUIREMENTS:

1. Accomplished Application Form
2. Atleast one (1) valid (if you are the document owner);
 - If you are not the document owner, you are required to present an authorization letter and valid ID from the owner of the document (if in legal age) and valid ID of the authorized personnel.
 - If related to the document owner, you are required to present valid ID and document/s that will prove that you are the:
 - Parent;
 - Spouse;
 - Direct Descendant; and
 - Legal Guardian, if minor.

What is the procedure?

Step	Applicant/Client	Service Provider	Officer-in-charge	*Processing Time	Fees and/or Requirements
1	Gets appropriate AF and fill in the AF with the required information.	Provides the client appropriate AF.	Screeener-on-duty	5-10 minutes	AF
2	Proceeds to the screening area and secure queuing number.	-Screens the AF and checks if the fields are filled-in correctly and completely by the requester, checks the IDs and/or authorization letter if valid. -Stamps "ID Presented" for complete requirements and good for releasing;	Screeener-on-duty	5 minutes	AF / Valid ID and/or Authorization Letter

		-Stamps “No ID, authorization, No Release” and advises the clients to proceed to payment but advised to get the needed requirements.			
3	Goes to the payment area/collecting officer from Window 1 to Window 4 for regular number; and Window 5 for Senior citizens, person with disabilities, pregnant women and requesters with new born child.	-Inputs the request’s information in the system and issues official receipt (OR) to the clients. -Writes the date of release for CENOMAR/CEMAR and unconverted documents.	Collecting Officer	5-10 minutes	AF Php155.00 (Birth, Marriage, Death) Php210.00 (CENOMAR/CEMAR)
4	Proceeds to the waiting area for the processing of the documents.	-Searches the requested documents thoroughly. -Prints the documents.	Request Service Officers	1 hour	AF
5	Waits until his/her queuing number is called.	-Sorts the documents. -Checks the documents if properly attached to its corresponding transaction number and queuing number. -Informs the client if his/her request is for manual verification and give date of release.	Printing Officers	30 minutes	
6.	Proceeds to the Releasing area once queue number was called.	-Checks the OR, documents to be released, valid ID and/or authorization letter. -Stamps “released”, date the document was released and initial of the releasing officer to the OR.	Releasing Officers	5 minutes	Official Receipt Valid ID and/or authorization letter
7	Proceeds to the customer care window if there are queries or questions about the released documents and/or about civil registration.	-Answers the queries and questions of the clients accurately.	Customer Care Officer/ Team Leader / Outlet Supervisor		
END OF PROCESS					
*Note: Waiting time is excluded in the processing time and duration of activity is depend upon the number of clients and transactions to process and accommodate in the event that there is a request.					