Republic of the Philippines
MUNICIPALITY OF ROSALES
Province of Pangasinan
-0-

OUR FRONTLINE SERVICES

I – OFFICE OF THE MUNICIPAL CIVIL REGISTRAR

1. ISSUANCE OF CERTIFIED COPIES OF BIRTH, MARRIAGE AND DEATH CERTIFICATES

THE SERVICE :

Certified copies of civil registry documents such as birth, marriage and death certificates maybe availed of in ___ minutes provided the Client knows the exact information.

OUR CLIENTS :

The General Public (local and foreign)- not only those from the municipality but including residents whose birth, death and marriage occurred in the municipality.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedures (For Clients)	You will need to present/Pay	Office Activity	Response Time	Employee/s Responsible
1. Client asks/requests for document/s needed			3 minutes	

2. Wait for verification of the availability of the requested document/s in the Register of Birth, Marriage and Death as the case may be		Verifies availability of document/s being requested. Advise client/s to pay if record/s are available. Inform also if no record can be found.	5 minutes	Ms. Remedios A. Buen Admin. Asst. II Mr. Benny S. Fernandez Admin. Asst. II Ms. Marivic C. Natino Admin. Asst. II Ms. Madelyn R. Santos Admin. Aide VI Ms. Feliza G. Caoayan Admin. Aide IV
3. Client pays the required fees at the Treasurer's Office	All Certificates P165.00 each	Issuance of official receipt	3 minutes	Ms. Jeannie Rose Cosue Admin. Aide III Ms. Maribel Z. Ramos RCC 1 Mr. Julian C. Cabanas Admin. Aide VI
4. Wait for the requested document/s to be prepared	Official Receipt	Receives the official receipt and prepare the requested document/s. Employee signs afterwards.	5 minutes	Ms. Remedios A. Buen Admin. Asst. II Ms. Marivic C. Natino Admin. Asst. II Mr. Benny S. Fernandez Admin. Asst. II Ms. Madelyn R. Santos Admin. Aide VI Ms. Feliza G. Caoayan Admin. Aide IV
5. Wait for the requested document/s to be signed and released		Reviews the document/s, affix signature and release it to client	2 minutes	Mr. Florando Galamgam MCR

Clients Feedback maybe made at the Public Assistance Desk and/or HRM Office.
TOTAL RESPONSE TIME - 18 minutes

2. ***REGISTRATION OF LIVE BIRTHS, MARRIAGES AND DEATHS***

THE SERVICE :

Birth of child, Marriages whether it be a Civil or Church Wedding and Death must be registered with the Office within thirty (30) days after birth, solemnization or death.

OUR CLIENTS :

The General Public (Local and Foreign) – not only those from the municipality but also residents of other municipalities and provinces born, died and had their wedding ceremonies here.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (For Clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Clients fills up the registration questionnaire	Free of charge	Receives questionnaire duly filled up or interview applicant if unable to write	10 minutes	Mr. Florando Galamgam MCR Ms. Remedios A. Buen Admin. Asst. II Ms. Marivic C. Natino Admin. Asst. II Mr. Benny Fernandez Admin. Asst. II Ms. Madelyn R. Santos Admin. Aide VI Ms. Feliza G. Caoayan Admin Aide IV
2. Wait for the document/s to be typewritten in the prescribed form		Advise client to wait and type all information given by in the prescribed form	15 minutes	Ms. Remedios A. Buem Admin. Asst. II Ms. Marivic C. Natino Admin. Asst. II Ms. Madelyn R. Santos

				Admin Aide VI Ms. Feliza G. Caoayan Admin Aide IV
3. Clients reviews the typewritten informations, make corrections if there is any and sign the document/s		Clients are required to review all the documents needed and affixing their signatures, if required	10 minutes	Ms. Remedios A. Buen Admin. Asst. II Ms. Marivic C. Natino Admin. Asst. II Ms. Madelyn R. Santos Admin. Aide VI Ms. Feliza G. Caoayan Admin Aide IV
4. Wait for your file copy to be released after signature of the employees concerned		1.Receipt of document/s 2.MCR approved the document/s 3.Release of the document/s	5 minutes	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR

Client Feedback maybe made at the Public Assistance Desk and/or HRM Office.

TOTAL RESPONSE TIME - 40 minutes

3. PETITION FOR CORRECTION OF FIRST NAME

THE SERVICE:

RA 9048 authorizes the Municipal Civil Registrar to change the first names of nicknames and corrects typographical entries without the need of a judicial order. However, changes in sex, date, nationality, age and status of a person must still be filed with the proper court.

If the Petition for Correction of clerical error is granted, this transaction can normally be completed in four (4) months.

OUR CLIENTS:

All individuals born in the municipality with discrepancies in their first names.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Applicants submits three (3) photocopies each of the documents	1. Certificate of Live Birth to be corrected from NSO 2. NBI/Police Clearance 3. Baptismal Certificate 4. Form 137 or Transcript of Records 5. Diploma 6. Marriage Contract (if married) 7. Certificate of No Pending case from employer, if employed 8. Voter's Registration 9. Valid IDs	Receive and verify document/s	15 minutes	Ms. Feliza G. Caoayan Admin. Aide IV Ms. Madelyn R. Santos Admin. Aide VI Ms. Marivic C. Natino Admin. Asst. II Ms. Remedios A. Buen Admin. Asst. II
2. Wait for the petition documents to be prepared		Prepare documents in filing the Petition	15 minutes	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR
3. Review and sign the Petition		Advise client to pay required filing fees	5 minutes	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam

				MCR
4. Pay required fees at the Treasurer's Office		Issuance of Official Receipt	2 minutes	Ms. Maribel R. Zacarias RCC I Mr. Julian C. Cabanas Admin. Aide VI
5. Go back to MCR Office and give the receipt and for further instructions		Inform client/s that the petition shall be posted within 10 days, after which MCR will act on it.	10 days posting	Mr. Florando Galamgam MCR
6. Wait for the action of the MCR on the petition		Forward documents to the NSO of MCR granted the petition, if not, inform the petitioner	Three (3) months	Mr. Florando Galamgam MCR
7. Receive copy of the requested document/s		1.Prepare Certificate of finality 2.Release to client his/her copy	10 minutes	Mr. Florando Galamgam MCR

Client Feedback maybe made at the Public Assistance Desk and/or HRM Office.

TOTAL RESPOSE TIME - 3 months, 10 days and 47 minutes

4. *PETITION FOR CORRECTION OF CLERICAL ERROR PURSUANT TO RA 9048*

THE SERVICE:

RA 9048 authorizes the Municipal Civil Registrar to change of first names or nicknames and corrects typographical entries without the need of a judicial order. However, changes in sex, date, nationality, age and status of a person must still be filed with the proper court.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Applicant submits three (3) photocopies of each of the requirements	1. Birth Certificate or Marriage from NSO 2. Baptismal Certificate 3. Marriage Contract of parents 4. Voter's Registration from COMELEC 5. Form 137 6. Valid IDs	Verify on the authenticity of documents presented. Advise client to wait	15 minutes	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR
2. Wait for the document/s to be prepared		Prepare document/s necessary in filing the petition	30 minutes	Ms. Remedios A. Buen Admin. Asst. II
3. Petitioner reviews and signs the document/s		Payment of required fees	10 minutes	Ms. Remedios A. Buen Admin. Asst. II
4. Pay the required fees at the Treasurer's Office	Filing Fees - P2,000.00 Plus Miscellaneous fees	Issuance of Official Receipt	2 minutes	Ms. Maribel R. Zacarias RCC I Mr. Julian C. Cabanas Admin. Aide VI
5. Petitioner waits for the decision		Decide on the Petition	5 days	Mr. Florando Galamgam MCR
6. Wait for the affirmation from the NSO		Forward document/s to the NSO for affirmation	Three (3) months	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR
7. Return to the MCR		Prepare Certificate of		Ms. Remedios A. Buen

Office		finality upon receiving the affirmed petition	20 minutes	Admin. Asst. II Mr. Florando Galamgam MCR
8. Release of the document/s with remarks		Release of the document/s	5 minutes	Mr. Florando Galamgam MCR

Client Feedback maybe made at the Public Assistance Desk and/or HRM Office.

TOTAL RESPONSE TIME - 3 months, 5 days, 1 hour and 22 minutes

5. LATE REGISTRATION OF LIVE BIRTH

THE SERVICE:

Residents or individuals born in the municipality whose Certificate of Live Birth could not be given because it could not be found in the Register of Birth nor with the records of NSO.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Proceed to MCR Office for inquiries		Response to client's queries	3 minutes	Ms. Feliza G. Caoayan Admin. Aide IV Ms. Madelyn R. Santos Admin. Aide VI Ms. Marivic C. Natino Admin. Asst. II Ms. Remedios A. Buen Admin. Asst. II
2. Present the required document/s	1. Negative Result of Certification from the NSO 2. Joint Affidavit of two Disinterested Persons duly notarized; and Any two of the following: a. Baptismal Certificate b. Marriage Certificate c. Voter's Registration	Check the authenticity of the document/s presented and advise client to pay required fees at the Treasurer's Office; Processing Fee -P150.00 Indorsement Fee–150.00 Certified True Copy – P150.00	5 minutes	Ms. Feliza G. Caoayan Admin. Aide IV Ms. Madelyn R. Santos Admin. Aide VI Ms. Marivic C. Natino Admin. Asst. II Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam

	d. Identification Cards e. School Records	Affidavit (as requested)		MCR
3. Client fills up the Late Registration Forms	Present Official Receipt	Assist client in filling up the form/s	5 minutes	Ms. Remedios A. Buen Admin. Asst. II
4. Wait while the document is being encoded		Encode the information provided in the prescribed form	10 minutes	Ms. Remedios A. Buen Admin. Asst. II
5. Review the finished document/s, sign afterwards		Inform applicant regarding the 11 days posting period for late registration	11 days	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR
6. Wait for the posting period to be finished				
7. Receive the Birth Certificate		Release after 11 days publication	2 minutes	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR

Client Feedback maybe made at the Public Assistance Desk and/or HRM Office.

TOTAL RESPONSE TIME - 11 days and 25 minutes

6. ISSUANCE OF MARRIAGE LICENSE

THE SERVICE:

Couples (one or both couples are residents of Rosales, Pangasinan) of legal ages, intending to get married must apply for a marriage license at the Office of the Municipal Civil Registrar. Said License is valid anywhere in the Philippines for a period of one hundred twenty days (120) from the date of issuance.

HOW TO AVAIL OF THE SERVICE

Step by Step Procedure (for clients)	You will need to present/pay	Office Activity	Response Time	Employee/s Responsible
1. Clients present required document/s and fill up application form	1. Birth Certificate of both parties 2. Parental/Guardian Consent for applicants 18-			

	20 years old 3. Parental/guardian Advice for applicants 21-24 years old 4. For foreigners – Certificate of Legal Capacity to Contract Marriage 5. For applicants who are previously married: a. Death Certificate of deceased spouse b. Decree of Divorce c. Decree of Annulment 6. Certificate of No Marriage (CENOMAR) from NSO	Verify authenticity and completeness of documents presented	15 minutes	Ms. Marivic C. Natino Admin. Asst. II Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR
2. Wait for the Application to be typewritten		Type information in the prescribed form	15 minutes	Ms. Marivic C. Natino Admin. Asst. II Ms. Remedios A. Buen Admin. Asst. II
3. Read and review the finished Application and sign afterwards		Wait while applicants review the documents and advise them to pay required fees	10 minutes	
4. Pay fees at the Treasurer's Office	Marriage Application Fee – P250.00 Marriage License Fee – P2.00	Issuance of Official Receipt	5 minutes	Ms. Maribel R. Zacarias RCC I Mr. Julian C. Cabanas Admin. Aide VI
5. Go back to MCR Office for further instructions	Additional Requirements: a. Plant "love tree" b. Attend Pre-Marriage Counselling c. Family Planning Seminar	Orient applicants on the other requirements necessary before the release of the license	15 minutes	Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR
6. Acquire Tree Planting	Certification from the	Receive the Certification of		

Form	Barangay Captain that the tree planting was duly done	"Love Tree"	20 minutes	
7. Attend Pre-Marriage Counselling and Family Planning Seminar on the scheduled dates	Application Forms and Official Receipt	Give Pre-Marriage Counselling to the applicants and issue certification of attendance	One (1) hour	Ms. Maeh C. Datu Designated Population Program Worker
8. Return after 10 working days for the release of the Marriage License	1. Official Receipt 2. Certification of the Barangay Captain 3. Certificate of Attendance to the Pre-Marriage Counselling and Family Planning Seminar 4. Parents/Guardian Advice or Consent (as the case maybe)	Release of Marriage License	10 working days	Ms. Marivic C. Natino Admin. Asst. II Ms. Remedios A. Buen Admin. Asst. II Mr. Florando Galamgam MCR

Clients Feedback maybe made at the Public Assistance Desk and/or HRM Office.

TOTAL RESPONSE TIME - 10 days, 2 hours and 20 minutes