

## A. Service Description

<b>Service Provided:</b>	DEATH CERTIFICATE (REVIEW) / INSTITUTIONAL DEATHS
<b>Simple, Complex, or Highly Technical</b>	SIMPLE
<b>Internal or External</b>	EXTERNAL
<b>Who may avail of Service</b>	ALL WHO DIED IN TAGUIG HOSPITALS/INSTITUTIONS

# Final Citizen`s Charter

Checklist of Requirements	Where to Secure
MUNICIPAL FORM 103 OR DEATH CERTIFICATE	HOSPITAL RECORDS SECTION, OR FUNERAL'S OFFICE, OR LOCAL CIVIL REGISTRY

**NOTE: different form 103 for fetal death and for ISLAM/IMAM**

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. SUBMIT DOCUMENTS	1a. Checking/ Assessment of completeness of Documents and record in logbook.	N/A	20-30 mins	1. Death Certificate 2. Other supporting documents		1a. CHO Staff Rudy Avila
	1b. Final Review and signing	N/A	20-30 mins			1.b Rhea Boyles, MD and another trained MD
	1c. Logout from logbook and Release of certificate	N/A	15-20 mins			1c. CHO Staff Rudy Avila
2. Receive Death Certificate						

**NOTE: for COVID- related cases, additional = original cremation certificate, COVID waiver and Funeral I.D**

**for Medical Legal cases=ML report or post-mortem report**

## E. Service Description

<b>Service Provided:</b>	<b>DEATH CERTIFICATE (INTERVIEW)/ NON-INSTITUTIONAL</b>
<b>Simple, Complex, or Highly Technical</b>	<b>SIMPLE</b>
<b>Internal or External</b>	<b>EXTERNAL</b>
<b>Who may avail of Service</b>	<b>ALL WHO DIED IN TAGUIG COMMUNITIES</b>

# Final Citizen`s Charter

Checklist of Requirements	Where to Secure
MUNICIPAL FORM 103 OR DEATH CERTIFICATE	HOSPITAL RECORD SECTION, OR FUNERAL OFFICE OR LOCAL CIVIL REGISTRY
PREVIOUS MEDICAL RECORDS	HOSPITAL RECORD SECTION, HEALTH CENTERS, PRIVATE CLINICS
PRC ID (PRIVATE PRACTITIONERS) PHOTOCOPY	PRIVATE PRATITIONERS

**NOTE: different form 103 for fetal death and for ISLAM/IMAM**

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. SUBMIT DOCUMENTS	1. Assessment/Checking of completeness of Documents + Record in logbook	N/A	20-30 mins	1. Death Certificate 2. other supporting documents		1a. CHO Staff Glenn Conde, Jaymar Capistrano, Rudy Avila
2. Proceed for Interview (V.A)	2a Verbal autopsy by MD 2b. Signing and final review 2c. Logout in logbook and Releasing of Death Certificate	N/A	60-90 mins			2a and 2b Rhea Boyles, MD + another trained MD  2c. Rudy Avila
3. Receive completed death certificate			10-15 mins			

**NOTE: for COVID- related cases, additional = original cremation certificate, COVID waiver and Funeral I.D**

**for Medical Legal cases=ML report or post-mortem report**

## M. Service Description

<b>Service Provided:</b>	OTHER DOCUMENTS/CERTIFICATIONS
<b>Simple, Complex, or Highly Technical</b>	SIMPLE
<b>Internal or External</b>	INTERNAL (LGU) AND EXTERNAL (OTHER OFFICES)
<b>Who may avail of Service</b>	ALL TAGUIGEÑOS CLIENT TO GOVERNMENT (C2G/G2G) GOVERNMENT TO GOVERNMENT

# Final Citizen`s Charter

Checklist of Requirements	Where to Secure
INSURANCE CLAIM FORMS OR GOVERNMENT BENEFIT FORMS	GOVERNMENT OFFICES CONCERNED / DOWNLOADABLE FORMS FROM GOVERNMENT WEBSITE, PRIVATE OFFICES CONCERNED / HRMO SECTION

**NOTE: CSC 211, SSS, GSIS FORMS, ETC.**

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. Submit documents	1a. Receive, Checking/ Assessment completeness of Documents	N/A	10-20 mins	Forms		1a. CHO Staff Glenn Conde, Jaymar Capistrano
	1b. Review and signing by MD		1-2 days			2a. Rhea Boyles, MD + another trained MD
	1c. Filing		5 mins			1c. CHO Staff/Mary Jane Busa
	1d. Releasing of Documents		2 mins			CHO Staff/POSO Glenn Conde, Jaymar Capistrano
2. Receive documents						