



COMMISSION ON ELECTIONS
OFFICE OF THE ELECTION OFFICER
Albuera, Leyte

CITIZEN'S CHARTER

FRONTLINE SERVICES	WHO MAY AVAIL?	REQUIREMENTS
Application for Registration	<ul style="list-style-type: none"> - 18 years old on or before the date of the elections - Resident of the Philippines for at least one (1) year and in the place wherein he/she intends to vote for at least six (6) months immediately preceding the elections - Not otherwise disqualified by law 	<p>Any of the following IDs that bear applicant's photograph and signature:</p> <p>Employee's ID with the signature of employer or authorized representative; Postal ID; PWD Discount ID; Student's ID or library card signed by the school authority; Senior Citizen's ID; Driver's License; NBI Clearance; Passport; SSS/GSIS ID; Integrated Bar of the Philippines (IBP) ID; License issued by the Professional Regulatory Board (PRC); Certificate of Confirmation issued by the National Commission on Indigenous Peoples (NCIP) in case of members of the ICCs or IP; Any other valid ID</p> <p>Photocopy of the valid ID presented</p> <p><i>Note: Valid IDs should show proof of residence and age</i></p>
Application of Transfer of Registration of Record	Any registered voter who transferred residence at least 6 months before the elections	<p>Any proof of registration:</p> <ul style="list-style-type: none"> • Voter ID • Certification from the Election Officer • Certification from the National Central File <p>Any valid ID previously enumerated that bear the applicant's photograph and signature</p> <p>Proof of residency</p>
Application for Reactivation of Registration Record	Any registered voter whose registration has been deactivated pursuant to the grounds enumerated in section 27 of the Republic Act No. 8189	Any valid ID previously enumerated that bear the applicant's photograph and signature
Application for Change of Name	<p>Any registered voter whose name has been changed by reason of marriage or court order or by order of the Civil Registrar or Consul General</p> <p>May also be availed by female registered voter whose marriage has been annulled or declared as void by competent court.</p>	<p>Any valid ID previously enumerated that bear the applicant's photograph</p> <p>Original/certified true copy of any of the following:</p> <ul style="list-style-type: none"> a. Certification by the solemnizing officer b. Marriage contract or court order with certificate of finality c. Order by the Civil Registrar or Consul General, as the case may be d. Cour's final ORDER/DECISION annulling the marriage
Application for Correction of Entries in the Voter's Registration Record	Any registered voter whose registration record in the precinct book of voters or certified list of voters contains erroneous entries, including wrong or misspelled name, birth date, birth place or typographical errors	<p>Any valid ID previously enumerated that bear applicant's photograph and signature</p> <p>Court order or order of the Civil Registrar, or any other evidence warranted under the circumstances</p>
Application for Inclusion of Records in the Book of Voters/Reinstatement of Name in the List of Voters	Any registered voter	Any valid ID previously enumerated that bear applicant's photograph and signature
	<ul style="list-style-type: none"> 1) Whose registration record has not been included in the Precinct Book of Voters (<i>Application of Inclusion of Records in the Book of Voters</i>) 2) Whose name has not been included or has been omitted in the precinct certified list of the immediate preceding elections (<i>Application for Reinstatement of Name in the List of Voters</i>) 	

Updating of Records of Persons with Disabilities (PWDs), Senior Citizens (SCs), and member of Indigenous People's (IPs) and Indigenous Cultural Communities (ICCs)	Any registered PWDs, SCs and members of IPs and ICCs who wants to avail of the Accessible Polling Place	<p><i>PWD</i>: PWD ID</p> <p><i>SC</i>: Senior Citizen ID or Birth Certificate</p> <p><i>Member of IPs/ICCs</i>: Certificate of Confirmation issued by the National Commission on Indigenous Peoples (NCIP) or Certification from Sangguniang Panlungsod</p>
---	---	--

WHERE TO AVAIL?

Office of the Election Officer, Albuera, Leyte, 2nd Floor RHU Bldg.

SCHEDULE OF AVAILABILITY OF SERVICE :

8am-5pm, Mondays to Saturdays including Holidays during the prescribed registration period (except Maundy Thursday, Good Friday and Christmas Day)

PRESCRIBED FEE/S :

None; Application Forms are free of charge

DURATION :

50 minutes

HOW TO AVAIL OF SERVICE?

Personal Appearance

PROCEDURE :

CLIENT/APPLICANT	OEO ACTIVITY	PERSON RESPONSIBLE	PROCESSING TIME
1. Personally appear at the OEO and present valid ID with proof of residence	Interview/Verification/Indicate temporary precinct assignment Issue prescribed application form (1 copy of Revised CEF-1) Note: For PWDs, SCs, IP/ICCs, issue supplementary data form	CHESTER N. CAÑAS, Election Officer/ARMANDO C. MUÑEZA, Election Assistant	10 minutes
2. Accomplish and submit accomplished form PWDs, SCs, IP/ICCs may also accomplish and submit supplementary data form	Write down application form number and precinct number	CHESTER N. CAÑAS, Election Officer/ARMANDO C. MUÑEZA, Election Assistant	20 minutes (depending on number of applicants)
3. Submit for mandatory biometrics taking and encoding of demographic data	Take Biometric (picture, signature thumbprint) and encode personal data	Election Officer/Election Assistant	10 minutes
4. Oath of the accomplished form		Election Officer/Election Assistant	5 minutes
5. Get acknowledgement receipt	Detach acknowledgement receipt and issue it to the applicant	Election Officer/Election Assistant	5 minutes

The processing time is for one applicant being served at one time. The time is extended when there are more applicants.

Note: Applications filed shall undergo Election Registraion Board (ERB) Hearing held prescribed schedule every quarter. Notice of hearing will be posted on the bulletin board of the Office of the Election Officer. Within 5 days after approval or disapproval, the EO shall post notices on the action taken on the applications filed.

Issuance of Voter's Certification or Certification of Voter

WHO MAY AVAIL?

All registered voter of Albuera, Leyte

SCHEDULE OF AVAILABILITY OF SERVICE :

Mondays to Saturdays (8:00 AM to 5:00 PM)

WHAT ARE THE REQUIREMENTS :

ID of the requesting party

Authorization letter and ID of authorized representative, if through authorized representative

Note: Senior Citizens, Persons with Disability (PWDs), Detainees and Indigenous People (IP) are **FREE OF CHARGE**

DURATION :

30 minutes

PROCEDURE :

CLIENT	COMELEC ACTIVITY	PERSON RESPONSIBLE	PROCESSING TIME
1. Log name and request logbook or accomplish request form and present requirements.		CHESTER N. CAÑAS, Election Officer/ARMANDO C. MUÑEZA, Election Assistant	3 minutes
2. Pay the prescribed fee	Search data and print the voter's certification Release voter certification and OR		25 minutes
3. Acknowledge the receipt of voter's certification			2 minutes

The processing time is for one client being served at one time. The time is extended when there are more clients.

Issuance of Photocopies/Certified True Copies of Election Documents as Allowed by Law

FRONTLINE SERVICE :

Issuance of Photocopies/Certified True Copies of Election Documents as Allowed by Law such as COMELEC Resolutions, Voter's List and Election Results at Municipal level

WHO MAY AVAIL?

Any Requesting parties

SCHEDULE OF AVAILABILITY OF SERVICE :

Mondays to Saturdays (8:00 AM to 5:00 PM)

WHAT ARE THE REQUIREMENTS?

Letter Request

ID of requesting party

Authorization letter and ID of authorized representative, if through authorized representative

PRECRIBED FEE/S :

For hard copies:

P75.00 certification fee

P100.00 for the 1st 10 pages and P2.00 for the succeeding pages plus P2.00 per page for the photocopy

For soft copy applicable to voter's list.

P75.00 certification fee

Plus P15.00 per precinct


DURATION :

100 minutes

PROCEDURE :

CLIENT	COMELEC ACTIVITY	PERSON RESPONSIBLE	PROCESSING TIME
1. Submit letter request for approval	Verify the requested election data/results/document	ARMANDO C. MUÑEZA, Election Assistant/CHESTER N. CAÑAS, Election Officer	30 minutes
	Secure advise for the clearance and release of the document subject to the approval of the Data Protection Officer concerned		30 minutes
2. Pay the prescribed fee	Process payment and issue Official Receipt		5 minutes
	Prepare the requested documents/ records. Release document requested		30 minutes
3. Log name as acknowledgement of receipt of voter's certification			5 minutes

Submitted by:


CHESTER N. CAÑAS
Election Officer III

