



Republic of the Philippines
QUEZON CITY COUNCIL

Quezon City
23rd City Council

PO23CC-128

51st Regular Session

ORDINANCE NO. SP- **3511**, S-2026

AN ORDINANCE MANDATING THE USE OF THE QUEZON CITY MARRIAGE REGISTRATION ONLINE (QC-MRO) SYSTEM AND PROVIDING GUIDELINES FOR ITS IMPLEMENTATION

Introduced by Councilor JOSEPH JOE VISAYA

Co-Introduced by Councilors Tany Joe "TJ" L. Calalay, Bernard R. Herrera, Dorothy A. Delarmente, M.D., Joseph P. Juico, Charm Ferrer, CPA, MPA, JD, Nicole "Nikki" V. Crisologo, Mikey F. Belmonte, Atty. Voltaire Godofredo "Bong" Liban III, Aly Medalla, Dave C. Valmocina, Ranulfo "Tatay Rannie" Z. Ludovica, Atty. Christoffer Allan "Tope" Liguigan, Albert Alvin "Chuckie" L. Antonio III, Wencerom Benedict C. Lagumbay, Luigi D. Pumaren, Atty. Vicente Belmonte Jr., Edgar "Egay" G. Yap, Nanette Castelo Daza, Imee Rillo, Atty. Jesus Miguel Suntay, Raquel S. Malañgen, Aiko Melendez, Alfred Vargas, MPA, Karl Edgar Castelo, Shaira "Shay" L. Liban, Ram V. Medalla, Maria Eleanor "Doc Ellie" R. Juan, O.D., Emmanuel Banjo A. Pilar, Kristine Alexia Matias, RN, Victor "Vic" D. Bernardo, Erwin Rey "Cocoy" A. Medina, and Jhon Angelli "Sami" C. Neri

WHEREAS, the Quezon City Government recognizes the need to modernize and strengthen civil registration services to ensure accuracy, efficiency, accessibility, and integrity of records;

WHEREAS, Act No. 3753, or the Civil Registry Law, mandates the continuous, permanent, and systematic recording of vital events, including marriage registration;

WHEREAS, the rapid advancement of digital systems enables local government units to streamline documentary processes and expand public access to civil services through secure online platforms;

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WHEREAS, the Quezon City Government seeks to provide an efficient process for the application, submission, verification, and issuance of marriage-related documents through the Quezon City Marriage Registration Online (QC-MRO) system;

WHEREAS, the establishment and mandatory use of QC-MRO will significantly reduce processing time, minimize errors, ensure proper data consolidation, and prevent fraudulent or duplicate marriage registrations.

NOW, THEREFORE,

BE IT ENACTED BY THE CITY COUNCIL OF QUEZON CITY IN REGULAR SESSION ASSEMBLED:

SECTION 1. TITLE. – This Ordinance shall be known as the “Quezon City Marriage Registration Online Ordinance” (QC-MRO Ordinance).

SECTION 2. OBJECTIVES. – The objectives of this Ordinance are as follows:

- a. Modernize and streamline the marriage registration process in Quezon City through the use of the Quezon City Marriage Registration Online (QC-MRO) system;
- b. Ensure accuracy, completeness, and integrity of all marriage records submitted and processed within the City;
- c. Enhance accessibility by providing couples, solemnizing officers, and their authorized staff a convenient and secure digital platform for processing marriage applications and related documents;
- d. Reduce processing time, prevent errors, and minimize opportunities for fraud through automated verification, audit trails, and secure digital submissions;
- e. Promote transparency and accountability in all marriage-related transactions by mandating the use of a unified and City-managed digital system; and



- f. Support the City's broader digital governance initiatives, including the adoption of integrated online services for civil registration.

SECTION 3. ESTABLISHMENT OF THE QC-MRO SYSTEM. – There is hereby established the Quezon City Marriage Registration Online (QC-MRO), an automated and centralized digital system managed by the Quezon City Civil Registry Department for processing, registering, validating, and accessing marriage documents and related applications online.

- a. Integration in the Quezon City E-Services Platform – The QC-MRO shall be fully integrated into the official QC E-Services portal to ensure seamless access, unified user accounts, centralized data management, and interoperability with other digital services of the Quezon City Government.
- b. Free accessibility – The QC-MRO platform shall be accessible free of charge, and no additional system access fees or online processing charges shall be imposed on couples, solemnizing officers, staff, or any other authorized users, except for legally- mandated civil registry fees.
- c. Onsite Registration – All applications for marriage registration in Quezon City shall be filed through the Quezon City Marriage Registration Online (QC-MRO) System. To ensure accessibility and inclusivity, the City Civil Registry Department shall provide an Assisted MRO facility or assistance mechanism for applications who may have limited internet access, lack of digital devices, or require technical assistance in completing the online registration process.

SECTION 4. SCOPE. – The mandatory use of the QC-MRO system shall apply to the following:

- a. Couples Applying for Marriage – All Filipino and foreign couples seeking to apply for a Marriage License, Marriage Certificate, or any marriage-related document within Quezon City shall file, submit, and process their applications through QC-MRO;
- b. Personnel of Authorized Solemnizing Officers – All secretaries, administrative aides, parish staff, legal clerks, court personnel, or any individual assisting a solemnizing officer shall use QC-MRO for encoding, uploading, tracking, and submission of all marriage-related documents;



- c. *Solemnizing Officers* – All solemnizing officers recognized under Philippine laws shall use QC-MRO for verification, endorsement, and confirmation of marriages they officiate, including:
- c.1. *Incumbent Members of the Judiciary;*
 - c.2. *Priests, Pastors, Rabbis, Imams, and Ministers of any Church or Religious sector;*
 - c.3. *Ship Captains and Airplane Chiefs;*
 - c.4. *Military Commanders, as permitted by law; and*
 - c.5. *Consul General, Consuls, and Vice Consuls.*

SECTION 5. MANDATORY USE OF THE QC-MRO SYSTEM. – No marriage application, certificate, or supporting document shall be considered validly filed unless processed through the QC-MRO system, except in the following circumstances:

- a. *Declared System Downtime* - When the QC-MRO system is officially declared unavailable or inaccessible by the Quezon City Civil Registry Department or the Quezon City Information Technology Development Department (QC-ITDD);
- b. *Force Majeure* - When events, such as natural disasters, typhoons, earthquakes, fires, floods, or other acts of God prevent online access; and
- c. *Emergencies* - When urgent or unforeseen situations involving public or personal safety, technical inability, or critical circumstances require temporary manual processing as authorized by the City Civil Registry Department.

SECTION 6. IMPLEMENTING AUTHORITY. – The Quezon City Civil Registry Department (QCCRD) shall serve as the lead implementing office, in coordination with:

- a. *Business Permits and Licensing Department (BPLD); and*
- b. *Quezon City Information Technology Development Department (QC-ITDD).*

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SECTION 7. ROLES AND RESPONSIBILITIES. –

a. The City Civil Registry Department (CCRD) shall:

- a.1 oversee the implementation, management, and maintenance of the QC-MRO system;
- a.2 ensure all marriage registration processes comply with the Civil Registry laws and regulations;
- a.3 monitor system usage and maintain the integrity and accuracy of registered marriage records;
- a.4 serve as the primary point of coordination for citizens, other government agencies, and stakeholders regarding the QC-MRO; and
- a.5 conduct free training session to ensure proper use of the QC-MRO System;

b. The Information Technology Development Department (ITDD) shall:

- b.1 develop, manage, and maintain the QC-MRO online platform and related e-services;
- b.2 ensure system security, reliability, and protection of user data in accordance with the Data Privacy Act;
- b.3 provide technical support and troubleshooting for system users, including CCRD staff; and
- b.4 coordinate system upgrades and integration with other QC E-services platforms.

c. The Business Permits and Licensing Department (BPLD) shall:

- c.1. ensure compliance for businesses or service providers involved in marriage-related activities (e.g., officiants, venues).



SECTION 8. PROHIBITED ACTS. – The following acts are prohibited:

- a. Refusal or failure to use QC-MRO for required processes;
- b. Submission of falsified or tampered digital records;
- c. Unauthorized access, alteration, or misuse of QC-MRO data;
- d. Charging unauthorized or excessive fees outside the official schedule; and
- e. Deliberate delay in processing online submissions without justifiable cause.

SECTION 9. NON-DISCLOSURE AND DATA PRIVACY COMPLIANCE. – To ensure the protection, confidentiality, and integrity of all personal and sensitive information processed through the QC-MRO system, the following provisions shall apply:

- a. Compliance with the Data Privacy Act of 2012 – All data collected, stored, processed, or transmitted through the QC-MRO shall be handled strictly in accordance with Republic Act No. 10173 (Data Privacy Act of 2012), its Implementing Rules and Regulations (IRR), and all relevant issuances of the National Privacy Commission (NPC);
- b. Confidentiality of Records – Personal information, sensitive personal information, supporting documents, and any data submitted by couples, solemnizing officers, and authorized staff shall be treated as strictly confidential and shall not be disclosed to any unauthorized individual, entity, or third party;
- c. Authorized Access Only – Only duly authorized personnel of the Quezon City Civil Registry Department, the QC Information Technology Development Department (QC-ITDD), and other offices explicitly designated for system operation and monitoring shall have access to QC-MRO data, and solely for legitimate and official purposes;
- d. Prohibition Against Unauthorized Sharing or Use of Data – Any unauthorized copying, downloading, sharing, dissemination, manipulation, or misuse of data obtained from the QC-MRO system is strictly prohibited;



- e. *Accountability of Users and Personnel* – All registered users, including solemnizing officers, their staff, and government personnel, shall be responsible for maintaining the confidentiality of their accounts and ensuring that no unauthorized party gains access; and
- f. *Reporting of Data Breaches* – Any suspected or confirmed data breach shall be immediately reported to the Quezon City Civil Registry Department and the QC Information Technology Development Department for prompt investigation and appropriate action.

SECTION 10. FUNDING. – The amount necessary for the implementation, operation, maintenance, and continuous enhancement of the Quezon City Marriage Registration Online (MRO) System shall be charged against the funds appropriated under the annual budget of the City Civil Registry Department, subject to existing accounting, auditing, budgeting, and procurement laws, rules and regulations. Thereafter, such amount as may be necessary for its continued implementation shall be regularly included in the annual budget of the said Department.

SECTION 11. IMPLEMENTING RULES AND REGULATIONS. – Within sixty (60) days from the effectivity of this Ordinance, the City Civil Registry Department, in coordination with the City Administrator's Office and other concerned City departments and offices, shall promulgate the necessary Implementing Rules and Regulations (IRR) for the effective implementation of this Ordinance, consistent with its purpose and in accordance with existing laws, rules and regulations.

SECTION 12. PENALTIES. – Any person, couple, staff of a solemnizing officer, or solemnizing officer who fails or refuses to comply with the mandatory use of the Quezon City Marriage Registration Online (QC-MRO) System, except in cases expressly allowed under this Ordinance, shall be subject to the following penalties:

- a. *First Offense: Fine of Five Hundred Pesos (Php500.00).*
- b. *Second Offense: Fine of Three Thousand Pesos (Php3,000.00) and issuance of a Notice of Violation.*
- c. *Third Offense: Fine of Five Thousand Pesos (Php5,000.00) and suspension or revocation of accreditation or authority to process or endorse marriage-related documents, upon the recommendation of the Quezon City Civil Registry Department and the Business Permits and Licensing Department (BPLD).*



SECTION 13. SEPARABILITY CLAUSE. – In any case any provision, section, or part of this Ordinance is declared unconstitutional or illegal, the remaining provisions shall not be affected.

SECTION 14. REPEALING CLAUSE. – All ordinances, issuances, and regulations inconsistent with this Ordinance are hereby repealed or amended accordingly.

SECTION 15. EFFECTIVITY CLAUSE. – This Ordinance shall take effect fifteen (15) days after its publication in a newspaper of general circulation and its posting in at least three (3) conspicuous places within Quezon City.

ENACTED: June 8, 2026.

CERTIFICATION

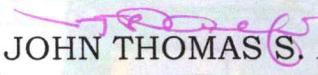
This is to certify that this Ordinance was ENACTED by the City Council on Second Reading on June 8, 2026 and was PASSED on Third/Final Reading on June 15, 2026.


GIAN G. SOTTO
City Vice Mayor
Presiding Officer

APPROVED: JUL 10 2026


MA. JOSEFINA G. BELMONTE
City Mayor

ATTESTED:


ATTY. JOHN THOMAS S. ALFEROS, III
City Government Department Head III
(Secretary to the Sanggunian)

