Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
23rd City Council

PO23CC-126

56th Regular Session

ORDINANCE NO. SP- 3547 *, S-2026*

AN ORDINANCE MANDATING THE USE OF THE QUEZON CITY DEATH REGISTRATION ONLINE (QC-DRO) SYSTEM IN ALL HOSPITALS, CITY HEALTH OFFICES, FUNERAL HOMES, BARANGAY HEALTH CENTERS, MEDICAL CLINICS, AND OTHER MEDICAL FACILITIES WITHIN THE CITY, WHETHER PUBLIC OR PRIVATE, AND PROVIDING PENALTIES THEREOF

Introduced by Councilors JOSEPH JOE VISAYA and JOSEPH P. JUICO

Co-Introduced by Councilors Tany Joe "TJ" L. Calalay, Bernard R. Herrera, Dorothy A. Delarmente, M.D., Charm Ferrer, CPA, MPA, JD, Nicole "Nikki" V. Crisologo, Mikey F. Belmonte, Candy A. Medina, Atty. Voltaire Godofredo "Bong" Liban III, Aly Medalla, Dave C. Valmocina, Atty. Christoffer Allan "Tope" Liquigan, Albert Alvin "Chuckie" L. Antonio III, Wencerom Benedict C. Lagumbay, Don S. De Leon, Luigi D. Pumaren, Atty. Vicente Belmonte Jr., Edgar "Egay" G. Yap, 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, Vito Sotto Generoso, Erwin Rey "Cocoy" A. Medina, Jose Maria "Mari" M. Rodriguez, and Jhon Angelli "Sami" C. Neri

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WHEREAS, the Quezon City Government recognizes the need to modernize and streamline the registration of deaths within its jurisdiction to ensure accuracy, efficiency, and timely submission of vital records to the City Civil Registry Department;

WHEREAS, Act No. 3753, otherwise known as the Civil Registry Law of the Philippines, mandates the registration of vital events such as births, marriages, and deaths to maintain a reliable record system of civil status in the Philippines;

WHEREAS, with the rapid advancement of information and communication technology, Quezon City developed the Quezon City Death Registration Online (QC-DRO) system as a digital platform to facilitate the convenient, secure, and paperless submission of death certificates and related documents;

WHEREAS, the QC-DRO aims to promote good governance, data integrity, and public convenience by reducing manual errors, minimizing physical transactions, and accelerating the processing of death registration;

WHEREAS, the integration and uniform use of the QC-DRO among hospitals, health facilities, funeral homes, and barangay health centers will ensure consistency, transparency, and accountability in the registration process.

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 Death Registration Online (QC-DRO) Ordinance."

SECTION 2. OBJECTIVES. – This Ordinance shall have the following objectives:

a. *Reduce, if not completely eliminate, the repetitive and time-consuming processing of death certificate forms;*

b. *Simplify and enhance the accessibility of the death registration process;*

c. *Enable real-time monitoring of the status of death registrations within Quezon City;*

d. *Establish a centralized database of all reported deaths in Quezon City; and*

e. *Ensure the availability of accurate and up-to-date data on reported deaths in Quezon City.*

SECTION 3. QUEZON CITY DEATH REGISTRATION ONLINE. – There is hereby established and institutionalized the Quezon City Death Registration Online (QC-DRO), an automated, secured, and paperless digital platform for the preparation, submission, and processing of all death-related documents within the City.

a. *Integration to the QC E-services website – the Quezon City Death Registration Online (QC-DRO) shall be accessed via the Quezon City E-Services (QC E-Services) platform and shall function as its official module for all death registration processes within the City;*

b. *Free Accessibility – The access and use of the Quezon City Death Registration Online (QC-DRO) through the QC E-Services platform shall be completely free of charge for all hospitals, clinics, barangay health centers, city health offices, funeral homes, medical facilities, and other entities required to utilize the system;*

c. *Onsite Registration – All applications for Death Registration in Quezon City shall be filed through the Quezon City Death Registration Online (QC-DRO) System. To ensure accessibility and inclusivity, the City Civil Registry Department shall provide an Assisted DRO facility or assistance mechanism for applicants who may have limited internet access, lack of digital devices, or require technical assistance in completing the online registration process.*

SECTION 4. DECLARATION OF POLICY. – It shall be the policy of the Quezon City Government to promote digital governance and ensure efficient, accurate, and secure registration of deaths through the full implementation and mandatory use of the QC-DRO system by all concerned establishments and offices within the City.

SECTION 5. COVERAGE. – This Ordinance shall apply to all hospitals, city health offices, barangay health centers, medical clinics, funeral homes, and other medical facilities within Quezon City, whether publicly or privately owned, that are involved in the reporting, certification, or registration of deaths.

SECTION 6. MANDATORY USE OF THE QC-DRO SYSTEM. – All entities covered under Section 5 of this Ordinance shall be required to utilize the Quezon City Death Registration Online (QC-DRO) system for the preparation, submission, and endorsement of all death-related documents to the Quezon City Civil Registry Department.

No death certificate shall be processed or accepted manually except in cases of declared system downtime or force majeure, emergencies, and/or as duly certified by the City Civil Registry Department.

SECTION 7. PROHIBITED ACTS. – The following acts are hereby prohibited under this Ordinance:

a. *Non-Compliance with QC-DRO – Failing to register a death using the QC Death Registration Online (QC-DRO) system without justifiable cause, including but not limited to force majeure, system outage or technical failure, natural or human-induced disasters, public emergencies or other similar circumstances beyond the control of the responsible party, as may determined by the Quezon City Civil Registrar;*

b. *Submission of False Information – Providing false, misleading, or fraudulent information in any death registration submitted through the QC-DRO;*

c. *Unauthorized Access – Accessing, modifying, or retrieving data from the QC-DRO system without proper authorization;*

d. *Tampering with Records – Altering, deleting, or manipulating death records in the QC-DRO system in any manner that compromises data integrity;*

e. *Obstruction of Monitoring – Hindering the real-time monitoring and verification processes of the QC-DRO system conducted by the Quezon City Civil Registry Department, the Quezon City Health Department, the Business Permits and Licensing Department (BPLD), or the Information Technology Development Department (ITDD).*

SECTION 8. NON-DISCLOSURE AND DATA PRIVACY COMPLIANCE. – All hospitals, clinics, city health offices, barangay health centers, funeral homes, medical facilities, and all authorized QC-DRO users shall strictly comply with Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012, its Implementing Rules and Regulations, and all relevant issuances of the National Privacy Commission.

No personal information, sensitive personal information, or any data encoded, uploaded, stored, or processed in the Quezon City Death Registration Online (QC-DRO) system shall be disclosed, transmitted, shared, reproduced, or used for any purpose other than the lawful processing of death registration.

Unauthorized access, misuse, alteration, or disclosure of data shall be grounds for administrative penalties under this Ordinance, without prejudice to the criminal, civil, or administrative liabilities under the Data Privacy Act of 2012.

SECTION 9. ROLES OF CONCERNED DEPARTMENTS. – All concerned departments and offices, including the City Civil Registry Department, the Quezon City Health Department, and the Social Services Development Department, shall coordinate, collaborate, and ensure the effective and efficient implementation of the QC-DRO Ordinance and its Implementing Rules and Regulations (IRR). Each department shall perform its respective roles and functions in accordance with its mandated powers, and shall extend necessary support to one another to ensure the seamless execution of the Ordinance.

a. *City Civil Registry Department – The City Civil Registry Department shall oversee the implementation, monitoring, and maintenance of the QC-DRO system; ensure that all death registration processes comply with applicable civil registration laws, rules and regulations; maintain the integrity and security of records submitted through the system; and provide technical support, user training, and guidance to authorized DRO System users.*

b. *City Health Department – The City Health Department shall review the information contained in submitted Death Certificates to ensure the accuracy, completeness, and validity of the medical certification of deaths, and shall provide technical assistance to certifying physicians, medical officers, and other authorized users of the DRO system.*

c. *Social Services Development Department – The Social Services Development Department shall, through the inter-operability of the DRO System, access and utilize authorized death registration information to identify and track eligible beneficiaries and facilitate the timely provision of burial, funeral, and other social welfare assistance.*

SECTION 10. PENALTIES. – Any hospital, health facility, clinic, funeral home, or similar establishment that fails or refuses to comply with the provisions of 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; and*

c. Third Offense: Fine of Five Thousand Pesos (Php5,000.00) and suspension or revocation of business permit upon the recommendation of the City Civil Registry Department and the Business Permits and Licensing Department (BPLD).

SECTION 11. IMPLEMENTING AUTHORITY. – The Quezon City Civil Registry Department (QCCRD), under the supervision of the Office of the City Mayor (OCM) and in coordination with the Quezon City Health Department (QCHD), the Business Permits and Licensing Department (BPLD), and the Information Technology Development Department (ITDD), shall be the primary implementing authority of this Ordinance.

The QCCRD, in coordination with the aforementioned offices, shall be responsible for:

a. overseeing the implementation, maintenance, and continuous improvement of the QC Death Registration Online (QC-DRO) system;

b. ensuring that all hospitals, city health offices, funeral homes, barangay health centers, medical clinics, and other authorized facilities comply with the mandatory use of the QC-DRO;

c. coordinating with other City Government offices to ensure seamless integration of the QC-DRO with the Quezon City E-Services website; and

d. issuing guidelines, memoranda, and circulars necessary for the effective enforcement of this Ordinance.

SECTION 12. FUNDING. – The amount necessary for the implementation, operation, maintenance, and continuous enhancement of the Quezon City Death Registration Online (DRO) 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 13. IMPLEMENTING RULES AND REGULATIONS (IRR). – Within sixty (60) days from the effectivity of this Ordinance, the implementing departments and offices, shall issue the corresponding IRR for its effective enforcement.

SECTION 14. REPEALING CLAUSE. – All ordinances, rules, regulations, or parts thereof inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION 15. SEPARABILITY CLAUSE. – If any provision of this Ordinance is declared invalid or unconstitutional, the remaining provisions not affected thereby shall continue to be in full force and effect.

SECTION 16. EFFECTIVITY CLAUSE. – This Ordinance shall take effect fifteen (15) days after its publication in a newspaper of general circulation and posting in at least three (3) conspicuous places within Quezon City.

ENACTED: July 20, 2026.

CERTIFICATION

This is to certify that this Ordinance was ENACTED by the City Council on Second Reading on July 20, 2026 and was PASSED on Third/Final Reading on August 3, 2026.

GIAN G. SOTTO
City Vice Mayor
Presiding Officer

APPROVED: SEP 11 2026

MA. JOSEFINA G. BELMONTE
City Mayor

ATTESTED:

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