

1. ACCEPTANCE OF REQUEST OF CIVIL REGISTRY DOCUMENTS

These include the request for a birth certificate, marriage certificate, death certificate, and Certificate of No Marriage (CENOMAR).

Office/Division	PSA RSSO XII - CRS Outlet	
Classification:	Simple (max. of 3 days)	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	Filipino Citizens	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
1. Appointment Slip 2. Valid IDs/ Authorization Letter/Special Power of Attorney (SPA) as per PD 603 and Data Privacy Act of 2012 If the requester is the document owner, present original valid IDs If the requester is a representative: a) Original valid IDs or photocopy of valid IDs of the document owner and original and photocopy of the valid IDs of the representative b) Authorization Letter/Special Power of Attorney (SPA) duly signed by document owner and indicating the following: 1) Type of document; 2) Number of requested document; 3) Name of the document owner/s; and 4) Complete details of requested documents. 3. Accomplished Application Form (AF): Birth Certificate (BC) - White Marriage Certificate (MC) - Pink Death Certificate (CC) - Yellow Certificate of No Marriage - Green Record (CENOMAR) 4. For Authentication Request, Certified True Copy (CTC) of the document issued by the Local Civil Registry Office (LCRO). - Valid IDs, Authorization Letter/SPA		1. Set an appointment at https://crs-appointment.psahelpline.ph/ 2. Application Forms (AF) are at Koronadal City CRS Outlet



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

CITIZEN'S CHARTER

REGIONAL STATISTICAL SERVICES OFFICE XII
EXTERNAL SERVICES



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set an appointment at PSA Online Appointment System https://crs-appointment.psahelpline.ph/	1.1 The system will provide the client an Appointment Slip	None	5 minutes	None
2. Screening	2.1 The screener will check and validate the appointment of the client	None	1 minute	Screener
3. Get QTN, AF and fill-out required information	3.1 Provide the needed QTN/AF	None	5 minutes	Information Marshal
4. Proceed to the designated queuing lane Proceed and submit to Encoder/ Cashier/ Collecting Officer for the screening of the AF and all requirements including CTC of document for Authentication request. If approved, pay the processing fee. Check the issued Official Receipt (OR) and count your change before leaving the counter.	4.1 Screen the AF and all requirements including CTC of document for Authentication request. If approved, encode the details, accept payment and issue OR with date/time of release. Attach or re-rect the QTN to the AF	Authentication of Birth, Marriage Certificate Php 155.00 Copy Issuance of Birth, Marriage Certificate Php 155.00 CENOMAR/Advisory on Marriages Php 210.00	10 minutes	CRS Outlet Supervisor
5. Proceed to the Releasing Area Present OR, Valid IDs, Authorization Letter/SPA Check the correctness and completeness of the received document/s.- Sign the received portion at the back of the AF	5.1 Check the OR for the date and time of release. Require and check the authorization letter/SPA and valid IDs Check the details of the document before the release Require the claimant to sign the received portion at the back of the AF- Release the requested documents to the clients	None	5 minutes	CRS Outlet Supervisor
TOTAL		Authentication of Birth, Marriage Certificate Php 155.00 Copy Issuance of Birth, Marriage Certificate Php 155.00 CENOMAR/ Advisory on Marriages Php 210.00	26 minutes	

2. PHILIPPINE IDENTIFICATION SYSTEM (PhilSys) REGISTRATION

This process involves the collection of demographic and biometric information of citizens or resident aliens in the Philippines to the PhilSys.

Office/Division	PSA RSSO XII – PhilSys Fixed Registration Center			
Classification:	Simple (max. of 3 days)			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Filipino Citizens			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Accomplished PhilSys Form 1A 2. Valid ID and supporting documents 3. For children ages below 5 years old, Certificate of Live Birth and parents/ guardian must be PhilSys registered with PhilSys Card Number (PCN)		1. PSA RSSO XII, PhilSys Fixed Registration Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PhilSys Form 1A and valid ID and/or supporting documents to the screener	1.1 Screener validates the demographic information of the registrant by checking valid ID and/or supporting documents	None	1 minute	Screener / Registrations Assistant (RA)/ Registration Kit Operator (RKO)/ Registration Center Supervisor
2. Encoding of demographic information	2.1 The RKO will encode the demographic data of the client to the system	None	3 minutes	Registration Kit Operator (RKO)

Approved by:


CLAIRE DENNIS S. MAPA, PhD

UNDERSECRETARY
NATIONAL STATISTICIAN AND CIVIL REGISTRAR GENERAL



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Capturing of biometric data (iris, fingerprints and front facing photograph)	3.1 RKO will capture the biometric of the registrant (iris, fingerprints and front facing photograph)	None	3 minutes	Registration Kit Operator (RKO)
4. Checking of the demographic information	4.1 RKO will show the summary of encoded demographic and biometric information to the registrant for review	None	1 minute	Registration Kit Operator (RKO)
5. Acceptance of Transaction Slip	5.1 The RKO will print and issue the Transaction Slip to the client	None	1 minute	Registration Kit Operator (RKO)
6. Acceptance of the ePhilID	6.1 If the ePhilID of the client is available after uploading the data, the RKO will print and issue the printed ePhilID to the Client	None	10 minutes	Registration Kit Operator (RKO)
TOTAL		None	19 minutes	

3. ISSUANCE OF ePHILID

This service offers the public/PhilSys registered to print their ePhilID while waiting for the physical ID.

Office/Division	PSA RSSO XII – PhilSys Fixed Registration Center	
Classification:	Simple (max. of 3 days)	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	Filipino Citizens	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
1. Transaction Slip		1. Transaction Slip was given after registration
2. Valid ID		
3. If not the owner of the ePhilID, Authorization letter and photo copy of ID of the owner		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Transaction Slip and valid ID to the screener	1.1 Screener validates the ID presented by the client	None	1 minute	Screener / Registrations Assistant (RA)/ Registration Kit Operator (RKO)/ Registration Center Supervisor (RCS)
	The screener will ask for the authorization letter if the client is not the owner of the ePhilID			
	1.2 The RKO will check the availability of ePhilID of the client to the system, if available the RKO will download and print the ePhilID	None	3 minutes	Registration Kit Operator (RKO)
	Note: If the ePhilID is not yet available the RKO will log/record the transaction number, name and contact number of the client in order to immediately provide an update on the availability of ephilid			
2. Receive ePhilID	2.1 Before issuing the ePhilID, the RKO will verify the ePhilID using the PhilSys Check	None	1 minute	Registration Kit Operator (RKO)
TOTAL		None	5 minutes	

4. UPDATING OF DEMOGRAPHIC INFORMATION OF PHILID

This service offers the PhilID holder with errors in their demographic information (Name, Address, Birth Place, Birth Date, Sex, etc.) to correct and update their PhilID.

Office/Division	PSA RSSO XII – PhilSys Fixed Registration Center	
Classification:	Simple (max. of 3 days)	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	Filipino Citizens	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
1. Accomplished PhilSys Form 2		1. PSA RSSO XII, PhilSys Fixed Registration Center
2. For Updating of Name:		
Last Name		
- Primary PSA-issued Certificate of Live Birth or Report Birth;		
- Annotated PSA-issued Certificate of Live Birth or Report of Birth due to RA 9255 and legitimation by the subsequent marriage of parents;		
- PSA-issued Marriage Certificate (for married women);		
- Annotated PSA-issued Marriage Certificate due to annulment of marriage, declaration of nullity of marriage, or judicially recognized foreign divorce, ground for divorce as listed in P.D. 1083 – Code of Muslim Personal Laws of the Philippines.		
3. First Name including suffix/Middle Name		
- Primary PSA-issued Certificate of Live Birth or Report Birth;		
- Annotated PSA-issued Certificate of Live Birth or Report of Birth (in case of administrative or judicial correction of entry/ies)		

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REGIONAL STATISTICAL SERVICES OFFICE XII EXTERNAL SERVICES

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the following to the screener:	1.1 Screener validates the document/s presented by the card owner	None	3 minutes	Screener / Registrations Assistant (RA)/ Registration Kit Operator (RKO)/ Registration Center Supervisor (RCS)
Accomplished PhilSys Form 2	The screener will ask for the authorization letter if the client is not the owner of the ePhilID			
PhilID or ePhilID				
Supporting documents depending on the type of updating				
2. Encoding of demographic information	2.1 The RKO will encode the correct demographic information of the client to the system	None	3 minutes	Registration Kit Operator (RKO)
3. Capturing of front facing photograph	3.1 The RKO will capture the front facing photograph of the client	None	3 minutes	Registration Kit Operator (RKO)
4. Receiving of ePhilID with new PCN	4.1 The RKO will upload the data of the client	None	1 minute	Registration Kit Operator (RKO)
	4.2 if the ePhilID is available the RKO will print and issue to the client	None	1 minute	Registration Kit Operator (RKO)
	If the ePhilID is not yet available, the RKO will will log the contact information of the client			
TOTAL		None	5 minutes	


5. REPLACEMENT OF PHILID

This service offers to replace the PhilID with the following reasons:

- Lost due to Natural Calamities
- Damaged (Peeled off or torn, Soiled, crushed, or deformed, or Any other circumstances of a similar nature and analogous to those above mentioned)
- Defective (The letter bearing the PSN does not match with the attached PhilID, The letter bearing the PSN has no PhilID attached, or Any other circumstances of a similar nature and analogous to those above mentioned)

Office/Division	PSA RSSO XII – PhilSys Fixed Registration Center
Classification:	Simple (max. of 3 days)
Type of Transaction:	Government-to-Citizen (G2C)
Who may avail:	Filipino Citizens
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1. Request Form 2. Loss due to Natural Calamities - Barangay Certification 3. Damage due to Natural Calamities - Barangay Certification; and - Damaged PhilID and/or letter bearing the PSN. 4. Defect due to Technical Errors during the Card Production - Defective PhilID and/or letter bearing the PSN In case of an authorized representative, he/she shall present the following in addition to the applicable supporting documents enumerated above: - Authorization letter; - His/her Identification document; and - Identification document or the PhilSys transaction slip of the cardholder. Note: PhilID that was lost/damaged due to natural calamity shall be reported within 6 months from date of occurrence, otherwise such request shall be subject	1. PSA RSSO XII, PhilSys Fixed Registration Center 2. Barangay

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/report the lost, damaged, or defective PhilID to the Screener with the required documents	1.1 Screener will evaluate documents presented by the client	None	2 minute	Screener / Registrations Assistant (RA)/ Registration Center Supervisor (RCS)
	1.2 The screener will give/issue a Request Form to be accomplish by the client	None	3 minute	Screener / Registrations Assistant (RA)/ Registration Center Supervisor (RCS)
2. Surrender the PhilID and/or letter bearing the PSN (if applicable) and submit the accomplished Request Form to the Registration Center Supervisor	2.1 The Registration Center Supervisor (RCS) will prepare a Report Form and Transmittal to mail to PSA Central Office	None	10 minutes	Registration Center Supervisor (RCS)
3. Wait for the text message from PSA for the release of the new PhilID	3.1 Upon receiving of the PhilID from Central Office, the PSA XII will send a text message for the release of the new PhilID	None	5	Registration Center Supervisor (RCS)
TOTAL		None	20 minutes	

6. LIBRARY SERVICES

Library Service offers a service that provides reading materials for convenient use; circulation of reading materials; service to help provide researchers the data they are looking for.

Office/Division	PSA RSSO XII			
Classification:	Simple (max. of 3 days)			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Filipino Citizens			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Client Feedback Form 2. Valid ID		1. PSA RSSO XII		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid ID and accomplished Client Feedback Form to the librarian	1.1 The librarian will log the name to the Researcher’s Logbook	None	2 minute	Librarian
2. Research	2.1 The librarian will allow the researcher/s to search data in the library	None	8 hours	Librarian
TOTAL		None	8 hours and 2 minutes	

3. DATA REQUEST

The Philippine Statistics Authority (PSA), is primarily responsible for all national censuses and surveys, sectoral statistics, community-based statistics, consolidation of selected administrative recording systems, and compilation of national accounts.

Relative to this, the PSA is also extending its services by providing to its clients and stakeholders access to data results on population, labor statistics, inflation, poverty, agriculture data, and establishment-based statistics, among others.

Office/Division	PSA RSSO XII			
Classification:	Simple (max. of 3 days) – this concerns only data requests within the jurisdiction of PSA XII			
Type of Transaction:	Government-to-Business (G2B) Government-to-Citizen (G2C) Government-to-Government (G2G)			
Who may avail:	Regional Line Agencies (RLAs), Local Government Units (LGUs), Academe / Students, Private Sector, Civic Groups			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Letter request of data needs and the purpose. 2. Valid ID of the requester or researcher.		1. Statistical Unit, PSO 2. Data requester, researcher or the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the letter request	1.1 Acknowledgment of the letter request.	None	3 minutes	1. SrSS Wilmer S. Bacera 2. SS II Mujahid J. Jaji 3. SS II Christy R. Amban
	1.2 Facilitate the registration at the researcher’s logbook	None	3 minutes	
2. The researcher will discuss the data needs.	2.1 The researcher will b0e directed at the concerned staff about the data needs, its availability, and other possible options to cater the request.	None	15 minutes	
	2.2 Data preparation and consolidation of the data needs.	None	20 minutes	
	3.1 Release of data requests and secure acknowledgement of the researcher.	None	3 minutes	
TOTAL		None	54 minutes	



CITIZEN'S CHARTER

REGIONAL STATISTICAL SERVICES OFFICE XII INTERNAL SERVICES

1. PROCESSING CERTIFICATE OF REGISTRATION OF AUTHORITY TO SOLEMNIZE MARRIAGE (CRASM)

Certificate of Registration of Authority to Solemnize Marriage (CRASM) is a certificate issued to a Solemnizing Officer (SO), after complying with the requirements, certifying the registration of authority of the SO to solemnize marriage, and indicating therein that the SO is authorized to solemnize marriage within the SO's territorial jurisdiction for the period specified therein.

- a. **NEW APPLICANT WITH EXISTING RELIGIOUS SECT IN THE SOIS DATABASE**
- b. **TIMELY/ON-TIME RENEWAL SOLEMNIZING OFFICER APPLICANT**
- c. **LATE OR DELAYED RENEWAL SO APPLICANT**
- d. **RENEWAL APPLICANT (CHANGE OF RELIGIOUS AFFILIATION)**

A. NEW APPLICANT WITH EXISTING RELIGIOUS SECT IN THE SOIS DATABASE

Office/Division	PSA RSSO XII
Classification:	Complex (max. of 11 days) – this concerns only transaction within SOCCSKSARGEN Region
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G)
Who may avail:	Solemnizing Officers of SOCCSKSARGEN (Region XII)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
A. New Applicant with existing religious sect SOIS database 1.Accomplished OCRG SO Form 1 in triplicate copies with three copies of colored 2x2 pictures; 2. Certificate of Live Birth/Passport/PhilID Card; if foreigner: Nationality,i-card, visa expiration; 3. Machine Copy of Appointment as a priest, head, founder, bishop, pastor, and minister of the religion/religious sect; 4. Endorsement/ Recommendation Letter from the head of religion/religious sect issued within three (3) months from application; 5. Appointment Letter; 6. SEC Certificate of Registration/GIS/Certification of the Mayor; 7. Proof of Payment (Photocopy of Official Receipt) 8. Field Verification of PSO	1. Civil Registration Unit, PSO 2. Solemnizing Officer or the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive endorsement of the application for CRASM with transmittal from the PSOs	1.1 Check the completeness of the requirements and consistent with the entries in the application form	None	2 minutes	1. Michael A. Mama 2. Shyla Marie M. Deticio
	1.2 VeriCSS endorsement	None	5 minutes	
	1.3 Check the SO application endorse by CSS if approved by the screener	None	5 minutes	
	1.4 If NOT Listed in SOIS database, RSSO XII will inform thru email with letter of advice to PSOs to conduct field verification	None	5 minutes	
2. Conduct Field Verification	2.1 Conduct of Field Verification	None	1 day	PSO CRS Unit
	2.2.a PSO will send scanned copies of the field verification report to RSSO via email.	None	30 minutes	PSO CRS Unit
	2.2.b PSO will send original copies of the field verification report to RSSO through mail.	None	2-3 days	PSO CRS Unit
	2.3 Processing of the CRASM after receipt of the field verification report	None	10 minutes	RSSO XII
	2.4 Issuance of CRASM	None	20 minutes	RSSO XII
	2.5 Prepare transmittal of approved CRASM to PSOs	None	10 minutes	
	2.6 RSSO will mail approved CRASM to PSOs	None	2-3 days	
3. Receive approved CRASM from RSSO	Release of the CRASM to the SO or the representative	None	3 minutes	PSO CRS Unit
TOTAL			57 minutes in RSSO XII + Mailing of the documents 2-3 days	

1.B TIMELY/ON-TIME RENEWAL SOLEMNIZING OFFICER APPLICANT

Office/Division	PSA RSSO XII	
Classification:	Simple (max. of 6 days) – this concerns only transaction within SOCCSKSARGEN Region	
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G)	
Who may avail:	Solemnizing Officers of SOCCSKSARGEN (Region XII)	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
IF RENEWAL (TIMELY/ON TIME) 1.Accomplished OCRG SO Form 1 in triplicate copies with 3 copies of colored 2x2 pictures; 2. Certificate of Live Birth/Passport/PhilID Card; if foreigner: Nationality,i-card, visa expiration; 3. Machine Copy of Appointment as priest, head, founder, bishop, pastor and minister of the religion/religious sect; 4. Endorsement/ Recommendation Letter from the head of religion/religious sect issued within a period of three (3) months from application; 5. Appointment Letter; 6. Proof of Payment (Photocopy of Official Receipt) 7. Endorsement of CSS 8. Transmittal from PSO		1.Civil Registration Unit, PSO 2.Solemnizing Officer or the client

Approved by:

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received endorsement of the application for CRASM with transmittal from the PSOs	1.1 Receipt of application form from the PSO or any representative.	None	2 minutes	1. Michael A. Mama 2. Shyla Marie M. Deticio
	1.2 Check completeness of the documents	None	5 minutes	
	1.3 Check the status of the SO Applicant in SOIS database if on time renewal or delayed	None	5 minutes	
	1.4 Process the CRASM after receipt verifying the status	None	10 minutes	
	1.5 Issuance of CRASM	None	20 minutes	
	1.6 Prepare transmittal of approved CRASM to PSOs	None	10 minutes	
	1.7 RSSO will mail approved CRASM to PSOs	None	2-3 days	
2. Receive approved CRASM from RSSO	Release of the CRASM to the SO or the representative	None	3 minutes	PSO CRS Unit
TOTAL			52 minutes in RSSO XII + Mailing of the documents 2-3 days	

1.C LATE OR DELAYED RENEWAL SO APPLICANT	
Office/Division	PSA RSSO XII
Classification:	Simple (max. of 6 days) – this concerns only transaction within SOCCSKSARGEN Region
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G)
Who may avail:	Solemnizing Officers of SOCCSKSARGEN (Region XII)
CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
1.Accomplished OCRG SO Form 1 in triplicate copies with 3 copies of colored 2x2 pictures;	1.Civil Registration Unit, PSO
2. Certificate of Live Birth/Passport/PhilID Card; if foreigner: Nationality,i-card, visa expiration;	
3. Machine Copy of Appointment as priest, head, founder, bishop, pastor and minister of the religion/religious sect;	

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
4. Endorsement/ Recommendation Letter from the head of religion/religious sect issued within a period of three (3) months from application;	2.Solemnizing Officer or the client
5. Appointment Letter;	
6. SEC Certificate of Registration/GIS/Certification of the Mayor; 7. Proof of Payment (Photocopy of Official Receipt)	
8. Endorsement of CSS	
9. Transmittal from PSO	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received endorsement of the application for CRASM with transmittal from the PSOs	1.1 Receipt of application form from the PSO or any representative.	None	2 minutes	
	1.2 Check completeness of the documents	None	5 minutes	
	1.3 Check the status of the SO Applicant in SOIS database if on time renewal or delayed	None	5 minutes	
	1.4 Process the CRASM after receipt verifying the status	None	10 minutes	
	1.5 Issuance of CRASM	None	20 minutes	
	1.6 Prepare transmittal of approved CRASM to PSOs	None	10 minutes	
	1.7 RSSO will mail approved CRASM to PSOs	None	2-3 days	
4. Claim of the CRASM	Release of the CRASM to the SO or the representative		3 minutes	
TOTAL		Php 500.00	2 hours, 49 minutes (excel processing at RSSO XII)	

1.D RENEWAL APPLICANT (CHANGE OF RELIGIOUS AFFILIATION)

Office/Division	PSA RSSO XII			
Classification:	Complex (max. of 11 days) – this concerns only transaction within SOCCSKSARGEN Region			
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G)			
Who may avail:	Solemnizing Officers of SOCCSKSARGEN (Region XII)			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CHANGE OF SECT/RELIGIOUS SECT:		1.Civil Registration Unit, PSO 2.Solemnizing Officer or the client		
1.Accomplished OCRG SO Form 1 in triplicate copies with three copies of colored 2x2 pictures; 2. Certificate of Live Birth/Passport/PhilID Card; if foreigner: Nationality,i-card, visa expiration; 3. Machine Copy of Appointment as a priest, head, founder, bishop, pastor, and minister of the religion/religious sect; 4. Endorsement/ Recommendation Letter from the head of religion/religious sect issued within three (3) months from application; 5. Appointment Letter; 6. SEC Certificate of Registration/GIS/Certification of the Mayor; 7. Proof of Payment (Photocopy of Official Receipt) 8. Field Verification of PSO				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received endorsement of the application for CRASM with transmittal from the PSOs	1.1 Receipt of application form from the PSO or any representative.	None	2 minutes	1. Michael A. Mama 2. Shyla Marie M. Deticio

Approved by:


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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Check the status of the SO Applicant in SOIS database	None	5 minutes	
2. Conduct Field Verification	2.1 Conduct of Field Verification	None	1 day	PSO CRS Unit
	2.2 PSO will send scanned copies of the field verification report to RSSO via email.	None	30 minutes	PSO CRS Unit
	2.3 Processing of the CRASM after receipt of the field verification report	None	10 minutes	RSSO XII
	2.4 Issuance of CRASM	None	20 minutes	RSSO XII
	2.5 Prepare transmittal of approved CRASM to PSOs	None	10 minutes	
	2.6 RSSO will mail approved CRASM to PSOs	None	2-3 days	
3. Receive approved CRASM from RSSO	Release of the CRASM to the SO or the representative	None	3 minutes	PSO CRS Unit
TOTAL			42 minutes in RSSO XII + Mailing of the documents 2-3 days	

2. PROCESSING OF DECENTRALIZED COPY ANNOTATION PROJECT

DeCAP decentralizes the annotation process of civil registry documents which have undergone administrative corrections (RA 9048, RA 10172, and supplemental report).

Office/Division	PSA RSSO XII CRASD	
Classification:	Complex (maximum of 7 days)	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Local Civil Registry Offices in SOCCSKSARGEN	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:
1. RA 9048/RA 10172		1. PSO CRS Unit
1.Certified copy of approved petition. 2. Certified copy of action taken by Civil Registrar General(CRG). 3. Certified copy of certificate of finality 4.Annotated document 5.Un-annotated document		2. LCROs

CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
2. Supplemental Report 1.Affidavit for Supplemental report with the affixed registry number of the affected document. 2. Certified copy of the document with omitted entry/ies. 3. Certified copy of the document bearing the effects of the supplemental report with remark " with supplemental report " 4 Certified copy of the certification of marriage of the parents of the document owner,if the document affected is a Certificate of Live Birth	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received Endorsement of the document for RA9048, RA10172 and supplemental Report with transmittal from the PSOs	1.1 Receive monthly report of annotated civil registry documents form PSO (RA9048/RA10172 & Supplemental Report)	None	2 minutes	Dolores B. Baniqued
	1.2 Check completeness of submitted documents vs. transmittal and sort by document type (Provide feedback as to the completeness of documents to the concerned PSO)	None	1hr (if there is feedback) 5 minutes (if no feedback)	Dolores B. Baniqued
	1.3 Attach a checklist and check the completeness of the requirements based on the listing. Accomplish the checklist and write the observations.	None	5 minutes	Dolores B. Baniqued
	1.4 Create the transaction using CICA-TCTS as "Probono" and prepares the transmittal list indicating the transaction number, name of document owner/groom/deceased, type of document for annotation, and remarks	None	30 minutes	Aldren C. Morales

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Verify/validate the authenticity of the specimen signature and conducts initial screening of the documents and accomplish the evaluation form attached herein	None	5 minutes	Aldren C. Morale
	1.6 Annotator conducts through verification in the CRS database, annotate the record and encode the Top Sheet (Provide feedback to the concerned Local Civil Registrar)	None	20 minutes	Aldren C. Morale
	1.7 Approver approves the annotation and prints the annotated document and Top Sheet	None	5 minutes	Outlet Supervisor Lilybeth F. Galia
	1.8 Control out the request as "Positive" Note: Annotated document available for Copy ISSUANCE in the Regional Serbilis Outlet upon approval of the document and will be available in all outlets for 3 days.	None	3 Days	Lilybeth F. Galia
	1.8 Document preparation or insertion of pages separators before sending to Central Office (CRMD) via courier.	None	1 day	Dolores B. Baniqued
	1.9 Prepare a transmittal sheet and send documents to the Central Office.	None	1 day	Aldren C. Morales
	Mail the documents to CRS Central Office	None	4 days	Aldren C. Morales
TOTAL		None	7 days, 1 hour and 57 minutes	

Approved by:

CLAIRE DENNIS S. MAPA, PhD

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