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:		
 Appointment Slip Valid IDs/ Authoriz Power of Attorney and Data Privacy If the requester is present original valid II IDs of the docu and photocopy representative b) Authorization L Attorney (SPA) document owne following: 1) Type of docu 2) Number of re 3) Name of the 4) Complete de documents. Accomplished App Birth Certi cate (BC Marriage Certi cate Death Certi cate (Complete del cate (BC) 	zation Letter/Special (SPA) as per PD 603 Act of 2012 the document owner, alid IDs a representative: Ds or photocopy of valid ment owner and original of the valid IDs of the etter/Special Power of duly signed by er and indicating the ument; equested document; document owner/s; and etails of requested lication Form (AF): C) - White et (MC) - Pink	 Set an appointment at https://crs-appointment.psahelpline.ph/ Application Forms (AF) are at Koronadal City CRS Outlet 		
(CENOMAR) 4. For Authentication Copy (CTC) of the Local Civil Registry	Request, CertifiedTrue document issued by the			



REPUBLIC OF THE PHILIPPINES PHILIPPINE STATISTICS AUTHORITY

CITIZEN'S CHARTER



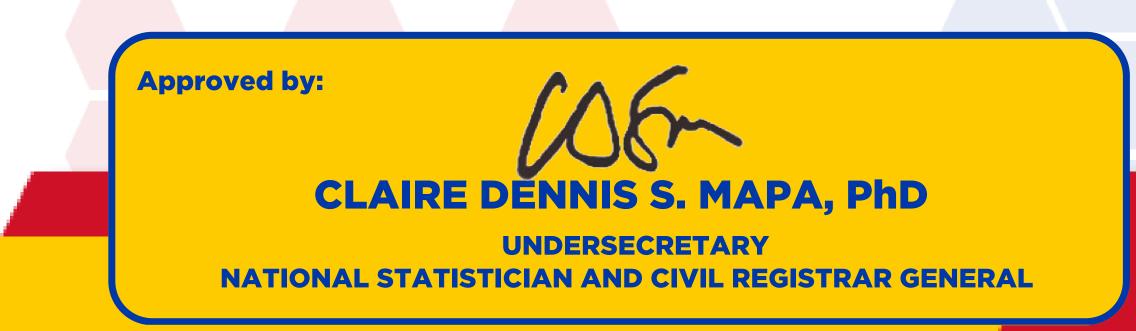
REGIONAL STATISTICAL SERVICES OFFICE XII EXTERNAL SERVICES

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	4.1 Screen the AF and all requirements including CTC of document for Authentication request.	Authentication of Birth, Marriage Certificate Php 155.00		
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.	If approved, encode the details, accept payment and issue OR with date/time of release.Attach or re ect the QTN to the AF	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,	5.1 Check the OR for the date and time of release. Require and check the authorization letter/SPA and			
Authorization Letter/SPA Check the correctness and completeness of the received document/s Sign the received portion at the back of the AF	valid IDs Check the details of the	None	5 minutes	CRS Outlet Supervisor
TO	TAL	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 mir	nutes

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 Philippines.

Office/Division	PSA RSSO XII – PhilSys Fixed Registration Center			
Classification:	Simple (max. of 3 days)			
Гуре of Transaction:	Government-to-Citizen (G2C)			
Nho may avail:	Filipino Citizens			
CHECKLIST OF	REQUIREMENTS:	WI	HERE TO SE	CURE:
3. For children ages Certificate of Live guardian must be PhilSys Card Num	Birth and parents/ PhilSys registered with			
Certificate of Live guardian must be	Birth and parents/ PhilSys registered with	FEES TO BE PAID	PROCESSING	PERSON



2.1 The RKO will

demographic data of

the client to the system

2. Encoding of



3 minutes Registration Kit

Operator (RKO)

ooking for other PSA Services an the QR code and browse arch for other available PSA ervices through our gitized Citizen's Charter.

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 ePhiIID	6.1 If the ePhillD of the client is available after uploading the data, the RKO will print and issue the printed ePhillD to the Client	None	10 minutes	Registration Kit Operator (RKO)
TOTAL		None	19 m	inutes

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	PSA RSSO XII – PhilSys Fixed Registration Center			
Classification:	Simple (max. of 3 days)	Simple (max. of 3 days)			
Type of Transaction:	Government-to-Citizen (0	G2C)			
Who may avail:	Filipino Citizens				
CHECKLIST OF	F REQUIREMENTS: WHERE TO SECURE:		WHERE TO SECURE:		
 Transaction Slip Valid ID If not the owner of Authorization letter the owner 	the ePhilID, r and photo copy of ID of		Transaction Slip was given after registration		



REPUBLIC OF THE PHILIPPINES PHILIPPINE STATISTICS AUTHORITY

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		1 minute	Screener / Registrations Assistant (RA)/ Registration Kit
	The screener will ask for the authorization letter if the client is not the owner of the ePhillD			Operator (RKO)/ Registration Center Supervisor (RCS)
	1.2 The RKO will check the availability of ePhillD of the client to the system, if available the RKO will download and print the ePhillD	None	3 minutes	Registration Kit Operator (RKO)
	Note: If the ePhillD 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 ePhillD	2.1 Before issuing the ePhillD, the RKO will verify the ePhillD using the PhilSys Check	None	1 minute	Registration Kit Operator (RKO)
TO	ΓΑL	None	5 mi	nutes

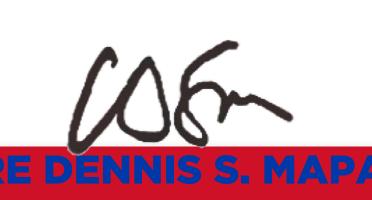
4. UPDATING OF DEMOGRAPHIC INFORMATION OF PHILID

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

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 PhilSy	s Form 2	1. PSA RSSO XII, PhilSys Fixed Registration Center		
2. For Updating of Nam	e:			
Last Name				
- Primary PSA-issued Birth or Report Birth;	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 NamePrimary PSA-issued Certificate of LiveBirth or Report Birth;				
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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Approved







CHECKLIST OF REQUIREMENTS:
I. For Updating of Sex, Date of Birth, and Place of Birth:
Primary PSA-issued Certificate of Live Birth or Report
- Annotated PSA-issued Certificate of Live Birth or Report of Birth (in case of administrative or judicial correction of entry/ies)
5. For Updating of Blood Type:
- Blood typing result
6. For Updating of Filipino Citizenship or Resident Alien Status:
 Primary PSA-issued Certificate of Live Birth or Report Birth
- Certificate of Retention or Reacquisition of Filipino Citizenship issued by the Bureau of Immigration or Philippine Foreign Service Post
 Certificate of Naturalization issued by the Special Committee on Naturalization through administrative naturalization pursuant to RA 9139
- Certificate of Naturalization issued by the Bureau of Immigration through legislative naturalization
- Certificate of Naturalization through judicial naturalization pursuant to Commonwealth Act No. 473
 Any supporting document showing that the registered person is a Filipino citizen
7. For Updating of Marital Status:
 Single to Married: PSA-issued Certificate of Marriage Married to Single due to Annulment or Declaration of Nullity of Marriage: Annotated COM issued by PSA, Certificate of No Marriage (CENOMAR)
- Married to Annulled: Annotated COM issued by PSA
- Married to Nullified: Annotated COM issued by PSA
- Married to Legally Separated: Annotated COM issued by PSA
- Married to Divorced: Annotated COM issued by PSA, CEMAR
- Married to Widowed:
If due to death of previously reported spouse
a. PSA-issued Death Certificate of Spouse
If previously reported spouse is presumed dead
a. Court order on the Declaration of Presumptive Death
- No Entry to Single, Married, Widowed, or Divorced: Any supporting document showing the marital status of the registered person
8. For Updating of Permanent and Present Address:Any supporting document showing the address of the registered person



REPUBLIC OF THE PHILIPPINES PHILIPPINE STATISTICS AUTHORITY





REGIONAL STATISTICAL SERVICES OFFICE XII EXTERNAL SERVICES

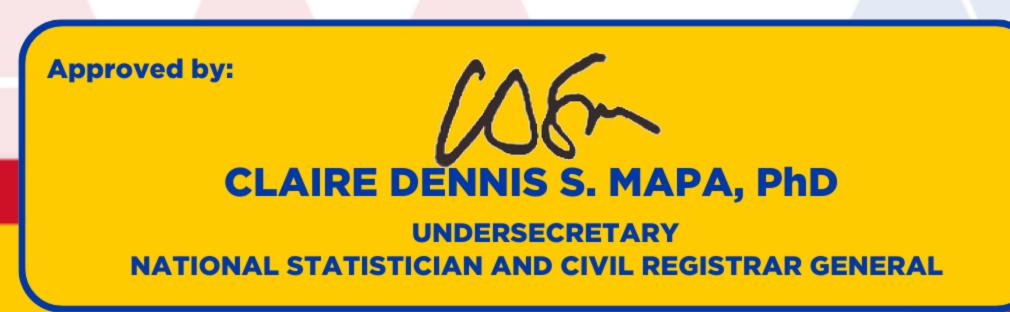
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the following to the screener:	1.1 Screener validates the document/s presented by the card owner			Screener / Registrations
Accomplished PhilSys Form 2	The screener will ask for the authorization letter if the client is not the owner of the ePhillD	None	3 minutes	Assistant (RA)/ Registration Kit Operator (RKO)/ Registration
PhillD or ePhillD				Cen <mark>ter</mark> Supervisor
Supporting documents depending on the type of updating				(RCS)
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)
	4.1 The RKO will upload the data of the client	None	1 minute	Registration Kit Operator (RKO)
4. Receiving of ePhillD with new PCN	4.2 if the ePhillD is available the RKO will print and issue to the client	None	1 minute	Registration Kit Operator (RKO)
	If the ePhillD is not yet available, the RKO will will log the contact information of the client			Operator (INTO)
TOTAL		None	5 mi	nutes

5. REPLACEMENT OF PHILID

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

- a. Lost due to Natural Calamities
- b. Damaged (Peeled off or torn, Soiled, crushed, or deformed, or Any other circumstances of a similar nature and analogous to those above mentioned)
- c. Defective (The letter bearing the PSN does not match with the attached PhillD, The letter bearing the PSN has no PhillD 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)				
Гуре of Transaction:	Government-to-Citizen (G2C)				
Who may avail:	Filipino Citizens				
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:			
1. Request Form		1. PSA RSSO XII, PhilSys Fixed Registration Center			
2. Loss due to Natura- Barangay Cert		2. Barangay			
 3. Damage due to Na - Barangay Cert - Damaged Phill the PSN. 					
Card Production	nnical Errors during the D and/or letter bearing				
shall present the follow	ed representative, he/she ving in addition to the documents enumerated				
- Identification d	cation document; and ocument or the PhilSys of the cardholder.				
Note: PhillD that was lenatural calamity shall be something the standard of our such request shall be something.	be reported within 6 ccurrence, otherwise				





oking for other PSA Services an the QR code and browse arch for other available PSA rvices through our gitized Citizen's Charter.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/report the lost, damaged, or defective PhillD 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 PhillD 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 PhiIID	3.1 Upon receiving of the PhillD from Central Office, the PSA XII will send a text message for the release of the new PhillD	None	5	Registration Center Supervisor (RCS)
TC	TAL	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 (0	G2C)		
Who may avail:	Filipino Citizens			
CHECKLIST OF	REQUIREMENTS:	W	HERE TO SE	CURE:
1. Client Feedback F	orm	1. PSARS	SSO XII	
2. Valid ID	alid ID			
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
TC	TAL	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	PSA RSSO XII				
Classification:	Simple (max. of 3 days) - PSA XII	Simple (max. of 3 days) – this concerns only data requests within the jurisdiction of SAXII				
Type of Transaction:	Government-to-Business Government-to-Citizen (Government-to-Government-t	G2C)				
Who may avail:	Regional Line Agencies (Students, Private Sector			nits (LGUs), Academe /		
CHECKLIST OF	REQUIREMENTS:		WHERE TO	SECURE:		
purpose.	data needs and the quester or researcher.		tical Unit, PSO requester, researd	cher 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		
	1.2 Facilitate the registration at the researcher's logbook	None	3 minutes	2. SS II Mujahid J. Jaji 3. SS II Christy R. Amban		
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. Review and check the provided data.	3.1 Release of data requests and secure acknowledgement of the researcher.	None	3 minutes			
TC	TAL	None		54 minutes		

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:	, ,	omplex (max. of 11 days) – this concerns only transaction within OCCSKSARGEN Region					
Type of Transaction:	Government-to-Citizen (Government-to-Governm	•					
Who may avail:	Solemnizing Officers of S	SOC	CSKSARGEN (Region XII)				
CHECKLIST OF	REQUIREMENTS:		WHERE TO SECURE:				
1.Accomplished OCI triplicate copies with colored 2x2 pictures 2. Certificate of Live Card; if foreigner: Na expiration; 3. Machine Copy of priest, head, founder minister of the religion 4. Endorsement/ Reform the head of religions application; 5. Appointment Letter 6. SEC Certificate of Registration/GIS/Certificate	SOIS database RG SO Form 1 in three copies of ; Birth/Passport/PhillD ationality,i-card, visa Appointment as a r, bishop, pastor, and on/religious sect; commendation Letter gion/religious sect 3) months from er; rtification of the Mayor; (Photocopy of Official	1. 2.	Civil Registration Unit, PSO Solemnizing Officer or the client				



REPUBLIC OF THE PHILIPPINES PHILIPPINE STATISTICS AUTHORITY

CITIZEN'S CHARTER

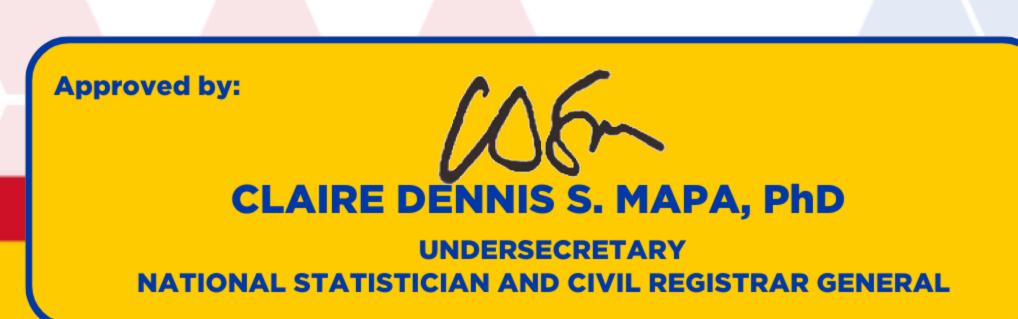


REGIONAL STATISTICAL SERVICES OFFICE XII INTERNAL SERVICES

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	 Michael A. Mama Shyla Marie M. Deticio
	1.2 VerifCSS 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			Mailing of the	in RSSO XII + documents 2-3 ays

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

Office/Division	PSA RSSO XII	
Classification:	Simple (max. of 6 days) - SOCCSKSARGEN Regi	 this concerns only transaction within on
Type of Transaction:	Government-to-Citizen (Government-to-Governm	
Who may avail:	Solemnizing Officers of S	SOCCSKSARGEN (Region XII)
CHECKLIST OF	REQUIREMENTS:	WHERE TO SECURE:
Card; if foreigner: Na expiration; 3. Machine Copy of A head, founder, bisho of the religion/religio 4. Endorsement/ Reform the head of religions sued within a period from application; 5. Appointment Letters	Birth/Passport/PhillD ationality,i-card, visa Appointment as priest, pp, pastor and minister us sect; commendation Letter gion/religious sect d of three (3) months	1.Civil Registration Unit, PSO 2.Solemnizing Officer or the client





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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.Mama2. 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			Mailing of the	in RSSO XII + documents 2-3 ays

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 (G20	3)		
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;				
	irth/Passport/PhiIID Card; if card, visa expiration;			
foreigner: Nationality,i-card, visa expiration; 3. Machine Copy of Appointment as priest, head, founder, bishop, pastor and minister of the religion/religious sect;		1.Civil Registration Unit, PSO		



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CITIZEN'S CHARTER



REGIONAL STATISTICAL SERVICES OFFICE XII INTERNAL SERVICES

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

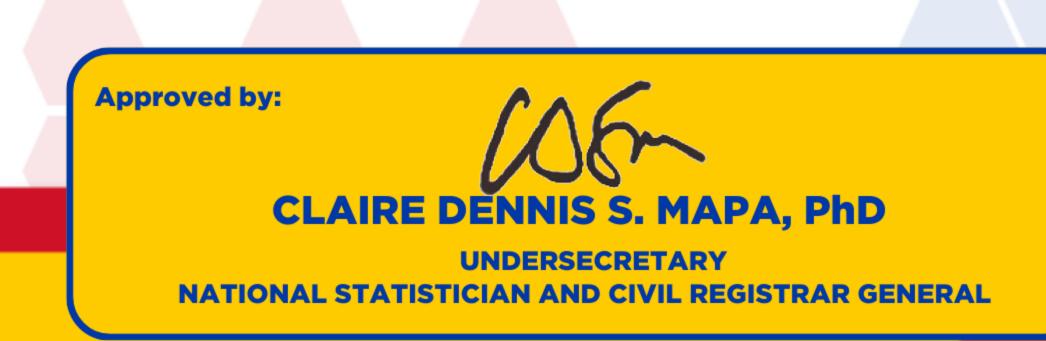
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received endorsement of the application for CRASM with transmittal	1.1 Receipt of application form from the PSO or any representative.	None	2 minutes	
from the PSOs	1.2 Check completeness of the documents	None	5 minutes	
	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		l9 minutes <i>ng at RSSO XII)</i>

1.D RENEWAL APPLICANT (CHANGE OF RELIGIOUS AFFILIATION)

Office/Division	PSA RSSO XII
Classification:	Complex (max. of 11 days) – this concerns only transaction within SOCCSKSAR <mark>GEN</mark> Region
Type of Transaction:	Government-to-Citizen (G2C) Government-to-Government (G2G)
Who may avail:	Solemnizing Officers of SOCCSKSARGEN (Region XII)

Type of Transaction: Government-to-Citizen (G2C) Government-to-Citizen (G2C) Government-to-Citizen (G2C)				
Who may avail:	Solemnizing Officers of S	SOCCSKSARGEN (Region X	II)	
CHECKLIST OF	REQUIREMENTS:	WHERE TO SE	CURE:	
		1.Civil Registration Unit, PSC 2.Solemnizing Officer or the		
	commendation Letter gion/religious sect 3) months from er; tification of the Mayor; (Photocopy of Official			

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. Mama2. Shyla Marie M. Deticio
7303				





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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			Mailing of the	in RSSO XII + documents 2-3 ays

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		



REPUBLIC OF THE PHILIPPINES PHILIPPINE STATISTICS AUTHORITY

CITIZEN'S CHARTER

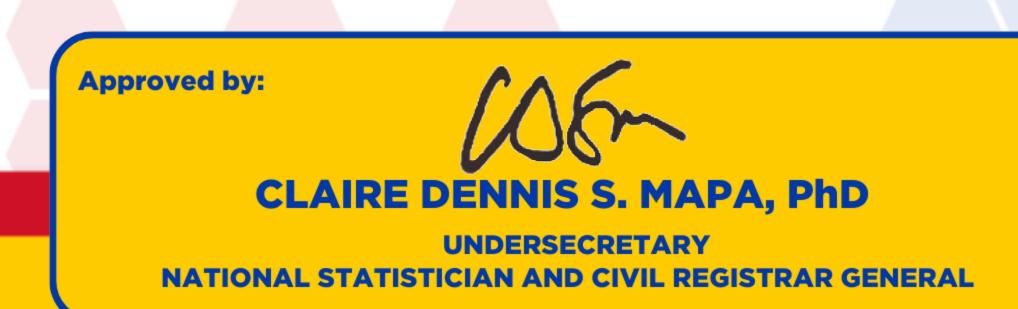


REGIONAL STATISTICAL SERVICES OFFICE XII INTERNAL SERVICES

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	PROCESSING	PERSON
		PAID	TIME	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)		20 minutes	Aldren C. Morale
	1.7 Approver approves the annotation and prints the annotated document and	None	5 minutes	Outlet Supervisor
	Top Sheet			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
	None	7 days, 1 hour a	nd 57 minutes	





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