



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY
Bayombong, Nueva Vizcaya

CITIZEN'S CHARTER

A. Copy Issuance of Birth, Marriage and Death Certificates			
Steps for Clients	Person Responsible	Procedure	Time Element
Client fills-up application forms (AF); Clients proceed to SCREENING	Randy Ferrer	Screener checks the completeness and correctness of the accomplished AFs and supporting documents (including Authorization Letter and valid IDs (RA 10173)	3 minutes
Client queues in line at Windows 5 or 6 for payment (Walk in Clients)	Arlene Lacamento Michelle Ferry	Collecting Officer collects payments and generates Official Receipts (155.00 per copy for Birth, Marriage and Death Certificates;	5 minutes “time element may vary due to volume of request”
BREQS/MCR Clients	Angel Ballucanag		
Special Lane (Senior Citizens, PWDs & Pregnant women)	Caren Cablayan		
Client waits at waiting area for the releasing of requested documents	Daphene Daon Rich Ardin Marcos Ferdinand Antonino	Request Service Officers perform query then download for a record in the central database and generates copy of Civil Registry Documents	Within 1 hour “time element may vary due to technical problems that may arise”
	Merces Jane Jenetiano Aurora Kimayong	Request Service Office tags and records the CRD ready for release through QMS	5 minutes
Client claims the requested Civil Registry Documents (CRDs) at Window 3	MercesJane Jenetiano Aurora Kimayong	Releasing Clerk calls out name of clients and releases documents at window 3	2 minutes
Time Element			1 Hr 15 mins



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B. Copy Issuance of Certificate of No Marriage (CENOMAR) and Certificate of Marriage /Advisory of Marriage (CEMAR)			
Steps for Clients	Person Responsible	Procedure	Time Element
Client fills-up application forms (AF); Clients proceed to SCREENING	Randy Ferrer	Screener checks the completeness and correctness of the accomplished AFs and supporting documents (including Authorization Letter and valid IDs (RA 10173)	3 minutes
Client queues in line at Windows 5 or 6 for payment (Walk in Clients)	Arlene Lacamento Michelle Ferry	Collecting Officer collects payments and generates Official Receipts (210.00 per copy)	“time element may vary due to volume of request”
BREQS/MCR Clients	Angel Ballucanag		
Special Lane (Senior Citizens, PWDs & Pregnant women)	Caren Cablayan		
Client waits at waiting area for the releasing of requested documents	Joanaly Manzano Jenelyn Viernes	Request Service Officers perform query then download for a record in the central database and generates copy of CENOMAR/CEMAR	Within 4 hour “time element may vary due to technical problems that may arise”
	Merces Jane Jenetiano Aurora Kimayong	Request Service Office tags and records the CRD ready for release through QMS	5 minutes
Client claims the requested Civil Registry Documents (CRDs) at Window 3	MercesJane Jenetiano Aurora Kimayong	Releasing Clerk calls out name of clients and releases documents at window 3	2 minutes
		Time Element	4 hrs 15 mins



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C. Electronic Endorsement of Newly Registered and LCRO-endorsed CRD			
Steps for Clients	Person Responsible	Procedure	Time Element
Client request the LCRO to transmit his/her CRD to PSA Bayombong through Courier/designated Liaison Officer.	Aiza Pineda Melody Reyes	CRS personnel record the received CRD from LCRO	Within the day upon receipt of the document
		Request Service Officer encodes the CRD to DVSS before scanning	10 minutes
		Request Service Officer scans and transmits the CRD electronically to PSA Central Facility-Manila	
		Electronic Endorsement Approver processes electronically endorsed CRD (Done at Central Office Manila)	Within 15 working days
Client follows-up his/her endorsed CRD if it has been approved for Copy Issuance at Window 1		If electronically endorsed CRD has been approved and loaded to Central Database, CRS Personnel issues approval slip and Application Form then instruct client to proceed to Screening.	5 minutes
For Clients with previously issued Blurred Security paper and Negative Result in PSA but Positive in LCRO		If said CRD has been disapproved, client needs to report to CRS Outlet for any action needed as instructed by the Electronic Endorsement Approver.	
Client submits his/her copy of Official Receipt or Copy of Blurred or Negative PSA Certification	Aiza Pineda	Request Service Officer generates copy of newly approved CRD to replace the previously issued Security paper	Within 30 minutes
For clients with Newly Registered CRD; Please refer to Table A. Copy Issuance	Randy Ferrer	Request Service Officer tags and records the CRD ready for release through QMS	5 minutes



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Client claims the requested CRD at Window 3	Aurora Kimayong Mercedes Jane Jenetiano	Releasing Clerk calls out the client and releases the document	2 minutes
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Note: Application forms are not for sale.

Waiting time maybe extended beyond the regular schedule due to the following:

1. The server is down due to unforeseen event;
2. Brown out;
3. Peak season.

All queries/referrals will be handled by the Officer-of-the day at Public Assistance Complaints Desk (PACD).

All fees paid will be issued with Official Receipt.

All transactions will be done inside the office, elsewhere is a case or a sign of a fixing activity. Report immediately to the office of the Chief Statistical Specialist.

No transaction during offline and brownout.