

SPECIAL RELEASE

PSA Nueva Vizcaya Conducts Random Check and Audit of LCRO in Quezon

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With the Municipal Civil Registrar (MCR) of Quezon, Engr. Marino C. Manzano (left), LGU staff, Officer-in-Charge of PSO Nueva Vizcaya, Engr. Joel P. Basco, Registration Officer II, Kathleen D. Manzano-Tayaban and Registration Officer I, Gleceria B. Degamo.

Pursuant to Section 11 of Republic Act (RA) No. 11625 relative to the inspection and visitorial powers of the Civil Registrar General (CRG), the Philippine Statistics Authority Nueva Vizcaya Provincial Statistical Office (PSO) requested for the mayor's approval support for the conduct of a random check and audit of the Local Civil Registrar Office (LCRO) within their jurisdiction on July 9, 2025. Headed by the Officer-in-Charge of PSO Nueva Vizcaya, Engr. Joel P. Basco, Registration Officer II, Kathleen D. Manzano-Tayaban and Registration Officer I, Gleceria B. Degamo, the designated personnel had a courtesy visit to the Office of the Mayor prior to the actual audit.

The activity is also in pursuant to the mandate of the CRG to ensure the efficient and accurate delivery of civil registration services through:

1. Assessing compliance with existing civil registration laws, policies and procedures;
2. Verifying the proper maintenance and safeguarding of civil registry documents;
3. Ensuring the integrity, accuracy and reliability of registered civil registry documents;
4. Identifying areas for improvement in the operation of Local Civil Registry Offices; and
5. Promote transparency and accountability in civil registration processes.

The following areas were observed and sought for recommendation:

1. Document acceptance/ receipt and control system which includes the acceptance procedures on proper receipt and initial review of documents, the checklist of requirements and completeness of documents received.
2. Encoding Using PhilCris or Other LCRO System covering the adherence to ten-day posting (for delayed registration), assignment of registry numbers, Consistency of registry numbers (Registry book, LCRO copy and database), Encoding Process (Information System Used) and who is responsible for the encoding and Compliance to Data Sharing (if Info System is linked with health facility).



Verification of 10-day posting and Citizen's Charter.

3. Review and Verification of documents which include who prepares, reviews and register the civil registry documents. Also, the entries should be consistent with the registry book, LCRO file and database. Compliance to requirements for delayed registration as prescribed by PSA and consistency of information with the supporting documents submitted versus entries in the civil registry documents. Moreover, the

person reported as “Attendant at Birth” and notarial officer for delayed registration are also audited for consistencies.

4. Signing and Registration Approvals should be validated as to the correctness of the registry number encoded before approval.
5. Registry Books are to be maintained and updated daily with Proper recording of information details in the registry book and consistent with the encoded information and LCRO file.
6. Archiving/ Binding/Folioing and Storage Access is the archiving process of Civil Registry Documents (CRDs). The arrangement, security, digitalization, access and inventory are being assessed.
7. Other Concerns which include the proper disposal of forms and documents, presence of Citizen’s Charter, office space, compendium of memoranda and circulars as well the skills and knowledgeability of the staff.



Registry books and supporting documents of the delayed registration are being audited.

Documents verification were done by randomly checking past and present CRDs along with the supporting documents. The audit team conducted a short exit meeting with the LCR and the staff the initial findings and recommendations to improve their civil registration processes. The recommendations will be prepared by the audit team and corrective actions for implementation. The team ensures to follow-through on the recommendations. MCR Engr. Marino Manzano also shared their best practices in maximizing their limited space and albeit the lack of resources they are able to meet the needs of the clients. With the presence of knowledgeable manpower, they are adapting digitalization by initiating they internal database of registry books to avoid the time consuming of manual searching as well as to protect the registry books from wear and tear.

All information gathered during the random checks and audits are treated with strict confidentiality. PSA emphasized that this activity is carried out in close coordination with the LCRO and in accordance with applicable Rules and Regulations. Rest assured that the highest standard of protocols are observed and that all the findings and observations of the audit team will be religiously recorded and to be forwarded to the office of the Civil Registrar General for information and guidance.



After the exit meeting with the MCR and LCR personnel.



REPUBLIC OF THE PHILIPPINES
PHILIPPINE STATISTICS AUTHORITY

Nueva Vizcaya Provincial Statistical Office



TECHNICAL NOTES:

- **Local Civil Registrar Office (LCRO)** - a government office, usually within a city or municipal government, that is responsible for recording and managing vital events and other civil registry documents.
- **Philippine Civil Registry Information System (PhilCRIS)** - latest version of the Civil Registry Information System, which is available for use by the Offices of the Civil Registrars and other end-users. The software enables encoding of relevant information from civil registry documents, storage of vital data, query and retrieval of encoded records, printing and issuance of certified copies of encoded civil registry documents, generation of transmittal files, and data management and maintenance of the local civil registry database.
- **Registry Book** - the official record books maintained by the Local Civil Registry Offices (LCROs). These books are used to record vital events like births, deaths, and marriages, and they serve as the primary source for generating civil registry documents like birth certificates.
- **Delayed Registration** - An act of registering a vital event that is made beyond the reglementary period of registration.
- **Citizen's Charter** - developed and designed as a mechanism to eliminate bureaucratic red tape and to promote transparency in every transaction. It is a document that outlines the services offered by a government agency, including the steps involved in accessing those services, the associated fees, and the processing time. It also details the agency's commitment to service standards, accountability, and transparency.

SGD

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