



CITIZEN'S CHARTER

CRS Outlet-East Avenue, Quezon City

COPY ISSUANCE OF DOCUMENT THROUGH: ENDORSEMENT, SUPPLEMENTAL REPORT, REPUBLIC ACT NO. 9048/10172, COURT DECREES AND LEGAL INSTRUMENT (CDLI)

VISION : Solid, responsive, and world-class authority on quality statistics, efficient civil registration, and inclusive identification system.

MISSION : Deliver relevant and reliable statistics, efficient civil registration services and inclusive identification system for equitable development towards improved quality of life for all.



BASIC REQUIREMENTS	STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	REQUIREMENTS
1. Civil Registration Service Appointment Slip 2. StaySafe.ph App, StaySafe.ph QR Code or Accomplished Health Survey Form 3. Queue Ticket Number 4. Valid IDs (Memorandum Circular No. 2019-16A)/Authorization Letter/Special Power of Attorney (SPA) as per Presidential Decree 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 and photocopy of valid IDs of the document owner and original and photocopy of the valid IDs of the representative. b. Authorization Letter/SPA duly signed by document owner and indicating the following: 1) Type of document/s; 2) Number of copies per requested document/s; 3) Name of the document owner/s; and 4) Complete details of requested document/s. 5. Accomplished Application Form: Birth Certificate (BC) - White Marriage Certificate (MC) - Pink Death Certificate (DC) - Yellow 6. Certified True Copy (CTC) of all supporting documents with fresh signature of authorized signatories issued by the Local Civil Registry Office (LCRO)/Shari'a Court/Philippine Foreign Service Post 7. For Endorsement Request, Proof of Mailing/Courier receipt	1	<ul style="list-style-type: none">• Present Civil Registration Service Appointment Slip• Get Queue Ticket Number and Application Form• Accomplish Application Form with the required information	<ul style="list-style-type: none">• Check the Civil Registration Service Appointment Slip and ensure that the requester have observed and passed the Health and Safety Protocols• Provide the needed Queue Ticket Number according to client's classification/ Application Form• Direct the client to the designated waiting area	5 minutes	Information Marshal	N/A	Civil Registration Service Appointment Slip bearing the name of the appointee
	2	<ul style="list-style-type: none">• Proceed to the designated Court Decrees and Legal Instrument Screeners/Encoders desk queuing lane• Proceed and submit all screened documents to Cashier/Collecting Officer and pay the processing fee• Check the issued Official Receipt (OR) and count your change before leaving the counter	<ul style="list-style-type: none">• Screen the Application Form and the requirements• If approved, attach supporting documents, Civil Registration Service Appointment Slip and Queue Ticket Number to the Application Form• Application Form with marked <i>query first (QF)</i> by Screener shall undergo Query First prior to payment• Accept payment and issue OR with date/time of release• Transmit all documents to Backend office for processing	20 minutes	FELICIDAD M. CRUZ Outlet Supervisor CRS Outlet East Avenue	Php 155.00	<ul style="list-style-type: none">• Civil Registration Service Appointment Slip• Queue Ticket Number• Application Form• Valid IDs• Authorization Letter/SPA• Processing fee• For endorsement<ul style="list-style-type: none">a. Proof of Mailing/Courier receiptb. Transmittal report from LCROc. Dispatch or Reference Number for foreign documents• CTC of supporting documents
			Backend Processing: 1. Endorsement 2. Supplemental Report 3. Annotation through RA 9048, RA 10172, Revise to: Court Decrees and Legal Instrument 4. Other documents: <ul style="list-style-type: none">• Conversion to Islam• Dissolution of Marriage among Indigenous Peoples (IPs)• Certificate of Divorce (Muslim)	6 working days and 7 hours	EMILIO C. QUERUBIN, JR. Officer-in-Charge Civil Register Management Division	N/A	<ul style="list-style-type: none">• Civil Registration Service Appointment Slip• Queue Ticket Number• Application Form• CTC of supporting documents• Proof of Mailing/Courier receipt• Transmittal report from LCRO• Dispatch or Reference Number for foreign documents
	3	<ul style="list-style-type: none">• Proceed to the Releasing Area on the scheduled date and time of release• 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 accomplished Application Form	<ul style="list-style-type: none">1. Check the OR for the date and time of release2. Require and check the authorization letter/SPA and valid IDs3. Perform quality/consistency check<ul style="list-style-type: none">a. If annotated document<ul style="list-style-type: none">• Check the details of the document before the releaseb. If Feedback Form<ul style="list-style-type: none">• Check the content on the completeness and correctness and advise the client to comply with what is written on the Feedback4. Require the claimant to sign the received portion at the back of the Application Form5. Release the requested documents to the client	35 minutes	FELICIDAD M. CRUZ Outlet Supervisor CRS Outlet East Avenue	N/A	<ul style="list-style-type: none">• Original OR• If Document Owner<ul style="list-style-type: none">- Valid IDs• If Representative<ul style="list-style-type: none">- Valid IDs- Authorization Letter/SPA
			Total Estimated Processing Time:	7 working days			
END OF TRANSACTION							

For concerns, queries, and problems with your requested documents:

• Please proceed to the Care Officers at the Public Assistance and Complaints Desk (PACD) at 2nd Floor, CRS Building, PSA Complex, East Avenue, Quezon City, telephone number (02) 8461-0500 loc 208 & 209.

• Please contact the PSA-Query and Verification Unit (QVU) at email addresses crs.qvu1@psa.gov.ph, crs.qvu2@psa.gov.ph, crs.qvu3@psa.gov.ph, telephone numbers (02) 8461-0500 loc. 702 and 703.

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