



CITIZEN'S CHARTER

CRS Outlet-East Avenue, Quezon City

COPY ISSUANCE OF BIRTH, DEATH, MARRIAGE CERTIFICATES/ CERTIFICATE OF NO MARRIAGE RECORD (CENOMAR) AND AUTHENTICATION



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 Certificate of No Marriage Record (CENOMAR) - Green 6. For Authentication Request, Certified True Copy (CTC) of the document with fresh signature of authorized signatory from Local Civil Registry Office (LCRO)	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 waiting area• Present the StaySafe.ph App or StaySafe.ph QR Code or Accomplished Health Declaration form• Proceed and submit to Encoder/Cashier/Collecting Officer for the screening of the Application Form 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	<ul style="list-style-type: none">• Screen the Application Form 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 the Civil Registration Service Appointment Slip and Queue Ticket Number to the Application Form	20 minutes			FELICIDAD M. CRUZ Outlet Supervisor CRS Outlet East Avenue	Copy Issuance/ Authentication Php 155.00 CENOMAR Php 210.00	<ul style="list-style-type: none">• Civil Registration Service Appointment Slip• Queue Ticket Number• Application Form• CTC of document for Authentication request• Processing Fee• If Document Owner - Valid IDs• If Representative - Valid IDs- Authorization Letter/SPA
			Process:	CI/AU	UNCON	CE	EMILY R. MACARIO Supervisor Request Service Officers Unit	N/A	<ul style="list-style-type: none">• Civil Registration Service Appointment Slip• Queue Ticket Number• Application Form• CTC of document for Authentication request
			CI/AU – Copy Issuance of document/certification/Authentication request	2 hours after payment					
			UNCON – Document not yet in the database and subject for Manual Verification		6 working days and 7 hours				
			CE – Certificate of No Marriage Record (CENOMAR)/ Advisory of Marriages (CEMAR)			1 working day and 7 hours			
	3	<ul style="list-style-type: none">• 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 accomplished Application Form	<ul style="list-style-type: none">• 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 Application Form• 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 - Valid IDs• If Representative - Valid IDs- Authorization Letter/SPA
			Estimated Processing Time :	3 hours	7 working days	2 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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