

Digital Transformation for Efficiency and Resiliency in Civil Registration Evangeline C. Tapangan

1st National Convention on Civil Registration and Vital Statistics City Civil Registry Office – Cagayan de Oro September 1-3, 2021



INNOVATIONS/BEST PRACTICES	ADVANTAGES
 Developed a stand-alone software called the CCRIS or City Civil Registry Information System that creates the following: 1.a) Electronic Civil Registers (E- book) for Births, Marriages, Death, Fetal Deaths, Court Orders, Legal Instruments, Application for Marriage License. CCRIS retrieves electronically all data that were stored in PhilCRIS. 1.b) CCRIS also creates Electronic Civil Registers for Affirmed Petitions under R.A. 9048/10172 and Out of Town Court Decree / Order. 	 Accurate and timely submission of both physical documents and soft copies to the PSA Provincial Office. No more bulky civil registers that are prone to human error in transcribing or wear and tear due to manual scanning. Secure, complete, and can be printed and reprinted anytime. Cost-efficient and promotes productivity. Smooth, clean, and orderly civil registration process.



INNOVATIONS/BEST PRACTICES	ADVANTAGES
1.c) Integrated a module for the issuance of Certifications (Form 1A, 2A, 3A, Pre-War, and Sendong).	• Allows monitoring of previously issued certifications, keep track of its history, and the frequency of issuance / client's request.
2. Digitization/digitalization of over 250,000 birth records that were recovered after the flood.	 Allows easy search of the digitized birth records affected by the disastrous Typhoon Sendong. Client's can easily request for a machine copy of his/her digitized COLB.
3. Central Database (Main Server) - All data that is collected and processed are stored aggregately in a single central database.	 All data collected and processed in a digital format from the different registration points are communicated to the single central database and can be retrieved anytime when certified copies or certifications are requested. Improves the integrity of the registration process by revealing double or multiple registrations of the same vital event. Promotes resiliency of records against natural and man-made calamity by creating a backup file to be stored offsite.
4. Online Pre-Application for Marriage License thru this link: http://services.cagayandeoro.g ov.ph/marriagelicense/	 Clients can easily pre-apply for Marriage License online through the website link even at the comfort of their homes. Decongestion of Marriage License applicants in the office and maintain social distancing among its clients. Easier retrieval and generation of Marriage License application, once clients will turnin the pertinent requirements of the same.



INNOVATIONS/BEST PRACTICES	ADVANTAGES
 5. Online Inquiry thru Facebook page and Messenger: https://www.facebook.com/civilr egistrycagayandeoro Email addresses: civilregistrycagayandeoro@yaho o.com and ccrcdo@gmail.com Tele-Inquiry via Hotline Nos.: 09068288187 & 09068288219 6. Queueing System. 	 Clients can easily perform their civil registry inquiry online without the need of physical presence in the office. Also promotes decongestion and minimize the influx of clients in the office. Educating clients on the necessary requirements relative to their inquiry / request before the physical submission of the same to the office. Economical convenience for clients most especially on the verge of crisis brought by the COVID-19 pandemic. Promotes harmonious relationship towards clients and boost the office personnel knowledge on civil registration, as well as efficient delivery of proper customer service Maintain orderliness and enforcement of social distancing protocol among clients
7. Online Request and Issuance of Copies (ongoing).	 protocol among clients. Saves time in accommodating clients Also promotes decongestion and control the influx of clients requesting for certification in the office.
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Uploading of Digitized Copies to various electronic Registers





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	CERTIFICATE OF DEATH

Uploading Client's digitized COLB into the electronic Register of Live Birth Uploading Client's digitized **COM** into the electronic **Register of Marriages**

Uploading Client's digitized COD/COFD into the electronic Register of Death

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Uploading Client's digitized Court Decree / Order into the electronic Register of Court Decree / Order



Uploading Client's digitized Legal Instrument into the electronic Register of Legal Instrument



Uploading Client's digitized Affirmed Petition into the electronic Register of Affirmed Petitions Under R.A. 9048 / 10172



Uploading Client's digitized Out of Town Court Decree / Order into the electronic Out of Town Register of Court Decree / Order



Uploading of Digitized Certifications to various electronic Certification Modules

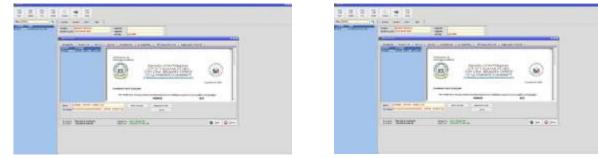


Uploading Client's digitized LCR Form 1A into the electronic Form 1A Certification





Uploading Client's digitized LCR Form 2A into the electronic Form 2A Certification Uploading Client's digitized LCR Form 3A into the electronic Form 3A Certification



Uploading Client's digitized Prewar into the electronic Pre-war Certification

Uploading Client's digitized Sendong into the electronic Sendong Certification



Generation of various electronic Civil Registers

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Generated electronic Register of Application for Marriage License

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Generated electronic Register of Marriages Generated electronic Register of Death / Fetal Death



Generation of various electronic Civil Registers

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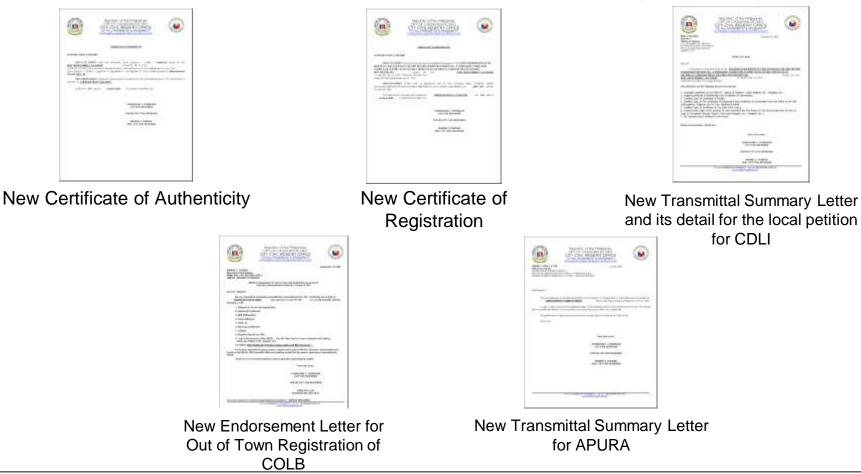
Generated electronic Register of Court Decree / Order

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Generated electronic Register of Legal Instrument Generated electronic Out of Town Register of Court Decree / Order



Reports generated after processing local and migrant petitions for Court Decree / Order and Legal Instrument (CDLI) and Affirmed Petitions under R.A. 9048 / 10172 (APURA)

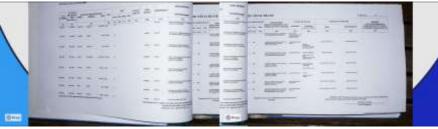




Few snapshots of various printed electronic Registers and Website for Pre-Application for Marriage License



Printed electronic Register of Live Birth



Printed electronic Register of Death / Fetal Death

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Printed electronic Register of Application for Marriage License Printed electronic Register of Court Decree / Order



New Website for Pre-Application for Marriage License