



Republic of the Philippines

Philippine Statistics Authority

Region V-Bicol

AGENCY CITIZEN SERVICES STANDARDS (Citizen's Charter)

AGENCY MANDATE

The PSA shall primarily be responsible for the implementation of the objectives and provisions of RA 10625. It shall plan, develop, prescribe, disseminate, and enforce policies, rules and regulations and coordinate government-wide programs governing the production of official statistics, general-purpose statistics, and civil registration services.

It shall primarily be responsible for all national censuses and surveys, sectoral statistics, consolidation of selected administrative recording systems and compilation of national accounts.

VISION

Solid responsive world-class authority on quality statistics and civil registration.

MISSION

Deliver relevant, reliable statistics and civil registration services for equitable development towards improved quality life for all.

CORE VALUES

- **Integrity** - We observe the highest standards of professional behavior by exemplifying impartiality and independence in everything we do. We stand firm with undue influence – ensuring integrity cuts across not only in the statistics we deliver, but more importantly, in our people.

- **Transparency** – We ensure transparency in all interactions and transactions to build and nurture trust inside and outside the PSA. We strive for clear communication, shared knowledge, and informed, all-inclusive decisions for cultivating mutual respect at all levels of the organization.
- **Adaptability** – We respond to change with a positive attitude and willingness to learn new ways to deliver our mandate. We stay on top of technological advancements and never give up in the face of challenges, instead finding them as opportunities to discover and gain insights to further our services to the public.

FUNCTIONS

The PSA shall:

1. Serve as central statistical authority of the Philippine government on primary data collection
2. Prepare and conduct periodic censuses on population, housing, agriculture, fisheries, business, industry, and other sectors of the economy;
3. Collect, compile, analyze, abstract and publish statistical information relating to the country's economic, social, demographic and general activities and condition of the people;
4. Prepare and conduct statistical sample surveys on all aspects of socioeconomic life including agriculture, industry, trade, finance, prices and marketing information, income and expenditure, education, health, culture, and social situations for the use of the government and the public;
5. Carry out, enforce and administer civil registration functions in the country as provided for in Act 3753, the Law on Registry of Civil Status;
6. Collaborate with departments of the national government including GOCCs and their subsidiaries in the collection, compilation, maintenance and publication of statistical information, including special statistical data derived from the activities of those departments, corporations and their subsidiaries;
7. Promote and develop integrated social and economic statistics and coordinate plans for the integration of those statistics, including the national accounts;
8. Develop and maintain appropriate frameworks and standards for the collection, processing, analysis and dissemination of data;

9. Coordinate with government departments and local government units (LGUs) on the promotion and adoption of statistical standards involving techniques, methodologies, concepts, definitions and classifications, and on the avoidance of duplication in the collection of statistical information;
10. Conduct continuing methodological, analytical and development activities, in coordination with the PSRTI , to improve the conduct of censuses, surveys and other data collection activities;
11. Recommend executive and legislative measures to enhance the development of the statistical activities and programs of the government;
12. Prepare, in consultation with the PSA Board, a Philippine Statistical Development Program (PSDP);
13. Implement policies on statistical matters and coordination, as directed by the PSA Board, and;
14. Perform other functions as may be assigned by the PSA Board and as may be necessary to carry out the purposes of RA 10625.

LIST OF FRONTLINE SERVICES:

1. Information Technology and Dissemination Service
 - a. Library services for walk-in clients
 - b. Telephone research/data requests
 - c. Data services for online requests/download of available data posted in the agency's website
 - d. Official data requests for statistics and other data not available for download/request for special tabulations of PUF.
2. Civil Registration Services
 - a. Copy issuance of civil registry documents for walk-in-clients-Serbilis Outlets
 - b. Provision of Information re: Online applications for copy issuance of civil registry documents through the internet/web and birth certificate delivery through requests
 - c. Copy issuance through Batch Request Query System (BREQS)
 - d. Issuance of Certificate of Registration of Authority to Solemnize Marriage (CRASM)
 - e. Public assistance/counselling on civil registration matters.

QUALITY POLICY

We, the Philippine Statistics Authority, commit to deliver relevant and reliable statistics and efficient civil registration services to our clients and stakeholders.

We adhere to the UN Fundamental Principles of Official Statistics in the production of quality general-purpose statistics and commit to deliver civil registration services in accordance with the laws, rules and regulations, and other statutory requirements.

We endeavor to live by the established core values and corporate personality of the PSA and adapt the appropriate technology in the development of our products and delivery of services.

We commit to continually improve the effectiveness of our Quality Management System to ensure equitable development towards improved quality of life for all.

INFORMATION TECHNOLOGY AND DISSEMINATION SERVICE

Schedule of Availability of Service:

Monday - Friday

8:00 AM - 5:00 PM, No Noon Breaks

Who May Avail of the Service:

Researchers, students and others who are in need of statistical data for their academic researches,
Feasibility studies and the like.

What are the Requirements:

1. Valid ID to be presented to the library staff
2. Letter Request

How to Avail of the Service:

Step	Applicant/Client	Service Provider/ SOCD	Processing Time (Under Normal Circumstances)	Person in Charge	Fees	Form
Library Services						
Walk-In-Research						
1	Accomplishes the Researcher's Logbook. Indicate the data to be researched.	Evaluates the data to be researched. Provide books/publications, if available. Otherwise, refer the researcher to other agencies where the requested publications may be secured.	2 minutes	Statistical Staff/ Information Officer	None	Researcher's Logbook

2	Looks for a vacant seat at the Library.	Requests the researcher to fill-in the Client Service Form (Library Services) if the data to be researched are available.	1 minute	Statistical Staff/ Information Officer	None	Client Service Form (Library Services)
Borrowing Books/Publications						
1	Accomplishes the Borrower's Logbook indicating his/her name, name/title of the publication, date borrowed, address, sign and presents Valid ID.	Evaluates if the logbook is completely filled up. Give the publication to the researcher and inform him/her when it should be returned.	2 minutes	Statistical Staff/ Information Officer	None	Researcher's Borrower's Logbook
2	Researcher brings home the publications					
Returning Borrowed Books/Publications						
1	Returns the books/publications borrowed to the Statistical Staff assigned at the Library.	Inspects the books/publications returned. Indicates the date when the publication was returned.	2 minutes	Statistical Staff/ Information Officer	None	Researcher's Borrower's Logbook
2	Waits for his/her identification card.	Returns the ID to the researcher.	1 minute	Statistical Staff/ Information Officer	None	

Telephone Research						
1	Identify oneself and give the name of your school/office and the purpose of the research.	Writes the researcher's name, school/office and the requested data in the Researcher's Control Form.	2 minutes	Statistical Staff/ Information Officer	None	Researcher's Control Form
2	Requests for the needed data.	Dictates on the phone the requested data, if readily available. Otherwise, advise the caller to call back after 5 minutes. (Note: The Library is allowed to give a maximum of three data/figures through telephone.)	5 minutes	Statistical Staff/ Information Officer	None	
DATA REQUESTS (Other than Library Services) Online/Internet (www.psa.gov.ph and rso05.psa.gov.ph)						
1	Asks for the website address of PSA RSSO V.	Provides the website address of PSA-RSSO V.	1 minute	Statistical Staff/ Information Officer	None	
2	Connect to www.psa.gov.ph or www.rso05.psa.gov.ph and click n available (free) downloads for statistical releases/data by sector.					

Official Data Requests And Other Data Not Available for Download

1	Write/e-mail official letter-request addressed to the Regional Director or Provincial Statistics Officer (RD or PSO).	Evaluates requested data. If the data is with soft copy, provide/send thru email. If in hard copy, provide the requested data.	Variable	Statistical Staff/ Information Officer	None	Communication Monitoring Report
2	Brings CD for duplication of data or photocopy the needed data.	Copy the data to CD or give the publication for photo copying outside. (Follow steps in Borrowing and Returning Borrowed Publications.)	Variable	Statistical Staff/ Information Officer	None	Borrower's Logbook

Official Data Requests for Special Tabulations

1	Asks how to requests for special tabulations.	Provides information on how to avail special tabulations.	1 minute	Statistical Staff	None	
2	Write/e-mail official letter-request addressed to the National Statistician thru the Regional Director	Endorses request to CO	Variable	Information Officer/ Subject Matter Specialists	Variable	

Bookshoppe Services

1	Register at office logbook located at Public Assistance and Complaint's Desk (PACD) and present valid ID.	Assists client in registering on the logbook and endorses client to a statistical staff	2 minutes	Officer-in-Charge (PACD)	None	
2	Secure and fill-out a Subscription Form and purchase a publication/CD-ROM	Assess availability of publication/CD-ROM. If available, provide the publication/CD-ROM and issue official receipt. If CD-ROM is purchased, also issue Terms of Use.	5 Minutes	Statistical Staff	(See Order/Subscription Form)	Subscription Form

END OF TRANSACTION

CIVIL REGISTRATION SERVICES

COPY ISSUANCE OF CIVIL REGISTRY DOCUMENTS FOR WALK-IN CLIENTS - SERBILIS OUTLETS

Schedule of Availability of Service

Monday to Friday

7:00AM - 5:00PM, No Noon

Break

Who May Avail of the Service: General Public

What are the Requirements:

1. Filled-out Application Form (AF)- (Birth/Marriage/Death/CENOMAR)
2. Pursuant to PD 603, Authorization letter and ID of the document owner together with the requester's ID must be provided, if the requester for the birth certificate is not any of the following:
 - a. Document Owner
 - b. His/ Her Parent
 - c. His/ Her Spouse
 - d. His/ Her Direct Descendant
 - f. Legal Guardian/Institution-in-Charge, if minor
 - * If the document owner is a minor, only his/ her parent or guardian is authorized to get the birth certificate.
 - * If the receiving party is the guardian of the document owner, a valid ID and proof/ declaration of guardianship must be presented.
3. Per RA No. 10173 also known as "Data Privacy Act of 2012", all requests for Civil Registration Documents including Death, Marriage and CENOMAR are likewise treated confidential, hence, the requirements in No. 2 shall also be required.

How to Avail of the Service:

Step	Applicant/Client	Service Provider/CRS Legazpi Outlet	Processing Time (Under Normal Circumstances)	Person in Charge	Fees	Form
1	*Senior Citizens, Pregnant Women, Persons with Disability (PWD), Lactating Mothers, Registered OFWs, and Government Employees shall request for priority lane slip at Info. Marshall	Advises the clients to fill-out the required info in the AF and slip, then proceed to Window 1.	1 Minute	Information Marshall/ Security Guard	None	AF and Priority Lane Slip
	Gets the AF from the Information Marshall and fills-out the required information	Distributes the AF and provides short briefing	5 Minutes	Information Marshall/ Security Guard		AF
	Fill-outs the information completely and proceeds to Information Marshall for short screening and obtains a number as basis for the payment	Checks and screens the filled-out AF of client and gives queue number	2 minutes	Information Marshall/ Security Guard		AF

2	Waits for the queue number and proceeds to any vacant payment window to pay at the Cashier/Collecting Officer	Assists client's request, issues Official Receipt, and briefs the client about the document requested and the requirements needed	5 minutes	Cashier/Collecting Officer	P 155.00 per copy for Birth/Death Marriage Certificate	AF
		Forwards request for processing (Encoding, Printing, Barcoding and Sorting)	1 hour to 2 hours: (Birth, Death and Marriage Certificate) 4 days: (CENOMAR/CEMAR)	Request Service Officer	P210.00 per copy for CENOMAR/CEMAR	
3	Waits for the processed document and proceeds to the releasing area	Releases document/s to the client with the complete requirements	3 minutes	Releasing Clerk	None	AF and ID (Kindly refer to the requirements above)
4	Proceeds with the Public Assistance Desk/ CARE Officer window if there are queries about the requested document	Attends to the queries/concerns of the clients	Variable	Public Assistance Desk Officer/ CARE Officer/ Outlet Supervisor	None	
END OF TRANSACTION						

COPY ISSUANCE OF CIVIL REGISTRY DOCUMENTS

ONLINE APPLICATIONS

E-Census

www.psaserbilis.com.ph

Schedule of Availability of Service:

Monday to Sunday

24 Hours

Who May Avail of the Service: General Public

What are the Requirements:

1. Access to the Internet
2. Log on to www.e-census.com.ph and enroll/ accept terms and conditions for online transactions
3. Fill up online requester's information and contact details
4. Follow online instructions for payment and other details
5. Per reference to PD 603, application for Birth Certificates shall be provided with:

* Valid ID is required for both owner and requester of document. Only the following are authorized to receive birth documents:

- | | |
|-----------------------------|-------------------------------|
| a. Document Owner | c. His/ Her Spouse |
| b. His/ Her Parent | d. His/ Her Direct Descendant |
| e. Legal Guardian, if minor | |

* If the document owner is a minor, only his/ her parent or guardian can authorize the receipt of delivery of the birth certificate. The receiving party must present a valid ID. If the receiving party is the guardian of the document owner, a valid ID and proof/ declaration of guardianship must be presented.

How to Avail of the Service:

Step	Applicant/Client	Service Provider: E-Census/Courier Service Staff	Processing Time (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Log on to www.psaserbilis.com.ph	Automated Transaction	Variable		None	
2	After carefully reading the information, accepts terms and conditions for online transaction and fill out requester's information	Automated Transaction	Variable		None	
3	Prints a copy of the Acknowledgement Form or the Notification Receipt and proceed to the bank or designated payment centers	Accepts payment	15 minutes	Designated Banks or payment centers	P330.00 for Birth/Marriage/Death Certificates P430.00 for CENOMAR	Printed copy of the Acknowledgement Form
	Pays to the bank/designated payment centers/charged to credit card for foreign requests; fills out bank payment slip (E-census account), and indicate requester's name, reference number (Acknowledgement Form); keeps bank's validated transaction slip					

4	Waits for the delivery of the requested document/s; presents valid ID (owner or requester of document)	Processes requests and forwards requested documents to forwarder/courier for delivery	5-9 working days for Birth, Marriage, Death Certificates	E-Census service agents; service staff		
			11-15 days for CENOMAR			
END OF TRANSACTION						

COPY ISSUANCE OF CIVIL REGISTRY DOCUMENTS

TELEPHONE REQUESTS

PSA Birth Certificate Delivery

(PSA Helpline Plus)

737-1111

Schedule of Availability of Service:

Monday to Sunday

24 Hours

Who May Avail of the Service: General Public

What are the Requirements:

1. Access to the telephone. Dial 737-1111
2. Provide vital information about the requested document to the service officer who attends the call
3. Follow instructions for payment and other details
4. Access to the internet for previous subscribers/customers, logon to www.e-census.com.ph for online applications
5. For Birth Certificate Application Only:

* Valid ID is required for both owner and requester of document. Only the following are authorized to receive birth documents:

- | | |
|-----------------------------|-------------------------------|
| a. Document Owner | c. His/ Her Spouse |
| b. His/ Her Parent | d. His/ Her Direct Descendant |
| e. Legal Guardian, if minor | |

* If the document owner is a minor, only his/ her parent or guardian can authorize the receipt of delivery of the birth certificate. The receiving party must present a Valid ID. If the receiving party is the guardian of the document owner, a Valid ID and proof/ declaration of guardianship must be presented.

How to Avail of the Service:

Step	Applicant/Client	Service Provider: PSA Helpline Plus/Courier Service Staff	Processing Time (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Dial 737-1111	Attends to calls	Variable	PSA Birth Certificate Delivery Agents/ Service Officers	None	
2	Provides information about the document requested and other contact details	Provides details about the service; Provides reference for the transaction for payment	Variable	PSA Birth Certificate Delivery Agents/ Service Officers	None	
3	Prints/Note Reference Details of the transaction; Pays to the bank/ designated payment centers/fills out bank payment slip and indicate requester's name, reference details; keeps bank's validated transaction slip	Accepts payment	15 minutes	Designated Banks or payment centers	P365.00 for Birth/ Marriage/ Death Certificates P465.00 for CENOMAR	
4	Waits for the delivery of the requested document/s; presents valid ID (owner or requester of document)	Processes requests and forwards requested documents to forwarder/courier for delivery	3-7 days for Birth, Marriage, Death Certificates 10-14 days for CENOMAR	Service agents; Courier's service staff	Delivery Fee	
END OF TRANSACTION						

COPY ISSUANCE OF CIVIL REGISTRY DOCUMENTS

BATCH REQUEST ENTRY SYSTEMS (BREQS) (MOA with Partner Agencies/ LGU/ Academe)

Schedule of Availability of Service:

Monday to Friday

8:00 AM - 5:00 PM

Who May Avail of the Service:

Local Clients (Partner Agencies/ LGU/ Academe)

What are the Requirements:

1. Filled-out Application Form (AF)- (Birth/ Marriage/ Death/ CENOMAR)
2. Transmittal List
3. BREQS Data File
4. Corresponding Payment

How to Avail of the Service:

Step	Applicant/Client/BREQS Partner	Service Provider/CRS- Legazpi Outlet	Processing Time (Under Normal Circumstances)	Person in Charge	Fees	Form
1	BREQS user screens AF, accepts payments, issues Acknowledgement Slip and encodes application details. Batches the application forms; Submits complete requirements	Receives the diskette/flash drive containing the BREQS data file; Transmittal List and the Batch Submission Slip; Inspects completeness of requirements	30 minutes	BREQS Coordinator	Variable	Transmittal List and Batch Submission Slip

2	Pay to the Cashier/ Collecting Officer at the Servicing Outlet	Prints OR and indicate in the Batch Submission Slip the date of release	1 day	Cashier/ Collecting Officer	P155 + per copy for Birth/ Marriage/ Death Certificates P210 + per copy for CENOMAR + designated local fees/ charges	
3	Waits for the requested document to be processed as indicated on the date of release	Encodes and Processes Batch Requested Document	4 days (If peak season - 7 days)	Request Service Officer		
4	Proceeds to the Servicing Outlet on the indicated date of release	Releases Batch results and OR to the BREQS user	1 hour	Public Assistance Counter Desk Officer/ Releasing Clerk		
END OF TRANSACTION						

ISSUANCE OF CERTIFICATE OF REGISTRATION OF THE AUTHORITY TO SOLEMNIZE MARRIAGE (CRASM)

Schedule of Availability of Service:

Monday to Friday

8:00 AM - 5:00 PM

Who May Avail of the Service: Solemnizing Officers (SOs)

What are the Requirements:

1. Accomplished application form (SO Application Form Revised June 2016) in triplicate copies, subscribed and sworn to before documentary stamp; a person authorized to administer oath with affixed
2. Three copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application.
Note: Pictures should not be computer generated to preserve its quality. In cases the person is using glasses, it should be removed to have a clear image of the person. The back of the ID picture should contain the signature of the applicant;
3. A machine copy of appointment as priest, head, founder, bishop, pastor, and minister of the religion or religious sect;
4. Proper endorsement/designation/recommendation from the head of religion or religious sect to mention: the full name, nationality, complete address, location of the church, temple or mosque where the applicant regularly perform rites and indicate the extent of his territorial jurisdiction;
5. Certified True Copy of Certificate of Live Birth (If first timer applicant must present original COLB in security paper);
6. Alien Certificate of Registration (ACR) or Immigration Certificate of Registration (ICR) issued by the Commission on Immigration and Deportation (CID), in case the applicant is a citizen of a foreign country;
7. Certified True Copy of Certificate of Ordination issued by his/her respective church; and
8. Certificate of Registration, Articles of Incorporations and by-laws, and updated General Information Sheet (G.I.S) certified by the Head of the religion or religious sect. (Administrative Order No. 1, Series of 2007)

How to Avail of the Service:

Step	Applicant/Client	Service Provider/Regional Statistical Service Office (RSSO)/Field Office	Processing Time (Under Normal Circumstances)	Person in Charge	Fees	Form
1	The Solemnizing Officer (SO) goes to the SO Clerk of the field office of PSA of his place of assignment to file the application for CRASM	Receives and screens the request/ application for CRASM; checks completeness of supporting documents	15 minutes	Field Office/ SO Clerk		SO Form 1
2	Pays to the Cashier/ Collecting Officer	Evaluates the application form and supporting Documents Receives payment and issues OR and advises the SO for the date of release of the CRASM (10 days, processing) *For newly created sect, may conduct field visit Endorses to the Regional Office for processing.	5 minutes 7 days	Provincial Statistics Officer Field Office/ Cashier/ Collecting Officer RD/SO Clerk	P500.00	
3		If approved, the RD signs the CRASM and forwards the same to the PO for release	5 days	Field Office to RD		
4	Returns to the PO to claim CRASM	Releases CRASM to the SO	1 day	Field Office/ SO Clerk		

ISSUANCE OF A CERTIFIED TRUE COPY OF CRASM AND OTHER CERTIFICATIONS						
1	<p>The Solemnizing Officer (SO) goes to the provincial/ regional office of PSA-of his place of assignment to file the application/ request for a certified true copy of CRASM or other certifications relative to CRASM</p> <p>*If SO authorizes to get Certified Copy of his/her CRASM, the following are required:</p> <ul style="list-style-type: none"> a. Authorization Letter from the SO b. Valid ID of authorizing SO c. Valid ID of authorized representative 	Receives the request/ application for a certified true copy of CRASM;	5 minutes	Field Office/ SO Clerk		Request Form
2	Pays to the Cashier/ Collecting Officer	Receives payment and issues OR	5 minutes	Field Office/ Cashier/ Collecting Officer	P 100.00	
3	Receives requested certifications	Releases certified true copy of CRASM or other certifications to the SO	1 Day	Field Office/ SO Clerk		
END OF TRANSACTION						

PUBLIC ASSISTANCE/ COUNSELING ON CIVIL REGISTRATION MATTERS
(Personal appearance or visit to / telephone call)

Schedule of Availability of Service:

Monday to Friday (Except Holidays)

8:00 AM to 5:00 PM

Who May Avail of the Service: General Public

What are the Requirements: None

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Processing Time (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Logs on to the visitor's logbook and raise concerns/ queries on Civil Registration matters at the CARE Officer window or Public Assistance and Complaint Desk (PACD)	Attends to the queries of the client	Variable	RD/ PSO/ Regional and Provincial Staff/ Outlet Manager/Outlet Supervisor	None	
END OF TRANSACTION						

Annex A

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

Talk to our Officer of the Day

Accomplish our feedback Form available in the office and put in the Suggestion

Visit our websites at: <http://rso05@psa.gov.ph>

If you are not satisfied with our service, your verbal/ written complaints or queries shall immediately be attended to by our Care Officer.

Thank you for helping us continuously improve our public service.

Annex B

NAME (Optional) (Pangalan)	
Office/Agency (Tanggapan/Ahensya)	
Address (Tirahan)	
Contact Number(s) (Telepono) (if any)	
E-mail Address (if any)	
Signature (Lagda)	
Date (Petsa)	

For more Inquiries, please contact us:

**Philippine Statistics Authority
2/F Albay Capitol Annex Bldg. 1
Old Albay District, Legazpi City**

You may visit us at <http://psa.gov.ph>

Call us at **(052) 480-1568/481-7480/09569367623**

Email us at psa5crasd@gmail.com

PHILIPPINE STATISTICS AUTHORITY

FEEDBACK FORM



Solid. Responsive. World-class

Annex C

FEEDBACK FORM (Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipaalam po niyo sa amin kung paano namin kayo napaglingkuran. Maaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naayon.

COMPLIMENT
(Papuri)

COMPLAINT
(Reklamo)

SUGGESTION
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____

(Mga) tao/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyaneng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Mungkahi/Nais na aksyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)