



REPUBLIC OF THE PHILIPPINES  
PHILIPPINE STATISTICS AUTHORITY

# **REGIONAL STATISTICAL SERVICES OFFICE V**

# **CITIZEN'S CHARTER HANDBOOK**

**2024**  
1st Edition

# CITIZEN'S CHARTER

## (2024 1st Edition)

### **I. Mandate:**

The PSA shall primarily be responsible for the implementation of the objectives and provisions of R.A. 10625, R.A. 11055, and R.A. 11315.

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, civil registration services and inclusive identification system.

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

### **II. Vision:**

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

### **III. Mission:**

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

### **IV. Service Pledge:**

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

We adhere to the United Nations Fundamental Principles of Official Statistics in the production of quality general-purpose statistics.

We commit to deliver efficient civil registration services and inclusive identification system 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 PSA and adopt the appropriate technology in the development of our products and delivery of services to ensure customer satisfaction.

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

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## EXTERNAL SERVICE

### STATISTICAL OPERATIONS AND COORDINATION DIVISION (SOCD)

#### 1. Statistical Information Services

##### 1.1 Library Services

PSA Library is a one-stop center for statistical information and services. It aims to provide data and information services to local executives, investors, businessmen, researchers, students, and government planners and decision makers.

- Researchers can avail of our library's wide collection of statistical publications and reference materials from the results of censuses and surveys and other various statistical information
- Walk-in customers are free to use the library from 8:00 a.m. to 5:00 p.m. with no noon break from Monday to Friday except on holidays/non-working days.

<b>Office/Division</b>	RSSO V SOCD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Researchers, students and others who are in need of statistical data for their academic researches, Feasibility studies and the like.			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. Letter Request 2. One (1) Valid government-issued ID) to be presented to the library staff.		1. Requesting agency or individual. 2. Concerned Government Agency.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the Researcher's Logbook. Indicate the data to be researched.	1.1 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.	None	2 minutes	Statistical Staff/ Information Officer
2. Looks for a vacant seat at the library.	2.1 Requests the researcher to fill-in the Client Service Form (Library Services) if the data to be researched are available.	None	1 minute	Statistical Staff/ Information Officer
<b>TOTAL</b>		<b>None</b>	<b>3 minutes</b>	

## 1.2 Borrowing Books/Publications

Books and Publications at the PSA Library are allowed to be borrowed within the allowed date as provided hereunder

<b>Office/Division</b>	RSSO V SOCD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Researchers, students and others who need statistical data for their academic researches, Feasibility studies and the like.			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ol style="list-style-type: none"> <li>Letter Request</li> <li>One (1) Valid government-issued ID) to be presented to the library staff.</li> </ol>		<ol style="list-style-type: none"> <li>Requesting agency or individual.</li> <li>Concerned Government Agency.</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the Borrower's Logbook indicating his/her name, name/title of the publication, date borrowed, address, signature and presents Valid ID	1.1 Evaluates if the logbook is completely filled up. Give the publication to the researcher and inform him/her when it should be returned  <i>*Valid ID is to be claimed upon return of the book/publication</i>	None	2 minutes	Statistical Staff/ Information Officer
2. Researcher brings home the publication				
<b>TOTAL</b>		<b>None</b>	<b>2 minutes</b>	

## 1.3 Returning Borrowed Books/Publications

It provides the step-by-step procedure of returning borrowed books/publications at PSA Library

<b>Office/Division</b>	RSSO V SOCD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Researchers, students and others who need statistical data for their academic researches, Feasibility studies and the like.

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Letter Request 2. One (1) Valid government-issued ID) to be presented to the library staff.		1. Requesting agency or individual. 2. Concerned Government Agency.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed books/publications	1.1 Evaluates if the borrowed publication is complete and free from alterations	None	2 minutes	Statistical Staff/ Information Officer
2. Researcher claims his/her Valid ID				
<b>TOTAL</b>		<b>None</b>	<b>2 minutes</b>	

#### 1.4 Data Requests Other Than Library Services Online/Internet ([www.psa.gov.ph](http://www.psa.gov.ph) and [rso05.psa.gov.ph](http://rso05.psa.gov.ph))

This covers data requests assistance lodged using the online platform via [psa.gov.ph](http://psa.gov.ph) and [rso05.psa.gov.ph](http://rso05.psa.gov.ph)

<b>Office/Division</b>	RSSO V SOCD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Researchers, students and others who need statistical data for their academic researches, Feasibility studies and the like.			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Letter Request 2. One (1) Valid government-issued ID) to be presented to the library staff.		1. Requesting agency or individual. 2. Concerned Government Agency.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Asks for the website address of PSA RSSO V	1.1 Provides website address of PSA-RSSO V	None	1 minute	Statistical Staff/ Information Officer
2. Connect to <a href="http://www.psa.gov.ph">www.psa.gov.ph</a> or <a href="http://www.rso05.psa.gov.ph">www.rso05.psa.gov.ph</a> and click available (free) downloads for statistical releases/data by sector				
<b>TOTAL</b>		<b>None</b>	<b>1 minute</b>	

## 1.5 Official Data Requests and Other Data Not Available for Download

This service extends the provision of allowing the researcher to secure a copy of his/her requested data once it became not available for download

<b>Office/Division</b>	RSSO V SOCD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Researchers, students and others who need statistical data for their academic researches, Feasibility studies and the like.			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ol style="list-style-type: none"> <li>Letter Request</li> <li>One (1) Valid government-issued ID) to be presented to the library staff.</li> </ol>		<ol style="list-style-type: none"> <li>Requesting agency or individual.</li> <li>Concerned Government Agency.</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write/e-mail official letter-request addressed to the Regional Director or Provincial Statistics Officer (RD or PSO)	1.1 Evaluates requested data. If the data is with soft copy, provide/send thru email. If in hard copy, provide the requested data	None	20 minutes	Statistical Staff/ Information Officer
2. Brings Flash drive for duplication of data or photocopy the needed data	2.1 Copies the data to Flash drive or give the publication for photo copying. (Follow steps in Borrowing and Returning Borrowed Publications)	None	20 minutes	Statistical Staff/ Information Officer
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	

## 1.6 Official Data Requests for Special Tabulation

This covers the endorsement of official data requests requiring special tabulation to the Office of the National Statistician

<b>Office/Division</b>	RSSO V SOCD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Researchers, students and others who need statistical data for their academic researches, Feasibility studies and the like.			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ol style="list-style-type: none"> <li>Letter Request</li> <li>One (1) Valid government-issued ID) to be presented to the library staff.</li> </ol>		<ol style="list-style-type: none"> <li>Requesting agency or individual.</li> <li>Concerned Government Agency.</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Asks how to request for special tabulations.	1.1 Provides information on how to avail special tabulations.	None	1 minute	Statistical Staff
2. Write/e-mail official letter-request addressed to the National Statistician thru the Regional Director	2.1 Endorses request to Central Office	None	Variable	Information Officer/Subject Matter Specialist
<b>TOTAL</b>		<b>None</b>	<b>1 Minute</b>	

## 1.7 Book Shoppe Services

This service covers purchase of PSA publications intended for sale i.e. Regional Social and Economic Trend (RSET) and Statistical Handbook on Women and Men (WAM)

<b>Office/Division</b>	RSSO V SOCD			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Researchers, students and others who need statistical data for their academic researches, Feasibility studies and the like.			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ol style="list-style-type: none"> <li>Letter Request</li> <li>One (1) Valid government-issued ID) to be presented to the library staff.</li> </ol>		<ol style="list-style-type: none"> <li>Requesting agency or individual.</li> <li>Concerned Government Agency.</li> </ol>		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at office logbook located at Statistical Operation and Coordination Division (SOCD).	1.1 Assists clients in registering on the logbook and endorses clients to a statistical staff	None	2 minutes	Statistical Staff
2. Secure and fills-out a Subscription Form and purchase a publication	2.1 Asses availability of publication.  If available, provide the publication and issue official receipt.	Book Fee	5 minutes	Statistical Staff
<b>TOTAL</b>		<b>None</b>	<b>7 minutes</b>	

## 2. Access to Data Enclaves

Data Enclave Center is re-established in the PSA Library and the data enclave facilities have been institutionalized in Regional Statistical Services Offices (RSSOs) within a secured environment. This aims to standardize procedures for addressing requests on data enclaves, promote wider accessibility to acquire establishment-based level data through data enclaves; and harmonize procedures in managing data security through the data enclave facilities.

<b>Office/Division</b>	RSSO V SOCD			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Researchers, students and others who need statistical data for their academic researches, Feasibility studies and the like.			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. Request Letter 2. Accomplished Data Enclave Agreement Form (DEEA) 3. One (1) Valid government-issued ID) to be presented to the data enclave manager.		1. Requesting agency or individual. 2. Data enclave managers will provide the form. 3. Concerned Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter and accomplished Data Enclave Agreement Form (DEEA) and presents a valid ID	1.1 Receives the request letter and accomplished form.	None	2 minutes	Data Enclave Manager
	1.2 Logs request and assess available data and completion of DEEA	None	5 minutes	Data Enclave Manager

	1.3 Pre Calendar the schedule of visit to the Data Enclave Calendar	None	5 minutes	Data Enclave Manager
	1.4 Forwards request and validated DEEA to the Date Enclave Decision Maker	None	5 minutes	Data Enclave Manager
	1.5 Inform the researcher on final schedule of visit and provide e-copy of approved DEEA	None	5 minutes	Data Enclave Manager
2. Researcher visits the Data Enclave Facility and conducts research. Data generated will be submitted to the data enclave manager.	2.1 Receive the data from the researcher and submit to the Task Force on Data Enclave for conduct of disclosure review.	None	variable	Data Enclave Manager
3. Researcher waits for the outputs to be sent via email	3.1 Send approved outputs to the researcher via email	None	5 minutes	Data Enclave Manager
<b>TOTAL</b>		<b>None</b>	<b>27 minutes</b>	

## CIVIL REGISTRATION AND ADMINISTRATIVE SUPPORT DIVISION (CRASD)

### 3. Copy Issuance of Birth, Death, Marriage Certificates/ Certificate of No Marriage Record (CENOMAR)/ Certificate of No Death Record (CENODEATH) and Authentication

This section provides information about civil registry documents that can be obtained from the Philippine Statistics Authority (PSA). These include Birth Certificate, Marriage Certificate, Death Certificate, Certificate of No Marriage (CENOMAR) and Certificate of No Death (CENODEATH). This section further discusses in detail the requirements and procedures in securing copies of these documents.

<b>Office/Division</b>	PSA Civil Registry Services (CRS) Legazpi Outlet	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
1. Civil Registration Service Appointment Slip		1. PSA CRS-Legazpi Outlet

<p><b>2. Queue Ticket Number (QTN)</b></p> <p><b>3. Valid Identification (ID) Cards/ Authorization Letter/ Special Power of Attorney (SPA)/ Applicable Affidavits</b>          -If the requester is the document owner, present the original valid ID; and          -If the requester is a representative:          a. Original and photocopy of valid IDs of the document-owner and the authorized representative          b. Authorization letters/SPA duly signed by document owner and indicating the following:          b.1 Date;          b.2 Name of the authorized representative;          b.3 Specific purpose to secure civil registry documents from PSA; and          b.4 Type of civil registry document/s and number of copies.</p> <p><b>4. Accomplished application form/s:</b>          Birth certificate (BC) – White          Marriage Certificate (MC) – Pink          Death Certificate (DC) – Yellow          Certificate of No marriage (CENOMAR – Green          Certificate of No Death (CENODEATH) – Blue</p> <p>Additional Requirements, whichever are applicable.</p> <p><b>5. Clients with urgent need for civil registry document/s can be considered by presenting proof of urgency such as:</b>          a. Processing of death claims;          b. Visa appointment;          c. Department of Foreign Affairs (DFA) appointment;          d. Hospitalization purposes;          e. Repatriation cases;          f. Employment purposes; and          g. Other emergency cases, subject to validation and approval.</p> <p><b>6. For authentication request:</b> Certified True Copy (CTC) of the civil registry document bearing fresh signature of the authorized signatory from the Local Civil Registry Office (LCRO)</p> <p><b>7.</b> For unconverted request: transmittal letter, courier receipt or dispatch/ reference number from DFA for foreign documents.</p> <p><b>8.</b> For first-time jobseeker applicants:          - Barangay certification and/or clearance for employment printed on a clean</p>	<p>2. Online appointment thru <a href="http://appointment.psa.gov.ph">appointment.psa.gov.ph</a></p> <p>3. Government Agencies, Non-Government Organizations, Private entities, Schools/Colleges/Universities (i.e., DFA, LTO, PRC, IBP, GSIS, SSS, PhilPost, Pag-IBIG, COMELEC, NBI, AFP, PNP, PSA)</p> <p>Public Attorney's Office / Law Firms for SPA</p> <p>4. PSA CRS-Legazpi Outlet</p> <p>5. From any applicable government office/ institutions</p> <p>6. Local Civil Registry Office (LCRO)</p> <p>7. Local Civil Registry Office (LCRO) / DFA</p> <p>8. Respective barangay of client</p>
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<p>sheet of paper bearing the official letterhead with a dry seal, duly signed by the Punong Barangay or his/her authorized officer;</p> <ul style="list-style-type: none"> <li>- Administered Oath of Undertaking executed by the First-Time Jobseeker.</li> </ul>		Public Attorney's Office (PAO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>Prerequisite requirements</b></p> <ul style="list-style-type: none"> <li>- Set an appointment at <a href="https://appointment.psa.gov.ph/">https://appointment.psa.gov.ph/</a> or may opt to fill out to the downloadable Application Form/s (AF)</li> <li>- Go to the PSA-CRS Outlet on the actual date and time of appointment</li> </ul>	1.1 Civil Registration Service Appointment sends out appointment confirmation to client's email address	None	Variable	Applicant/Client
	1.2 Ensure that the Application Form/s (AF) is available or download			
<p>1. On the scheduled date and time of appointment, present the appointment slip and valid ID. Get the appropriate AF at the AF dispenser and fill in the complete details of the request. Present filled out AF and the required documents for completeness check for the screening of AF/s and all requirements, including CTC of document for Authentication request</p> <p><b>For regular requester</b></p> <ul style="list-style-type: none"> <li>-Present the valid ID cards/ Authorization Letter/ Special Power of Attorney (SPA)/ Applicable Affidavits</li> </ul> <p><b>For PhilID Card/ e-PhilID holder/owner</b></p> <ul style="list-style-type: none"> <li>-Present the PhilID Card/e-Phil ID to the screener for PhilSys check</li> <li>-Sign the PhilID consent form</li> </ul>	1.1 Check the valid ID and Civil Registration Service Appointment Slip	None	14 minutes	Information Marshall/ Screener
	1.2 Provide the Application Form/s (AF)			
	Screen the Application Form/s (AF) and all requirements including CTC of document for Authentication request			
	<p><b>For PhilID Card/ e-PhilID holder/owner</b></p> <ul style="list-style-type: none"> <li>-Verify the PhilID card/ e-PhilID using PhilSys Check</li> <li>-Attach the PhilID consent form to the Application Form (AF) for Biometric Authentication at the Releasing Window</li> </ul>			

<p><b>For Senior Citizens, Person with Disability, and Pregnant Women</b> -Present applicable valid ID</p> <p><b>For clients with urgent need for civil registry document/s</b> -Present the proof of urgency</p> <p><b>For First-Time Job Seeker</b> -Present the Barangay Certification/Clearance and Oath of Undertaking</p>	<p><b>For Senior Citizens, Person with Disability, and Pregnant Women</b> -Screen the presented valid ID</p> <p><b>For clients with urgent need for civil registry document/s</b> -Screen the presented Proof of Urgency</p> <p><b>For First-Time Job Seeker</b> -Screen the presented documents</p>			
<p>2. Proceed to the application area -Secure Queue Ticket Number -Proceed and submit to Encoder/ Cashier/ Collecting Officer</p> <p><b>For encoding of request using the Self-Serving Kiosk (SSK)</b> -Proceed to SSK, encode the complete details of the request and print the transaction slip</p> <p><b>For Senior Citizens, Person with Disability, and Pregnant Women</b> -Proceed to the priority window for the processing and releasing of request</p> <p><b>For First-Time Job Seeker</b> -Proceed to the encoder</p> <p>-If approved for PSA processing, pay the processing fee. Check the issued Official Receipt (OR) and count the change (if any) before leaving the counter</p>	<p>2. Provide the needed Queue Ticket Number according to client's classification, Application Form -Receive the Application Form/s (AF) and other requirements/attach ments</p> <p><b>For First-Time Job Seeker</b> -Remind the First-Time jobseeker applicant that copy issuance of Birth/Marriage Certificate if FREE OF CHARGE and can be availed only once</p> <p>-If approved, encode the details, accept payment, and issue OR bearing the date/time of release -Attach altogether the Civil Registration Service Appointment Slip, Queue Ticket Number, and</p>	<p>Viewable Online Document <b>Php130.00</b> (Birth-Death-Marriage) <b>Php185.00</b> (CENOMAR-CENODEATH) Doc Print: <b>Php80.00</b></p> <p>Copy Issuance / Authentication <b>Php155.00</b> CENOMAR-CENODEATH <b>Php210.00</b></p> <p>First-Time Job Seeker <b>FREE OF CHARGE</b></p>	<p>20 minutes</p>	<p>Roselita H. Llagas / CRASD (CRS Outlet Legazpi) / Outlet Supervisor</p>

	<p>Application Form/s</p> <ul style="list-style-type: none"> <li>-Advise the client on the date and time of release</li> <li>-Direct the client to the Releasing Area for within the day release.</li> </ul>			
PSA PROCESSING	Type of Transaction:			Roselita H. Llagas / CRASD (CRS Outlet Legazpi) / Outlet Supervisor
	CI/AU – Copy Issuance/ Certification/ Authentication	None	15 minutes	
	UNCON – Document not yet in the database and subject for Manual Verification		6 working days, 7 hours and 15 minutes	
	CE - Certificate of No Marriage (CENOMAR) / Advisory on Marriages (CEMAR) Certificate of No Death Record (CENODEATH) / Advisory on Death (CEDEATH)		1 working day and 7 hours	
<p>3. Proceed to the Releasing Area</p> <ul style="list-style-type: none"> <li>-Present OR, valid IDs, Authorization Letter/SAP/ Applicable Affidavits</li> </ul> <p><b>For PhilID Card/ e-PhilID holder/owner</b></p> <ul style="list-style-type: none"> <li>-Proceed to the designated releasing window for PhilSys Authentication using biometrics</li> <li>-Submit the requirement including PhilID Consent Form</li> <li>-Check the correctness and completeness of the received document/s</li> <li>-Sign the “Received by” portion and “Date” at the back of the accomplished Application Form/s</li> </ul>	<ul style="list-style-type: none"> <li>-Check the Official Receipt (OR) for the date and time of release</li> <li>-Request and check the Authorization Letter/ valid IDs/ SPA and Applicable Affidavits</li> <li>-Require the claimant to sign the “Received by” portion and “Date” at the back of the accomplished Application Form/s</li> <li>-Release the requested document/s to the client</li> </ul>	None	20 minutes	Roselita H. Llagas / CRASD (CRS Outlet Legazpi) / Outlet Supervisor
<b>TOTAL</b>		<b>Variable</b>	<b>1 day, 8 hours, 24 minutes</b>	

## 4. Processing and Issuance of Certificate of Registration of Authority to Solemnize Marriage

The PSA RSSO V and PSOs are responsible for the processing of applications for CRASM. The preliminary processing of applications involves the manual processing and conduct of field verification at the PSO while the final processing involves the verification using the Solemnizing Officers Information System (SOIS), printing of CRASM, release of the CRASM to the PSO and archiving at the RSSO.

<b>Office/Division</b>	Civil Registration and Administrative Support Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Solemnizing Officers thru PSA Provincial Statistical Office (PSA PSO)	
	<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>
	<ol style="list-style-type: none"> <li>1. Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to a person authorized to administer oath with affixed documentary stamp</li> <li>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</li> <li>3. A machine copy of appointment as priest, head, founder, bishop, pastor, and minister of the religion or religious sect</li> <li>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</li> <li>5. Certified True Copy of Certificate of Live Birth; CTC of Marriage Certificate for married women; (If document is already available in the RSSO/PSO, no need to submit upon renewal)</li> <li>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</li> <li>7. Certified True Copy of Certificate of Ordination issued by his/her respective church; and</li> </ol>	<ol style="list-style-type: none"> <li>1. PSA Provincial Statistical Office</li> <li>2. c/o Applicant</li> <li>3. Affiliated Religious Sect</li> <li>4. Affiliated Religious Sect</li> <li>5. Civil Registry Services Outlet</li> <li>6. Commission on Immigration and Deportation (CID)</li> <li>7. Affiliated Religious Sect</li> </ol>



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) (One copy per religious sect, no need to submit if one has already submitted)		8. Securities and Exchange Commission		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorsement of applications for CRASMS by the Chief Statistical Specialist  <i>Via physical letter:</i> Philippines Statistics Authority / Regional Statistical Services Office V / Regional Government Center, Rawis, Legazpi City	1.1 RSSO clerk receives the documents	None/ Already paid at the PSO	2 minutes	Ronald Mayor Jr. / CRASD /Receipt and Control/ Administrative Aide VI (COSW)
	1.2 Receipt and control routes the complete set of documents	None	15 minutes	
2. <N/A>	Screening and Processing of Application	None	2 days  1 day (if necessary)	Cameron B. Barrientos/ CRASD/ Administrative Aide VI (COSW)
	2.1 Verification of PSO endorsement			Jorex F. Espineda/ CRASD/ Administrative Aide VI
	2.2 Verification of recommending officer's records			
	2.3 Verification of SEC Registration			
	2.4 Conduct of field visit/ Re-visit personal interview (if necessary)			
	2.5 Approval/ Disapproval of application			Cynthia L. Perdiz/ ORD/ Regional Director
	2.6 Encoding and updating of SO record in DSOIS			Cecille A. Briones/ CRASD/ RO IV (OIC-CRASD)
3. <N/A>	3.1 Printing of draft CRASM in bond paper	None	5 minutes	Jorex F. Espineda/ CRASD/ Administrative Aide VI
	3.2 Review and Countersign draft CRASM	None	5 minutes	Cecille A. Briones/ CRASD/ RO IV (OIC-CRASD)
	3.3 Approval of draft CRASM	None	1 hour	Cynthia L. Perdiz/ Regional Director



	3.4 Printing of CRASM in SECPA	None	5 minutes	Jorex F. Espineda/ CRASD/ Administrative Aide VI
	3.5 Affix documentary stamp and dry seal	None	5 minutes	Ernesto Bismonte III/ CRASD/ BRA
	3.6 Final Review and Countersign CRASM in SECPA	None	5 minutes	Cecille A. Briones/ CRASD/ RO IV (OIC-CRASD)
	3.7 Approval of CRASM in SECPA	None	15 minutes	Cynthia L. Perdiz/ ORD/ Regional Director
4. <N/A>	4.1 Manual recording of CRASM on DSOIS Form 2 and SO Form 5	None	30 minutes	Ernesto Bismonte III/ CRASD/ BRA
	4.2 Archiving and filing of CRASM and other documents			
5. Receive original copy of CRASM	5.1 Transmit original copy of approved CRASM	None	2 to 3 days (sent via hired private courier)	Orlan P. Nuñez/ CRASD/ Administrative Aide VI (COSW)
<b>TOTAL</b>		<b>None</b>	<b>5 days, 2 hours, 22 minutes</b>	

## 5. Decentralized Copy Annotation Process

The Decentralized Copy Annotation Process or DeCAP is a system that enables the Regional *Serbilis* Outlets to cater requests for copy issuance of annotated civil registry documents. Further, the system will reduce the processing time and ultimately bring civil registration services closer to the people. Annotations of civil registry documents affected by administrative proceedings such as Republic Act No. 9048, RA 10172, and Supplemental Reports will be filed, processed, annotated, and released by the Regional *Serbilis* Outlets

<b>Office/Division</b>	Civil Registration and Administrative Support Division	
<b>Classification:</b>	Highly technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
For RA 9048 1. Approved petition for Correction of Clerical Error or Change of First Name with C/MCR decision		1. Local Civil Registry Office

<ol style="list-style-type: none"> <li>2. Certificate of Finality</li> <li>3. Action Taken by The Civil Registrar (CRG)</li> <li>4. Annotated Certificate of Live Birth/ Certificate of Marriage/ Certificate of Death</li> <li>5. Un-annotated Certificate of Live Birth/ Certificate of Marriage/ Certificate of Death</li> </ol> <p><u>For RA 10172</u></p> <ol style="list-style-type: none"> <li>1. Approved Petition for Correction of Sex/Month or Day of Birth with C/MCR/Consul General Decision</li> <li>2. Certificate of Finality</li> <li>3. Action Taken by The Civil Registrar (CRG)</li> <li>4. Annotated Certificate of Live Birth</li> <li>5. Un-annotated Certificate of Live Birth</li> </ol> <p><u>For Supplemental Report</u></p> <ol style="list-style-type: none"> <li>1. Affidavit of Supplemental Report with the affixed registry number of the affected document</li> <li>2. Certified Copy of the Certificate of Live Birth/ Certificate of Marriage/ Certificate of Death bearing the effects of the supplemental report (with) remarks “with supplemental report”</li> </ol>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Submit monthly report of annotated civil registry documents from PSO (RA 9048 / RA 10172 / Supplemental Report)</li> </ol> <p><i>Via physical letter:</i> Philippines Statistics Authority / Regional Statistical Services Office V / Regional Government Center&gt;</p>	<p>Receive monthly report of annotated civil registry documents from PSO (RA 9048 / RA 10172 / Supplemental Report)</p>	<p>None</p>	<p>5 minutes</p>	<p>Ronaldo Mayor, Jr. /Receipt and Control/ Administrative Aide VI (COSW)</p>

<p>2. *Compliance to finding/s, if there is any</p>	<p>Check completeness of submitted documents vs transmittal and sort document type and provide Feedback as to the completeness of submitted documents to the concerned PSO.</p> <p>*If submitted report has/have finding/s, provide Feedback as to the completeness of submitted documents to the concerned PSO.</p>	<p>None</p>	<p>30 minutes to 1 hour</p>	<p>Cameron B. Barrientos/ Screener/ Administrative Aide VI (COSW)</p> <p>Annge L. Nieva/ Screener / Administrative Aide VI (COSW)</p> <p>Orlan P. Nuñez/ Screener / Administrative Aide VI (COSW)</p>
<p>3. &lt;PSA PROCESSING&gt;</p>	<p>Create transaction using the CICA-TCTS as “Probono” and prepares the transmittal lists indicating the transaction number, name of document owner/groom/deceased, type of document for annotation, and remarks.</p>	<p>None</p>	<p>5 minutes</p>	<p>Cameron B. Barrientos/ Screener/ Administrative Aide VI (COSW)</p> <p>Annge L. Nieva/ Screener / Administrative Aide VI (COSW)</p> <p>Orlan P. Nuñez/ Screener / Administrative Aide VI (COSW)</p>
<p>4. &lt;PSA PROCESSING&gt;</p>	<p>Verify/validate the authenticity of the specimen signature and conducts initial screening of the documents and accomplish the evaluation form attached herein.</p> <p>Provide feedback in the evaluation form and transmit to the screener.</p>	<p>None</p>	<p>5 minutes</p>	<p>Cameron B. Barrientos/ Screener/ Administrative Aide VI (COSW)</p> <p>Annge L. Nieva/ Screener / Administrative Aide VI (COSW)</p> <p>Orlan P. Nuñez/ Screener / Administrative Aide VI (COSW)</p>
<p>5. *Compliance to finding/s, if there is any</p>	<p>ANNOTATOR conducts thorough verification in the CRS database, annotate the record, and encode the Top Sheet.</p> <p>Provide feedback to the concerned Local Civil Registrar / Client (if with finding/s)</p>	<p>None</p>	<p>30 minutes to 1 hour</p>	<p>Cameron B. Barrientos/ Screener/ Administrative Aide VI (COSW)</p> <p>Annge L. Nieva/ Screener / Administrative Aide VI (COSW)</p>

6. *Compliance to finding/s, if there is any	APPROVER approves the annotation and prints the annotated document and Top Sheet  Provide feedback to the concerned Local Civil Registrar / Client (if with finding/s)	None	10 minutes to 30 minutes	Jorex F. Espenida/ Approver/ Administrative Aide VI
7. <PSA PROCESSING>	Control out the request as "Positive".  <i>Note: Annotated document is already available for COPY ISSUANCE in the Regional Serbilis Outlet upon approval of the document and will be available in all outlets after 7 days.</i>	None		
<b>TOTAL</b>		<b>None</b>	<b>7 days, 1 hour, 57 minutes</b>	

## INTERNAL SERVICE

### 6. Employee Relations and Services (Leave Application)

This section provides a detailed step-by-step process of Updating Leave Cards of appointive officials and employees of the PSA RSSO V whether permanent, temporary or casual, who render work during the prescribed office hours.

<b>Office/Division</b>	Civil Registration and Administrative Support Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	PSA regular officials and employees	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
<b>1. Leave Application Form/s</b> 1.1 Civil Service Form No. 6 Revised 2020 -Application for Leave 1.2 PSA-HR Form No.21 - Application/ Request for Non-Cumulative and Commutative Compensatory Day Off <b>2. Attachment/s</b> 2.1 If Sick Leave of more than five (5) days: Medical Certificate 2.2 If Leave is more than 30 days: Office		Downloadable at PSA Net and CSC Website  Downloadable at PSA Net  Attending Physician  Downloadable at PSA Net and CSC Website

Clearance 2.3 If Leave under Magna Carta of Women: 2.3.1 Medical Certificate 2.3.2 Clinical Summary 2.3.3 Histopathological Report 2.3.4 Operative Technique 2.3.5 Duration of the surgery/ employee's estimated time of recuperation		Attending Physician Attending Physician Attending Physician Attending Physician Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Leave Application	1.1 HRMO receives application for leave	None	5 minutes	Ronaldo Mayor Jr. /Receipt and Control/ Administrative Aide VI (COSW)
2. <HRMO Processing>	2.1 Posts the date and number of applied leave	None	15 minutes	Ely R. Abareta/ HRMO/ CRASD
	2.2 Check incurrence of late or tardiness			
	2.3 Compute accumulated leave credits			
	2.4 Determine the corresponding day equivalent of number of minutes late			
3. <PSA Processing>	3.1 Recommending approval of the leave application	None	30 minutes	Cecille A. Briones/ (RO-IV) OIC- CRASD  Danilo V. Luceña/ SOCD Chief
4. <PSA Processing>	4.1 Approval of Leave Application	None	1 day	Cynthia L. Perdiz/ Regional Director
5. Receive and file copy of approved leave application	5.1 Provide client with a copy of the approved leave application	None	1 hour	Ely R. Abareta/ HRMO/ CRASD
	5.2 File the original copy of the approved leave application			
<b>TOTAL</b>		<b>None</b>	<b>1 day, 1 hour and 50 minutes</b>	

## 7. Issuance of Certificate of Employment

A Certificate of Employment (COE) is issued by Human Resources Section upon request of Philippine Statistics Authority (PSA) employees for various purposes. The COE contains the status of employment of an employee with current position and station. Upon request, it may also include the monthly or annual compensation of the employee.

<b>Office/Division</b>	Civil Registration and Administrative Support Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	PSA regular officials and employees			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. Filled up HR Form No. 01 (for personal filing) or email request (if personnel cannot file personally)		Human Resources Division (HRD) or RSSO official email address ( <a href="mailto:rso05@psa.gov.ph">rso05@psa.gov.ph</a> / <a href="mailto:rso05crasd@psa.gov.ph">rso05crasd@psa.gov.ph</a> )		
2. Authorization letter (hard copy or soft copy sent through email) addressed to the Regional Director (if not personally filed)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certificate of Employment  If filed personally, accomplish and submit HR Form No. 01 the receipt and control desk of the HRD/RSSO (Client can wait from two (2) hours to three (3) hours)  If not filed personally, request through email addressed to the Regional Director	1.1 Evaluate the request form or authorization letter if completely signed	None	10 minutes	
	1.2 Route the request to the HR officer in charge of the Certificate of Employment (COE)	None	10 minutes	
	1.3 Evaluate the request, access data and print the COE	None	20 minutes	Ely R. Abareta/ HR Designate/ Administrative Office IV
	1.4 Review and route the COE to the Division Chief /Authorized Officer for signature	None	10 minutes	
	1.5 Review and sign the COE and to the HR Personnel	None	10 minutes	Cecille A. Briones/ (RO-IV) OIC-CRASD  Or Cynthia L. Perdiz/ Regional Director

	1.6 Scan the COE for records and control purposes	None	10 minutes	Ely R. Abareta/ HR Designate/ Administrative Office IV
	1.7 Prepare transmittal if request is for mailing or release the COE to the requesting employee.	None	10 minutes	
2. Receive the COE and fill out the feedback form	2. Issue feedback form for accomplishment of the client or authorized personnel	None	5 minutes	Orlan V P. Nuñez/ <i>Administrative VI (COSW)/ Outgoing Clerk</i>
3. Submit accomplished feedback form	3. Forward the submitted accomplished feedback form to the designated HR Officer.	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 30 minutes</b>	

## 8. Issuance of Common-Use Supplies and Equipment

Distribution of office supplies and equipment as requested.

<b>Office/Division</b>	Civil Registration and Administrative Support Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PSA regular officials and employees			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. Requisition and Issue Slip (RIS) (2 original copies)		Downloadable at PSA Net		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare/submit Requisition and Issue Slip (RIS)	1.1 Approve RIS	None	15 minutes	Cecille A. Briones/ OIC-CRASD  Danilo V. Luceña/ SOCD Chief
	1.2 Receive and control approved RIS	None	15 minutes	Glenda L. Mallorca/ Administrative Officer III
2. Receive items requested	2.1 Issue available Common use supplies and materials as requested	None	45 minutes	Glenda L. Mallorca/ Administrative Officer III



3. Acknowledge receipt of items requested	3.1 Ensure that the RIS has been signed by the requester	None	30 minutes	Glenda L. Mallorca/ Administrative Officer III
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 45 minutes</b>	

## 9. Processing of Contract of Service Worker (COSW) Bi-monthly Payrolls

Payment for wages of hired Contract of Service Workers (COSW) of the RSSO V are processed within five (5) working days after the reference cut-off date (bi-monthly).

<b>Office/Division</b>	Civil Registration and Administrative Support Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PSA hired Contract of Service Workers (COSW)			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. Daily Time Record (DTR) 2. Daily Accomplishment Reports 3. Work from Home Form (Annex A, B, E), if applicable 4. In case of additional working hours: 3.1 Special Order/s 3.2 Approved Authority to Render Additional Working Hours 3.3 Certificate of Appearance (if any) 3.4 Authority to Transact Business (if any)		Human Resource Unit Concerned Division of COSW  Office of the Regional Director Concerned Division of COSW  Concerned Division of COSW Concerned Division of COSW		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive Daily Time Records (DTRs)	1.1 Extract DTR data from biometric machine	None	2 hours	Ronaldo Mayor Jr./ Administrative Aide (COSW)/ CRASD
2. Print the received DTR and prepare duly signed necessary attachments.		None	1 day	COSWs
3. Submit DTR with complete attachments	Collate and check completeness of attachment and prepare payroll.	None	1 day	Ely R. Abareta/ Administrative Officer IV



4. PSA Processing	4.1 Review and sign COSW payroll and attachments	None	30 minutes	Cecille A. Briones/Danilo V. Luceña/Division Chief		
	4.2 Review and sign COSW payroll and attachments	None	3 hours	Jordan F. Castañeda/ Accountant III		
	4.3 Sign and approves COSW Payroll and the necessary attachments	None	1 hour	Cynthia L. Perdiz/ Regional Director		
	4.4 Prepare Obligation Request and Status (ORS) for COSW Payroll	None	1 day	Hazel F. Gualberto/ Budget Officer		
	4.5 Prepare Disbursement Voucher (DV) for COSW Payroll			Benedicto B. Musa/ Administrative Assistant II		
	4.6 Review and sign DV and ORS for COSW Payroll			Cecille A. Briones/Danilo V. Luceña/Division Chief		
	4.7 Review and sign DV and ORS for COSW Payroll			Jordan F. Castañeda/ Accountant III		
	4.6 Sign and approves DV and ORS for COSW Payroll			Cynthia L. Perdiz/ Regional Director		
	4.7 Prepare Advice to Debit Account (ADA) and route to AD for signature			None	1 day	Irene G. Deona/ Administrative Officer III (Cashier)
	4.8 Sign and approves printed Advice to Debit Account (ADA) and forward to Cashier Section for transmittal to Landbank					Cynthia L. Perdiz/ Regional Director, Jordan F. Castañeda/ Accountant III
4.9 Receive signed ADA and transmit to Landbank for crediting	Irene G. Deona/ Administrative Officer III (Cashier)					
4.10 Clear credited ADA to COSW bank account	Landbank					
<b>TOTAL</b>		<b>None</b>	<b>4 days, 6 hours and 30 minutes</b>			

## 10. Processing of Permanent/Regular Monthly Payrolls

This section provides the step-by-step process on the payment of salaries of permanent/regular employees of PSA RSSO V from the preparation of payroll, various remittances and other financial documents.

<b>Office/Division</b>	Civil Registration and Administrative Support Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PSA RSSO V Officers and regular employees			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
Remittances		Human Resource Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PSA Processing	1.1 Prepare payroll	None	1 day	Ely R. Abareta/ Administrative Officer IV (HR designate)
	1.2 Compute/ Generate/ Append appropriate Taxes, Premium Payments for GSIS, USE, Provident Fund, PhilHealth.			
	1.3 Encode loan deductions (GSIS, Provident Fund, Pag-IBIG, Land Bank)			
	1.4 Print the monthly payroll and Remittance Reports			
2. N/A	2.1 Review and sign the Payroll and Remittance Reports	None	1 day	Cecille A. Briones/ Officer-in-Charge, CRASD
	2.2 Review and sign the Payroll and Remittance Reports			Jordan F. Castañeda/ Accountant III
	2.3 Sign and approves the Payroll			Cynthia L. Perdiz/ Regional Director
3. N/A	3.1 Prepare Obligation Request and Status (ORS) for the Payroll and Remittances	None	1 day	Hazel F. Gualberto/ Budget Officer
	3.2 Prepare Disbursement Voucher (DV) for the Payroll and Remittances			Benedicto B. Musa/ Administrative Assistant II

	3.3 Review and sign DV and ORS for the Payroll and Remittances			Officer-in-Charge, CRASD
	3.4 Review and sign DV and ORS for the Payroll and Remittances			Accountant III
	3.5 Sign and approve DV and ORS for the Payroll and Remittances			Regional Director
4. N/A	4.1 Prepare Advice to Debit Account (ADA) and route to AD for signature	None	1 day	Administrative Officer III (Cashier)
	4.2 Sign and approves printed Advice to Debit Account (ADA) and forward to Cashier Section for transmittal to Landbank			Regional Director, Accountant III
	4.3 Receive signed ADA and transmit to Landbank for crediting			Administrative Officer III (Cashier)
	4.4 Clear credited ADA to the payroll/bank accounts of regular employees			Landbank
<b>TOTAL</b>		<b>None</b>	<b>4 days</b>	

## 11. Issuance of Special Orders (SO)

Special Orders are requested and issued for prior to official travels of employees, rendering of overtime at work/additional working hours, distinct work assignments and delegation of authority at regional and provincial levels.

<b>Office/Division</b>	Office of the Regional Director			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	PSA RSSO V Regular employees, COSWs and Provincial Statistical Offices (PSOs)			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
SO Request Form/Letter Request Addressed to the Regional Director		Office of the Regional Director/ PSOs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>

		BE PAID	TIME	RESPONSIBLE
1. Prepare and submit SO Request Form and/or Letter Request  <i>Via physical letter:</i> Philippine Statistics Authority / Regional Statistical Services Office V / Regional Center Site, Rawis, Legazpi City  <i>Via Email:</i> rso05@psa.gov.ph	1.1 Receives and log SO Request for monitoring purposes	None	1 day	Ronaldo Mayor, Jr./ Administrative Aide VI (COSW)/ Receipt and Control
2. N/A	2.1 Route/Endorse SO Request Form and/or Letter Request to Office of the Regional Director	None	1 hour	Ronaldo Mayor, Jr /Administrative Aide VI (COSW)/ Receipt and Control
	2.2 Initially approves the SO Request Form and/or Letter Request			Cynthia L. Perdiz/ Regional Director / Authorized Officer
	2.3 Assigns SO Number and draft copy of the Special Order			Abby-Gail Cordovilla/ Administrative Assistant I
3. N/A	Signs and approves the Special Order. Endorse to the secretary for transmittal.	None	30 minutes	Cynthia L. Perdiz/ Regional Director / Authorized Officer
4. Receives the copy of the Approved Special Order (SO)	4.1 Transmit/Release the copy of the approved Special Order (SO) to the concerned PSO/employee.	None	15 minutes	Abby-Gail Cordovilla/ Administrative Assistant I
<b>TOTAL</b>		<b>None</b>	<b>1 day, 1 hour and 45 minutes</b>	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Accomplish the Feedback Form and drop in any of the suggestion boxes at the servicing area or email to <a href="mailto:info@psa.gov.ph">info@psa.gov.ph</a>
How feedback are processed	<p>Feedback requiring answers are forwarded to the concerned project team/unit for immediate action and reply to the client.</p> <p>Feedback and suggestions are consolidated daily for monitoring and appropriate action.</p>
How to file a complaint	<p>The client may submit the complaint to any of the following channels:</p> <ol style="list-style-type: none"> <li>a. Suggestion box</li> <li>b. Email <a href="mailto:info@psa.gov.ph">info@psa.gov.ph</a> and <a href="mailto:rso05@psa.gov.ph">rso05@psa.gov.ph</a></li> <li>c. Query Verification Unit</li> <li>d. Public Assistance and Complaint Desk (PACD)</li> </ol> <p>To facilitate efficient, effective and timely response from <a href="#">PSA Regional Statistical Services Office V (PSA RSSO V)</a>, make sure that the following information are provided:</p> <ol style="list-style-type: none"> <li>1. Name of the application being complained</li> <li>2. Incident- Brief Summary of the complaint</li> <li>3. Evidence-Proof or Evidence to Support the Complaint</li> <li>4. Date and place of incident</li> </ol> <p>For inquiries and follow-up, clients may contact <a href="#">PSA Regional Statistical Services Office V (PSA RSSO V)</a> from the contact information given.</p>
How complaints are processed	<p>Once received, complaints are evaluated and sent to the concerned project team/unit for immediate investigation.</p> <p>The client may receive a call or email pertaining to the complaint should there be a need for more information or clarification.</p> <p>The project/unit shall prepare a report on the incident and will send the reply to the client, cc</p>

## FEEDBACK AND COMPLAINTS MECHANISM

	<p>the PSA Regional Statistical Services Office V (PSA RSSO V).</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p><b>ANTI RED TAPE AUTHORITY (ARTA)</b>          Website: <a href="http://arta.gov.ph">arta.gov.ph</a>          Email: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>          Call: 8478-5091          8478-5099</p> <p><b>CONTACT CENTER NG BAYAN (CCB)</b>          Website: <a href="http://contactcenterngbayan.gov.ph">contactcenterngbayan.gov.ph</a>          Email: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>          Call: 1-6565          Text: 09088816565</p> <p><b>PRESIDENTIAL COMPLAINT CENTER (PCC)</b>          Email: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>          Call: 8736-8645          8736-8603          8736-8629          8736-8621</p> <p>Fax: 8736-8621</p> <p><b>8888 CITIZENS' COMPLAINT CENTER</b>          Call/Text: 8888</p>