



CITIZEN'S CHARTER

CRS OUTLET - Lipa City



COPY ISSUANCE OF BIRTH, DEATH, MARRIAGE CERTIFICATES/ CERTIFICATE OF NO MARRIAGE RECORD

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. CRS Lipa City Outlet Appointment Slip	1	*Present CRS Lipa City Outlet Appointment Slip	*Check the CRS Lipa City Outlet Appointment Slip and ensure that the requester have observed and passed the Health and Safety Protocols	5 minutes			Security Guard / Information Marshal	N/A	CRS Lipa City Outlet Appointment Slip bearing the name of the appointee
2. Accomplished Health Survey Form		*Get Queue Ticket Number and Application Form	*Provide the needed Queue Ticket Number according to client's classification						
3. Queue Ticket Number		*Accomplish Application Form with the required information	*Direct the client in the designated waiting area						
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	2	*Proceed to the designated waiting/area	*Screen the Application Form and all requirements	20 minutes			JULIEDIN B. NOHAY Outlet Supervisor CRS Outlet Lipa City	Copy Issuance Php 155.00 CENOMAR Php 210.00	*CRS Lipa City Outlet Appointment Slip *Queue Ticket Number *Application Form *Processing Fee *If Document Owner Valid IDs
* If the requester is the document owner, present original and photocopy of valid IDs		*Present Accomplished Health Decalaration Form	*If approved, endoced details, accept payment and issue OR						
* If the requester is a representative:		*Proceed and submit to Cashier/Collecting Officer for the screening of the Application Form and all requirements	*Attached the CRS Lipa City Outlet Appointment Slip, Queue Ticket Number and other supporting documents to the Application Form						
a. Original and photocopy of valid IDs of the document owner and original and photocopy of the valid IDs of the representative		If approved, pay the processing fee. Check the issued Official Receipt (OR) and count your change before leaving the counter							
b. Authorization Letter/SPA duly signed by the document owner and indicating the following:			Process:	CI	UNCON	CE	N/A		
1) Type of document/s;			CI - Copy Issuance of document	1.5 hours after payment				*CRS Lipa City Outlet Appointment Slip	
2) Number of copies per requested document/s;			UNCON - Document not yet in the data base and subject for Manual Verification		15 working days			*Queue Ticket Number *Application Form	
3) Name of the document owner/s; and			CE - Certificate of No Marriage Record (CENOMAR / Advisory of Marriages (CEMAR)			2 days			
4) Complete details of requested documents									
5. Accomplished Application Form: Birth Certificate (BC) - White Marriage Certificate (MC) - Pink Death Certificate (DC) - Yellow Certificate of No Marriage - Green Record (CENOMAR)	3	*Proceed to the Releasing Area *Present OR, original valid IDs *Check the correctness and completeness of the received documents *Sign the received portion at the back of the accomplished Application Form	*Check the OR for the date and Time *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			JULIEDIN B. NOHAY Outlet Supervisor CRS Outlet Lipa City		*Original OR *If Document Owner - Valid IDs *If Representative - Valid IDs - Authentication Letter/SPA
			Estimated Processing Time:	2 hours	7 working days	2 working days			
END OF TRANSACTION									

For concerns, queries and problems with your requested documents:
*Please proceed to the Public Assistance and Complaints Desk (PACD) at CRS Lipa City Outlet Window 16
*Please contact the PSA CRS Lipa City Outlet Helpline 043-312-1485 or 0905-075-3764 / e-mail PSA CRS Lipa Customer Service at psacrslipa@gmail.com