

CITIZEN'S CHARTER

PROCESSING OF REQUEST FOR COPY OF CIVIL REGISTRY DOCUMENTS THRU BATCH REQUEST ENTRY SYSTEM (BREQS)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday	Documentary Requirement
8:00 AM to 5:00 PM without noon break	1. Application Forms 2. Validated Deposit Slips 3. Remittance from Accounting, PSA Manila

Who may avail of the service:

Local Government Units (LGUs), SM Stores and Card Bank who have entered into a Memorandum of Agreement with PSA.

HOW TO AVAIL OF SERVICE

Filing of Request:

Step	Partners	PSA CRS SAN PABLO	Duration of Activity	Fee	Person-in-Charge
1	The BREQS Partners of PSA San Pablo accept the Application Form (AF) and the payment from the applicants. After encoding the information on the system, they will deposit the payment in the bank.	None		Birth, Marriage and Death – P155.00 per copy CENOMAR – P210.00 per copy	BREQS Partners
2	The BREQS Partners bring the AFs together with the transmittals, deposit slips and batch files (saved on flash drives of BREQS Partners) in the CRS Outlet on the designated day assigned to them.				

3		<p>If BREQS Partner is LGU, the Collecting Officer (CO) shall check the correctness, completeness and legibility of the AFs, transmittals, deposit slips and the batch files. The batch files will be downloaded by the CO. If the AFs, transmittals, deposit slips and batch files have no problem, the CO shall issue an Official Receipt (OR), and then inform the Liason Officer (LO) of the estimated time of release. In the event that the requested documents cannot be released on the same day, inform immediately the LO.</p> <p>If BREQS Partner is SM and Card Bank, the CO shall check the correctness, completeness and legibility of the AFs, and the batch files. If the AFs, transmittals and batch files have no problem, the CO shall only</p>	10 min		Collecting Officer
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		issue an OR if the Remittance from Accounting, Manila were already sent to the CRS outlet thru email.			
4		Applications shall be processed (encoding, printing and sorting).	Converted records – within 2 hrs Unconverted records – 15 working days CENOMAR – within 2 hours		Request Service Officer
5		The sorter shall call the name of the LO upon release of the civil registry documents. The LO will then check the completeness and accuracy of the document attached to AF and OR.		None	Sorter
6	The BREQS Partners will be the one releasing the requested documents to the applicants on designated date.				BREQS Partners