



REPUBLIC OF THE PHILIPPINES  
**PHILIPPINE STATISTICS AUTHORITY (PSA)**

**CITIZENS CHARTER- PSA RIZAL Provincial Statistical Office**

**A. Civil Registration Services**

**1. Request for Indorsement of Civil Registry Documents (Birth, Marriage and Death Certificates) to CRD Quezon City for advance Copy of Client**

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees
1	Present owner's file copy of the birth/marriage/death certificate registered by the LCRO	Checks the owner's copy and compare it with the PSA copy. If same, advise client to photo copy the document outside the office by leaving an ID card	5 minutes	Civil Registration Unit- staff	No fee
2	Proceeds to the photo copier outside the office	Receives the photo copied document and prepare indorsement letter with the attached CRD copy then advise client to send it thru LBC	15 minutes	Civil Registration Unit- staff	
3	Proceeds to the LBC outlet for mailing the document and returns to PSA office to present the OR tracking number	Copy the tracking number of the LBC in the logbook for control purposes for the date of mailing	5 minutes	Civil Registration Unit- staff	

- **NOTE: Valid ID is required for both the owner and requester of document. Authorization letter and ID of the document owner together with the ID of the requester are required if the requester is not document owner.**

## 2. Application and Issuance of Certificate of Registration of the Authority to Solemnize Marriage (CRASM)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees
1	The Solemnizing Officer (SO) goes to the PSA provincial office of his place of assignment to file the application for CRASM	Receives and screens the application for CRASM; checks completeness of supporting documents	15 minutes	Civil Registration Unit- staff	
2	Pays to the Cashier/ Collecting Officer	Receives payment and issues OR	5 minutes	Cashier/ Collecting Officer	P500.00
3		Evaluates the application form and supporting documents and advises the SO to leave his contact number for the release of the CRASM. In case for new applicant the Provincial Statistics Officer (PSO) assign a staff to conduct church verification. Endorses to the region for processing.	7 days	Civil Registration Unit- staff / Provincial Statistics Officer (PSO)	
		Regional Office staff verifies and further evaluates the documents for processing. There are cases that RD still ask for additional requirement to SO	15 days	Regional office staff / Regional Director	
4		If approved, the RD signs the CRASM and forwards the same to the PO for release	2 days	Regional office staff / Regional Director	
5	Returns to the PO to claim CRASM	Releases CRASM to the SO	1 day	Civil Registration Unit- staff	

### 3. Purchase of Civil Registry Forms (Birth, Marriage and Death Certificates)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge	Fees
1	Look for and approach the Cashier/Collecting Officer and tell him/her the forms to be purchased	The cashier asks the client the number of pads to be purchased and gets the forms.	15 minutes	Cashier/ Collecting Officer	
2	Pays to the Cashier/ Collecting Officer	Receives payment and issues OR.	5 minutes	Cashier/ Collecting Officer	P305
3	Receives the purchased forms and the OR	Keeps duplicate copy of the OR.	5 minutes	Cashier/ Collecting Officer	

### B. Data Information Services

#### 1. Data request- Library Services Walk- in research

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge
1	Look for and approach the PSA library staff and inquire for the needed data	Evaluates the data request. If available in the Library, guide the researcher to the library then get the books/ publications from the shelf. If not available, refer the researcher to the PSA central office unit where the requested publications may be secured.	5 minutes	Library Staff
2	Researcher shall copy the data from the publication. If photocopy is necessary, a valid ID is required.	Ask the Researcher to sign the logbook.	Time varies depending on the data needed	Library Staff
3	Return the publication and get the ID card.	Get and inspect the borrowed books/publication and return the ID to the researcher.	5 minutes	Library Staff

#### 4. Data Request (Other than Library Services) Online/Internet

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge
1	Send letter request via email addressed to the Provincial Statistics Officer.	Evaluate requested statistics/data if available then reply thru email	Variable	Information Officer

#### 5. Telephone Research

Step	Applicant/Client	Service Provider	Duration of Activity	Person In-Charge
1	Identify yourself and give the name of your school/office and the purpose of the research.	Write the researcher's name, school/office and the requested data in the logbook.	5 minute	Library Staff
2	Request politely the data needed.	Dictate on the phone the requested data, if readily available. Otherwise, advice the caller to call back after 5 minutes.  [Note: The Library is allowed to give a maximum of three data/ figures through telephone.]	10 minutes	

**C.Feedback Mechanism**

<b>Feedback Mechanism</b>	<b>Procedure</b>
Public Assistance and Complaint Desk (PACD)	Client proceeds to the Public Assistance and Complaint Desk or may call PSA Rizal at (02) 696 - 6366
Written Communication	Client sends their feedback through fax at (02) 696-6366 or may email at psa.rizal58@gmail.com
Feedback / Suggestion Box	Client accomplishes Feedback Form and place it in the drop box.