

PHILIPPINE STATISTICS AUTHORITY
REGIONAL STATISTICAL SERVICES OFFICE XI
CITIZEN'S CHARTER

March 18, 2019

Solid • Responsive • World-class

Republic of the Philippines
PHILIPPINE STATISTICS AUTHORITY
REGION XI

**AGENCY CITIZEN SERVICES STANDARDS
(CITIZEN'S CHARTER)**

AGENCY MANDATE

The Philippine Statistics Authority is a government agency responsible for the implementation of the objectives and provisions of R.A. 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.

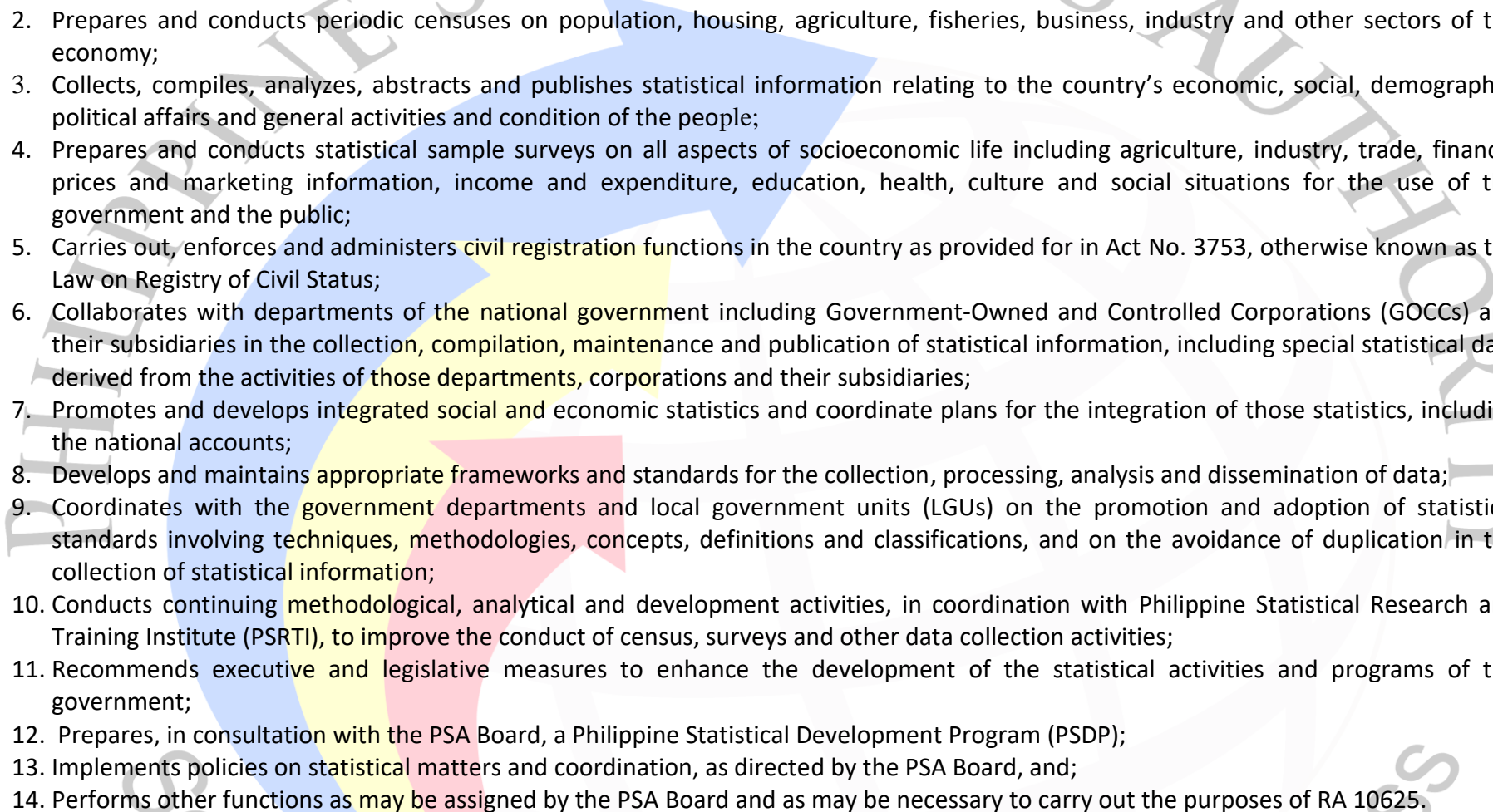
It shall primarily be responsible for all national censuses and surveys, sectoral statistics, consolidation of selected administrative recording systems and compilation of national accounts.

It shall implement Act 3753, the Law on Registry of Civil Status.

FUNCTIONS:

The PSA shall:

1. Serves as the central statistical authority of the Philippine government on primary data collection;

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2. Prepares and conducts periodic censuses on population, housing, agriculture, fisheries, business, industry and other sectors of the economy;
 3. Collects, compiles, analyzes, abstracts and publishes statistical information relating to the country's economic, social, demographic, political affairs and general activities and condition of the people;
 4. Prepares and conducts 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. Carries out, enforces and administers civil registration functions in the country as provided for in Act No. 3753, otherwise known as the Law on Registry of Civil Status;
 6. Collaborates with departments of the national government including Government-Owned and Controlled Corporations (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. Promotes and develops integrated social and economic statistics and coordinate plans for the integration of those statistics, including the national accounts;
 8. Develops and maintains appropriate frameworks and standards for the collection, processing, analysis and dissemination of data;
 9. Coordinates with the 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. Conducts continuing methodological, analytical and development activities, in coordination with Philippine Statistical Research and Training Institute (PSRTI), to improve the conduct of census, surveys and other data collection activities;
 11. Recommends executive and legislative measures to enhance the development of the statistical activities and programs of the government;
 12. Prepares, in consultation with the PSA Board, a Philippine Statistical Development Program (PSDP);
 13. Implements policies on statistical matters and coordination, as directed by the PSA Board, and;
 14. Performs other functions as may be assigned by the PSA Board and as may be necessary to carry out the purposes of RA 10625.

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 of life for all.

STATEMENT OF 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.

PSA QUALITY POLICY

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

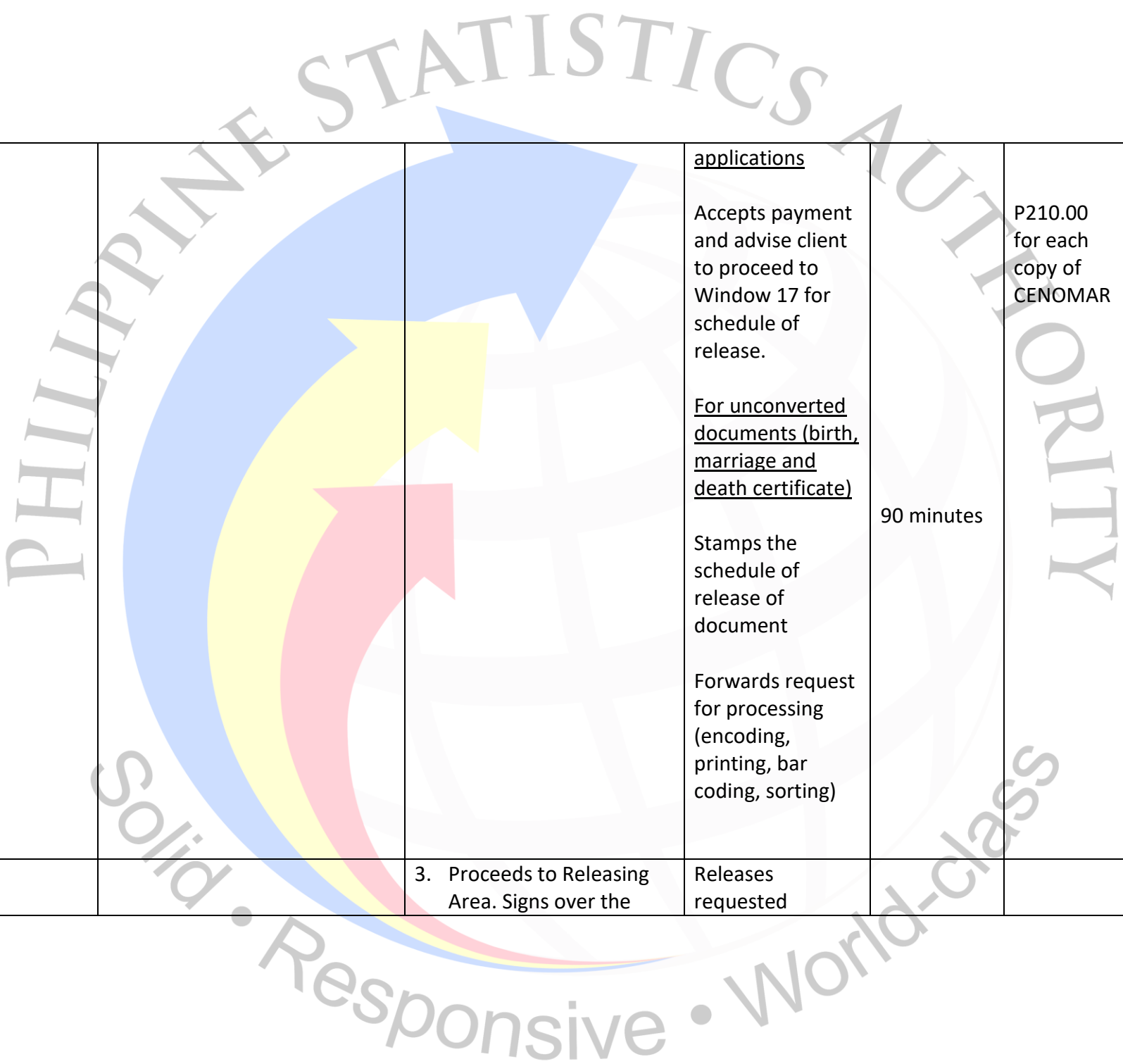
CORPORATE PERSONALITY

Professional	ethical, expert, competent, dependable, committed to excellence
Responsive	customer focused, active listener, proactive, communicator
Innovative	modern, technologically adept, systems view, thinking out of the box, radical
Strategic thinker	long-term view, working smart, game changer, futurity of present decisions
Motivated	values people, promote welfare, promotes professional development, sound HR policy

SERVICES MATRIX

Services Applied for	Who may Avail	Documentary Requirements	Detailed Steps		Maximum Processing Time of Service Provider	Processing Fee in Php	Person in Charge Position, Unit/Division
			Client	Service Provider			
Copy Issuance of Civil Registry Documents (Birth Certificate, Marriage Certificate, Death Certificate and Certificate of No Marriage, and Advisory on Marriages)	General Public	<ol style="list-style-type: none"> 1. Filled-In Application Form (AF) of Birth, Marriage, Death Certificate or CENOMAR 2. Original and Certified True Copy of Live Birth, Certificate of Marriage, Certificate of Death, Certificate of No Marriage (CENOMAR) and Advisory on Marriages can only be issued to: <ol style="list-style-type: none"> a. <i>The owner himself or through a duly authorized representative;</i> b. <i>His/her spouse, parent,</i> 	<ol style="list-style-type: none"> 1. Proceeds to screening with filled- In Application Form (AF) to obtain a queue number and initial screening <p>Application Form: White -Birth Certificate Pink-Marriage Certificate Yellow-Death Certificate Green-CENOMAR/Advisory on Marriages</p> <p>Proceeds to waiting area and waits for number to be called/flashed.</p>	<p>Checks AF as to completeness, consistency and legibility of information.</p> <p>Checks completeness of documentary requirements (ID, Authorization Letter)</p> <p>Provides client with queue number.</p> <p>Verifies if</p>	10 minutes	None	Screeener

		<p><i>direct descendants, guardian or institution legally in-charge of him/her, if minor;</i></p> <p>c. <i>The court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person;</i></p> <p>d. <i>In case of a person's death, the nearest of kin.</i></p> <p>For representative, authorization and ID of the document owner together with the requester's ID are required.</p> <p>(Note: Duration of Activity does not include queueing time)</p>	<p>Cashier/Collecting Officer when number is called.</p>	<p>document is positive in the database and if so, advise client to proceed to make payment. If negative, inquires from client if he/she would proceed with the request. If yes, then proceed with acceptance of payment.</p> <p><u>For birth, marriage and death certificate applications</u></p> <p>Issues OR and advise client to proceed to Releasing Area.</p> <p><u>For CENOMAR</u></p>	<p>5 minutes</p>	<p>None</p> <p>P155.00 for each copy of birth, marriage and death certificate</p>	<p>Cashier/Collecting Officer</p>
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			<p><u>applications</u></p> <p>Accepts payment and advise client to proceed to Window 17 for schedule of release.</p> <p><u>For unconverted documents (birth, marriage and death certificate)</u></p> <p>90 minutes</p> <p>Stamps the schedule of release of document</p> <p>Forwards request for processing (encoding, printing, bar coding, sorting)</p>		P210.00 for each copy of CENOMAR	
			3. Proceeds to Releasing Area. Signs over the	Releases requested		

			printed name on the AF as acknowledgement of receipt of civil registry document.	documents to the clients (by batch)	5 minutes	None	Releasing Officer
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CONTACT INFORMATION OF THE AGENCY: Telephone Nos. (082) 224-1140 and (082) 221-8338
 Email Address: psaregion11@yahoo.com.ph

PROCEDURE FOR FILING COMPLAINTS:

For complaints and queries on released document, the client may proceed to our Public Assistance Desk or Outlet Supervisor at the CRS Outlet or may proceed to the Registration Officer IV or Chief Administrative Officer located at the Mezzanine Floor at the PSA Building.

OTHER INFORMATION:

Special lane is provided for Pregnant Women, Senior Citizens, Differently-abled Persons and Women with babies. The client will just obtain application forms from the dispenser. He/she fills in the required information and proceed to the screener and obtain a queue number and immediately proceed to Window 14 once number is called for payment and processing of request, then proceed to Releasing Area and wait for the document to be released.

