



REPUBLIC OF THE PHILIPPINES  
PHILIPPINE STATISTICS AUTHORITY

# **Regional Statistical Services Office – Davao Region**

# **CITIZEN'S CHARTER HANDBOOK**

**2024**  
1st Edition

**I. Mandate:**

*The PSA shall primarily be responsible for the implementation of the objectives and provisions of R.A. 10625 otherwise known as the Philippine Statistical Act of 2013. Art. 49. The PSA shall establish a Statistical Survey Review and Clearance System (SSRCS) to provide assistance and support to the statistical work of other government agencies in the PSS, including the LGUs and the GOCCs., R.A. 11055 otherwise known as the Philippine Identification System Act, aims to establish a single national identification system for all citizens and resident aliens of the Republic of the Philippines., and R.A. 11315 an Act Establishing A Community-Based Monitoring System and Appropriating Funds. 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.*

## TABLE OF CONTENTS

LIST OF SERVICES	Page No.
<b>EXTERNAL SERVICE</b>	
<b>1. Library Services and Publication</b>	4
1.A. Provide library services to walk-in researchers of readily available data/statistics	4
1.B. Provide library services to walk-in researchers of data/statistics (e-library/data enclave)	5
1.C. Provide library services thru phone inquiries	6
1.D. Data Request through Formal Letter Address Walk-in Researcher or thru Email) to the Regional Director thru SOCD Chief or Chief Statistical Specialist	7
<b>2. Civil Registration Services</b>	9
2.E. Decentralized Copy Annotation Process (DECAP) For Petitions Under R.A. 9048 / R.A. 10172	9
2.F. Decentralized Copy Annotation Process (DECAP) For Petitions Under R.A. 9048 / R.A. 10172 With Motion for Reconsideration	10
2.G. Decentralized Copy Annotation Process (DECAP) For Supplemental Report	11
2.H. Processing of Application for Certificate of Registration of Authority to Solemnize Marriage (CRASM)	12
<b>3. Philippine Identification System</b>	16
3.A. Step 2 Philippine Identification System Registration	16
3.B. PhilSys Step 3 - ePHILID Issuance	20
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	23

## EXTERNAL SERVICE

### 1. Library Services and Publication

As the agency's information hub, RSSO/PSO manages the Information Center or Library for walk-in applicants on provision of printed publications, journals, and other statistical data. (Font: Arial, size: 10.5)]

#### 1.A Provide Library Services to Walk-In Researchers of Readily Available Data/Statistics

<b>Office/Division</b>	Regional Statistical Services Office / Provincial Statistical Office			
<b>Classification:</b>	Simple (max. of 3 days)			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ol style="list-style-type: none"> <li>1. Accomplished Data Request Form (DRF)</li> <li>2. Request letter signed by the head of the company/college/ university (if necessary)</li> <li>3. One (1) Valid government-issued ID such as:               <ol style="list-style-type: none"> <li>a. ePhilID / PhilID</li> <li>b. Driver's License</li> <li>c. Passport</li> <li>d. Add specific items as required for this service</li> </ol> </li> </ol>		<ol style="list-style-type: none"> <li>1. Officer-of-the-Day's table, library-in-charge</li> <li>2. Government Agencies, Non-Government Organizations, Private entities, Academe, and other Concerned Agency/Company</li> <li>3. Government Agencies, Non-Government Organizations, Private entities, Academe</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. Register at the Security Guard's (SG) logbook and presents Valid ID	1.1 SG issues visitor's pass	None	1 minute	Security Guard on duty
2. Proceed to the library and registers at the researcher's logbook	2.1 Request to fill-out DRF	None	1 minute	Officer of the Day/Library-In-Charge
3. Fill-out the Data Request Form (DRF) and present to the library-in-charge.	3.1 Assess the request.  <i>For requested statistical data that are not available in RSSO/PSO Library, advise the researcher to</i>	None	2 minutes	Officer of the Day/Library-In-Charge

	<i>register or send request to e-FOI.</i>			
4. Go to the bookshelves and look for the needed books/publications	4.1 Assist the researchers and provide the requested data / statistics / publication if it is readily available in the library.	None	10 minutes	Officer of the Day/Library-In-Charge
	4.2 May allow the researcher to photocopy or take a picture of the statistical tables from the printed publication.	None		Officer of the Day/Library-In-Charge
5. Fill-out the Customer Satisfaction Survey form (online/printed)	5.1 Receive and file the fill-out CSS Form for tabulation	None	2 minutes	Library-In-Charge
6. Surrender the visitor's pass to the SG	6.1 Return the Valid ID	None	1 minute	Security Guard on duty
<b>TOTAL</b>		<b>None</b>	<b>17 minutes</b>	

1.B Provide Library Services to Walk-In Researchers of Data/Statistics (e-Library/Data Enclave)

<b>Office/Division</b>	Regional Statistical Services Office / Provincial Statistical Office	
<b>Classification:</b>	Simple (max. of 3 days)	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
1. Accomplished Data Request Form (DRF)	1. Officer-of-the-Day's table / Online	
2. Request letter signed by the head of the company/college/ university (if necessary)	2. Government Agencies, Non-Government Organizations, Private entities, Academe, and other Concerned Agency/Company	
3. One (1) Valid government-issued ID such as: a. ePhilID / PhilID b. Driver's License c. Passport d. Resgistration Card	3. Government Agencies, Non-Government Organizations, Private entities, Academe	

e. Add specific items as required for this service				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Security Guard's (SG) logbook and presents Valid ID	1.1 SG issues visitor's pass	None	1 minute	Security Guard on duty
2. Proceed to the library and registers at the researcher's logbook	2.1 Request to fill-out DRF	None	2 minutes	Officer of the Day/Library-in-Charge
3. Fill-out the Data Request form (DRF) and present to the library-in-charge	3.1 Assess the request and forward to the Subject Matter Focal Person	None	2 minutes	Officer of the Day/Library-in-Charge
4. Wait/research for additional data needed/requested by the researcher	4.1 Process the requested data/statistics	None	30 minutes	Subject Matter Focal Person
	4.2 Release the processed data/statistics	None		Subject Matter Focal Person
5. Receive and check the correctness of the processed data/statistics	5.1 Request the researcher to sign the duplicate copy of the processed data/statistics for proof of receipt	None	2 minutes	Officer of the Day/Library-in-Charge
6. Fill-out the Customer Satisfaction Survey (CSS)Form (online/print)	6.1 Receive and file the filled-out CSS form for tabulation	None	2 minutes	Officer of the Day/Library-in-Charge
7. Surrender the visitor's pass to the SG	7.1 Return the Valid ID	None	1 minute	Security Guard on duty
<b>TOTAL</b>		<b>None</b>	<b>40 minutes</b>	

#### 1.C Provide Library Services Thru Phone Inquiries

<b>Office/Division</b>	Regional Statistical Services Office / Provincial Statistical Office	
<b>Classification:</b>	Simple (max. of 3 days)	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>
1. None		1. None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire thru phone	1.1 Take the call and logs the basic information of the caller, requested data/information.  1.1.1 Forward to Library-in-charge/ Subject Matter Focal Person	None	1 minute	Receipt and Control Clerk / Information Officer
	1.2 Evaluate the request.	None	2 minutes	Library-in-Charge/ Subject Matter Focal Person
	1.4 Provide readily available statistical data over the phone (Max of three (3) statistical data) or advise to visit the library.	None	5 minutes	Library-in-Charge/ Subject Matter Focal Person
	1.5 Advise the researcher to email the request at <a href="mailto:info@psa.gov.ph">info@psa.gov.ph</a> or send the request to FOI if the requested data requires special tabulation.	None	1 minute	Library-in-Charge/ Subject Matter Focal Person
	1.5 Log the action provided to the caller.	None	1 minute	Library-in-Charge/ Subject Matter Focal Person
<b>TOTAL</b>		<b>None</b>	<b>10 minutes</b>	

1.D Data Request through Formal Letter Address Walk-in Researcher or thru Email) to the Regional Director thru SOCD Chief or Chief Statistical Specialist

<b>Office/Division</b>	Statistical Operations and Coordination Division (SOCD) Statistical Operations and Coordination Section (SOCS)			
<b>Classification:</b>	Complex (max. of 7 days)			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government, Entity			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. Accomplished Data Request Form (DRF)		1. SOCD – Subject Matter Focal Person SOCS – Subject Matter Focal Person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>

		BE PAID	TIME	RESPONSIBLE
1. Endorse data request to RSSO/PSO	1.1 Receive and record in the Incoming Documents logbook	None	1 minute	Secretary / Receipt and Control Clerk
	1.2 Forward the request letter to the concerned SOCD/SOCS	None	2 minutes	Secretary / Receipt and Control Clerk
	1.3 Evaluate the availability of the requested data.  1.3.1 Prepare the requested data and reply letter.  1.3.2 If the requested data requires special tabulation, prepare a reply letter informing the endorsement to Subject Matter Division.	None	4 hours	Subject Matter Focal Person
	1.4 Submit the data request and reply letter to SOCD Chief or CSS for review and clearance.	None	5 minutes	Subject Matter Focal Person Service
	1.5 Review correctness and completeness of requested data and reply letter.	None	1.5 hours	Supervising Statistical Specialist
	1.6 Approve reply letter and requested data	None	10 minutes	SOCD Chief or CSS
	1.7 Transmit/Email to the requester	None	1 minute	Information Officer / SOCS Staff
	1.8 Record the date of release in the data request logbook.  File the original copy of the request letter.	None	5 minutes	Information Officer / SOCS Staff
	<b>TOTAL</b>		<b>None</b>	<b>5 hours, 54 minutes</b>



## 2. Civil Registration Services

### 2.E Decentralized Copy Annotation Process (DECAP) for Petitions Under R.A. 9048 / R.A. 10172

Decentralized Copy Annotation Process is an online processing of annotation of civil registry documents (CRDs) at the PSA Regional CRS Outlets affected by RA 9048, RA 10172, and Supplemental Report (1-2 missing entries and approved supplemental report by NSCRG). This primarily aims to address the need to expedite the processing of annotations of civil registry documents due to the increasing volume of transactions affected by administrative proceedings.

<b>Office/Division</b>	PSA Davao Region			
<b>Classification:</b>	Highly Technical (max. of 20 days)			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Local Civil Registry Office (LCRO)			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. CTC – Affirmed Petition		1. LCRO		
2. CTC – Action Taken by C/MCR		2. LCRO		
3. CTC – Action Taken by CRG		3. PSA		
4. Certificate of Finality		4. LCRO		
5. CRF 1A/2A/3A or CTC – MF 102/MF 103/MF 97 with remarks		5. LCRO		
6. CRF 1A/2A/3A or CTC – MF 102/MF 103/MF 97 without remarks		6. LCRO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete set of requirements to PSA Provincial Statistical Office and secure received copy of transmittal.  <i>Comply with the necessary action to be taken based on issued feedback(s).</i>	1.1 Receive and screen submitted set of documents	None	5 minutes	DECAP Focal Person
	1.2 Transmit set of documents to Regional Statistical Services Office	None	10 working days	DECAP Focal Person
	1.3 Receive and screen submitted complete set of documents.  <i>Note: Petition documents with feedback(s) / inconsistencies will be put on hold until complied.</i>	None	5 minutes	DECAP Clerk
	1.4 Annotation	None	25 minutes	DECAP Annotator

	1.5 Approval	None	5 minutes	DECAP Approver
<b>TOTAL</b>		<b>None</b>	<b>10 days, 40 minutes</b>	

## 2.F Decentralized Copy Annotation Process (DECAP) for Petitions Under R.A. 9048 / R.A. 10172 With Motion for Reconsideration

Decentralized Copy Annotation Process is an online processing of annotation of civil registry documents (CRDs) at the PSA Regional CRS Outlets affected by RA 9048, RA 10172, and Supplemental Report (1-2 missing entries and approved supplemental report by NSCRG). This primarily aims to address the need to expedite the processing of annotations of civil registry documents due to the increasing volume of transactions. The procedure below is intended for impugned petitions but subsequently affirmed with Motion for Reconsideration upon compliance with appropriate actions taken.

<b>Office/Division</b>	PSA Davao Region			
<b>Classification:</b>	Highly Technical (max. of 20 days)			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Local Civil Registry Office (LCRO)			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. CTC – Motion for Reconsideration		1. LCRO		
2. CTC – Affirmed Petition		2. LCRO		
3. CTC – Action Taken by C/MCR		3. LCRO		
4. CTC – Action Taken by CRG with affirmed decision.		4. PSA		
5. CTC – Action Taken by CRG with impugned decision.		5. PSA		
6. Certificate of Finality		6. LCRO		
7. CRF 1A/2A/3A or CTC – MF 102/MF 103/MF 97 with remarks		7. LCRO		
8. CRF 1A/2A/3A or CTC – MF 102/MF 103/MF 97 without remarks		8. LCRO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete set of requirements to PSA Provincial Statistical	1.1 Receive and screen submitted set of documents	None	5 minutes	DECAP Focal Person
	1.2 Transmit set of	None	10 working days	DECAP Focal

Office and secure received copy of transmittal.	documents to Regional Statistical Services Office			Person
<i>Comply with the necessary action to be taken based on issued feedback(s).</i>	1.3 Receive and screen submitted complete set of documents.  <i>Note: Petition documents with feedback(s) / inconsistencies will be put on hold until complied.</i>	None	5 minutes	DECAP Clerk
	1.4 Annotation	None	25 minutes	DECAP Annotator
	1.5 Approval	None	5 minutes	DECAP Approver
<b>TOTAL</b>		<b>None</b>	<b>10 days, 40 minutes</b>	

## 2.G Decentralized Copy Annotation Process (DECAP) for Supplemental Report

Decentralized Copy Annotation Process is an online processing of annotation of civil registry documents (CRDs) at the PSA Regional CRS Outlets affected by RA 9048, RA 10172, and Supplemental Report (1-2 missing entries and approved supplemental report by NSCRG). This primarily aims to address the need to expedite the processing of annotations of civil registry documents due to the increasing volume of transactions.

<b>Office/Division</b>	PSA Davao Region			
<b>Classification:</b>	Highly Technical (max. of 20 days)			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Local Civil Registry Office (LCRO)			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. CTC – Affidavit of Supplemental Report		1. LCRO		
2. CRF 1A/2A/3A or CTC – MF 102/MF 103/MF 97 with remarks		2. LCRO		
3. CRF 1A/2A/3A or CTC – MF 102/MF 103/MF 97 without remarks		3. LCRO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete set of requirements to PSA Provincial Statistical Office and secure received copy of transmittal.	1.1 Receive and screen submitted set of documents	None	5 minutes	DECAP Focal Person
	1.2 Transmit set of documents to Regional Statistical Services Office	None	10 working days	DECAP Focal Person

Comply with the necessary documents based on received feedback.	1.3 Receive and screen submitted complete set of documents.  <i>Note: If with feedback / inconsistency of entries in submitted documents, the petition will be put on hold until fully complied.</i>	None	5 minutes	DECAP Clerk
	1.4 Annotation	None	25 minutes	DECAP Annotator
	1.5 Approval	None	5 minutes	DECAP Approver
<b>TOTAL</b>		<b>None</b>	<b>10 days, 40 minutes</b>	

## 2.H Processing of Application for Certificate of Registration of Authority to Solemnize Marriage (CRASM)

The Certificate of Registration of Authority to Solemnize Marriage is a certificate issued to a Solemnizing Officer (SO), after complying with the requirements, certifying the registration of the authority of the SO to solemnize marriage and indicating therein that the SO is authorized to solemnize marriages within the SO's territorial jurisdiction for the period specified therein pursuant to PSA Administrative Order No. 1 Series of 2021.

The requirements and procedures below are based on PSA Memorandum Circular No. 2022-10 or the Checklist of Requirements in the Registration of the Authority to Solemnize Marriage and Timetable in the Processing and Issuance of Certificate of Registration of Authority to Solemnize Marriage.

<b>Office/Division</b>	PSA Davao Region		
<b>Classification:</b>	Highly Technical (max. of 20 days)		
<b>Type of Transaction:</b>	G2C - Government to Citizen/Client		
<b>Who may avail:</b>	Solemnizing Officers		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>	
<b>FOR GENERAL / ORDINARY SOLEMNIZING OFFICER</b>			
1. Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp (Php 60.00)		1 Philippine Statistics Authority (for blank form)	
2. Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. Pictures should not be computer generated to preserve its quality. In case the applicant is using glasses, it should be removed to have a clear image		2 (Applicant's Preference)	

<p>of the applicant. The back of the ID picture should contain the signature of the applicant.</p> <p>3. A machine copy of appointment as bishop, founder, head, priest, pastor and minister of the religion or religious sect</p> <p>4.1 Proper endorsement/designation/ recommendation from the head of religion or religious sect issued within a period of three (3) months from application which should indicate the following details: the full name, nationality, and complete address of the applicant, the location of the church, temple, chapel, mosque, synagogue, and other places of worship where the applicant regularly performs rites; and the extent of the applicant's territorial jurisdiction.</p> <p>4.2 <b>For Heads/ Bishops/ Presidents/ Founders</b>, Endorsement or recommendation from the Board of Trustees/Directors or Church Council or any of its equivalent governing body signed by majority of the members of the board or council in the form of a Board or Council Resolution; or</p> <p>In case there is no Board of Trustees/Directors or Church Council, or any equivalent governing body, the bishop/ founder/ head/ president of the religion/religious sect shall submit a sworn statement duly notarized stating that there is no such Board of Trustees/Directors or Church Council or any equivalent governing body.</p> <p>5. <b>For first time applicants</b>, a Certified True Copy of the SO's Certificate of Live Birth or a photocopy of the SO's Philippine Passport or the Philippine Identification (PhilID) or ePhilID of the SO to be presented <i>with the original document of such photocopy</i>.</p> <p>6. I-Card issued by the Commission on Immigration and Deportation (CID); <b>in case the applicant is a citizen of a foreign country</b>.</p> <p>7. Certificate of Registration/General Information Sheet or Mayor's Certificate, <i>when the religion or religious sect does not</i></p>	<p>3 Head Church</p> <p>4.1 Head Church</p> <p>4.2 Head Church</p> <p>5. Philippine Statistics Authority / Department of Foreign Affairs</p> <p>6. Commission on Immigration and Deportation</p> <p>7. Securities and Exchange Commission / Local Government Unit</p>
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*appear in the latest census records of the Philippines (AOI Series of 2021, Rule 2.21)*

8. Proof of payment of registration fee

**FOR IMAMS**

1. Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp (Php 60.00)
2. Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. Pictures should not be computer generated to preserve its quality. In case the applicant is using glasses, it should be removed to have a clear image of the applicant. The back of the ID picture should contain the signature of the applicant.
3. Certification that the applicant is authorized to solemnize marriages.
4. For first time applicants, a Certified True Copy of the SO's Certificate of Live Birth or a photocopy of the SO's Philippine Passport or the Philippine Identification (PhilID) or ePhilID of the SO to be presented with the original document of such photocopy.

5. Proof of payment of registration fee

**FOR TRIBAL HEADS / CHIEFTAINS**

1. Accomplished application form (OCRG-SO Form No. 1) in triplicate copies, subscribed and sworn to before a person authorized to administer oath with affixed documentary stamp (Php 60.00)
2. Three (3) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application. Pictures should not be computer generated to preserve its quality. In case the applicant is using glasses, it should be removed to have a clear image of the applicant. The back of the ID picture should contain the signature of the applicant.
3. Certification that the applicant is authorized

8. PSA – Collecting Officer

1. Philippine Statistics Authority (for blank form)

2. (Applicant's Preference)

3. National Commission on Muslim Filipinos Regional Office

4. Philippine Statistics Authority / Department of Foreign Affairs

5. PSA – Collecting Officer

1. Philippine Statistics Authority (for blank form)

2. (Applicant's Preference)

3. National Commission on Indigenous People

<p>to solemnize marriages.</p> <p>4. For first time applicants, a Certified True Copy of the SO's Certificate of Live Birth or a photocopy of the SO's Philippine Passport or the Philippine Identification (PhilID) or the ePhilID of the SO to be presented with the original document of such photocopy.</p> <p>5. Proof of payment of registration fee</p>	<p>4. Philippine Statistics Authority / Department of Foreign Affairs</p> <p>5. PSA – Collecting Officer</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CRASM Application and basic requirements.	1.1 Receive and check submitted application	None	2 minutes	CRASM Provincial Focal Person
2. Pay Registration Fee	2.1 Collect and issue Official Receipt	Php 500	3 minutes	Collecting Officer
	2.2 Screen and evaluate submitted requirements.  <i>Note: Conduct of Field Verification, if necessary</i>	None	10 minutes  Within 3 working days	CRASM Provincial Focal Person
	2.3 Transmit evaluated CRASM Application to the Regional Statistical Services Office	None	3 working days	CRASM Provincial Focal Person
	2.4 Review and encode CRASM application to the system	None	1 day	CRASM Regional Focal Person / Registration Officer IV
	2.5 Review CRASM	None	1 day	Registration Officer IV / Chief Administrative Officer
	2.6 Approve and sign CRASM	None	2 working days	Regional Director
	2.7 Transmit CRASM to the concerned Provincial Statistical Office.	None	3 working days	CRASM Regional Focal Person
3. Claim CRASM	3.1 Notify and release CRASM to the Solemnizing Officer	None	1 day	CRASM Provincial Focal Person
<b>TOTAL</b>		<b>Php 500</b>	<b>14 days, 15 minutes</b>	

### 3. Philippine Identification System

#### 3.A Step 2 Philippine Identification System Registration

During the Step 2 Registration, the applicant is screened and required to bring an original copy of any valid Identification Documents and present it to the Registration Kit Operator (RKO). The RKO will gather the applicant's demographic and biometrics (Photo Capturing, Iris and Fingerprints scanning). A Transaction Slip will be given to the applicant which will be presented when the PhilID is received or claimed.

<b>Office/Division</b>	PhilSys Registration Team / Fixed Registration Center	
<b>Classification:</b>	Simple (max. of 3 days)	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	General Public (Filipino Citizens 5 years old and above)	
<b>CHECKLIST OF REQUIREMENTS:</b>	<b>WHERE TO SECURE:</b>	
<ol style="list-style-type: none"> <li>1. One (1) Valid Primary ID such as:               <ol style="list-style-type: none"> <li>a. DFA-Philippines Passport or ePassport</li> <li>b. GSIS/SSS-UMID Card</li> <li>c. LTO-Driver's License</li> <li>d. Conductor's License issued by the LTO</li> </ol> </li> <li>2. One (1) Valid Secondary ID such as:               <ol style="list-style-type: none"> <li>a. PSA-Certificate of Live Birth/NSO-with (BreN)</li> <li>b. PSA-issued Report of Birth</li> </ol> </li> </ol>	<p><b>Davao Region Offices Only</b></p> <ol style="list-style-type: none"> <li>a. [DFA SM City – Main Building, SM City Davao 3/F, Quimpo Blvd. Ecoland, Davao City DFA SM Lanang – 2<sup>nd</sup> Floor, Cinema Area, SM Lanang Premiere, JP Laurel Avenue, Agdao, Davao City</li> <li>b. GSIS Davao Branch – Gen. Douglas, Mac Arthur Hi-way, Talomo, Davao City</li> <li>c. Land Transportation Office Regional Office XI – Quezon Blvd., Poblacion District, Davao City</li> <li>d. Land Transportation Office Regional Office XI – Quezon Blvd., Poblacion District, Davao City</li> </ol> <ol style="list-style-type: none"> <li>a. RSSO XI Davao Region – Ango Bldg, JP Cabaguio Ave., Davao City PSA Davao del Norte – 2/F Ango Realty Corp. Bldg., 1085 Osmeña St., Magugpo Poblacion, City of Tagum, Davao del Norte Log-on to the PSA Online Appointment System Webpage: <a href="https://appointment.psa.gov.ph">https://appointment.psa.gov.ph</a></li> <li>b. RSSO XI Davao Region – Ango Bldg, JP Cabaguio Ave., Davao City PSA Davao del Norte – 2/F Ango Realty Corp. Bldg., 1085 Osmeña St., Magugpo Poblacion, City of Tagum, Davao del Norte Log-on to the PSA Online Appointment System Webpage: <a href="https://appointment.psa.gov.ph">https://appointment.psa.gov.ph</a></li> </ol>	



<p>c. PSA-issued Certificate of Founding</p> <p>d. LCRO-issued Certificate of Live Birth</p> <p>e. Integrated Bar of the Philippines (IBP) ID Card</p> <p>f. Professional Regulatory Commission (PRC) ID</p> <p>g. Seaman's Book</p> <p>h. Professional Identification Card issued by the Maritime Industry Authority (MARINA)</p> <p>i. Seafarer's Identity Document (Seaman's ID)</p> <p>j. Overseas Workers Welfare Administration (OWWA) ID</p> <p>k. Senior Citizen's ID</p> <p>l. Pantawid Pamilyang Pilipino Program (4Ps) ID</p>	<p>c. RSSO XI Davao Region – Ango Bldg, JP Cabaguio Ave., Davao City PSA Davao del Norte – 2/F Ango Realty Corp. Bldg., 1085 Osmeña St., Magugpo Poblacion, City of Tagum, Davao del Norte Log-on to the PSA Online Appointment System Webpage: <a href="https://appointment.psa.gov.ph">https://appointment.psa.gov.ph</a></p> <p>d. City Civil Registrar's Office Ground Floor, SP Bldg., San Pedro St., Davao City Email address: <a href="mailto:lcr@davaocity.gov.ph">lcr@davaocity.gov.ph</a> Note: You can request at the LCR's Office of the City/Municipality where you were born.</p> <p>e. Go to the IBP Website at <a href="http://www.ibp.ph">www.ibp.ph</a> or directly go to this link at <a href="http://bit.ly/RequestIBPIDandCertOnline">bit.ly/RequestIBPIDandCertOnline</a> IBP Davao City IBP Offices 2/F, Hall of Justice Candelaria St., Ecoland, Davao City</p> <p>f. PRC Davao City Regional Office Calamansi St. cor. First St. (besides the Indonesian Consulate) Juna Subd. Matina, Davao City</p> <p>g. MARINA – sole agency that issue Marian Region 11 - AMQ Bldg. Dacudao Ave., Davao City Appointment Website: <a href="https://online-appointment.marina.gov.ph">https://online-appointment.marina.gov.ph</a></p> <p>h. MARINA – sole agency that issue Marian Region 11 - AMQ Bldg. Dacudao Ave., Davao City Appointment Website: <a href="https://online-appointment.marina.gov.ph">https://online-appointment.marina.gov.ph</a></p> <p>i. MARINA – sole agency that issue Marian Region 11 - AMQ Bldg. Dacudao Ave., Davao City Appointment Website: <a href="https://online-appointment.marina.gov.ph">https://online-appointment.marina.gov.ph</a></p> <p>j. OWWA Region 11 T, Monteverde St., Poblacion District, Davao City Website: <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a></p> <p>k. Office for Senior Citizens Affairs Legislative Bldg., SP G/F, Magallanes St. Davao City Email Address: <a href="mailto:osca@davaocity.gov.ph">osca@davaocity.gov.ph</a></p> <p>l. DSWD Field Office XI – 36D Suazo St. Poblacion District, Davao City</p>
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m. License to Own or Process Firearms (LTOPF) ID	m. Davao City Police Office Region XI San Pedro St., Poblacion District, Davao City
n. Police Clearance	n. Davao City Police Office Region XI San Pedro St., Poblacion District, Davao City
o. NBI Clearance	o. Davao Region XI Office Branch Km. 3 JP Laurel Ave., Bajada, Davao City Website: <a href="https://clearance.nbi.gov.ph">https://clearance.nbi.gov.ph</a>
p. Solo Parent's ID	p. City Social Welfare and Development Office Pichon St. Poblacion Dist. Davao City
q. PWD ID	q. DOH - Philippine Registry for Person and Disability (PRPWD) Application Form: <a href="https://pwd.doh.gov.ph/downloads/PRPWD-APPLICATION_FORM.pdf?withshield=1">https://pwd.doh.gov.ph/downloads/PRPWD-APPLICATION_FORM.pdf?withshield=1</a>
r. Voter's ID	r. COMELEC Office R. Magsaysay Ave., R. Magsaysay Park, Davao City
s. Postal ID	s. Philippine Postal Corporation – Jone Circle, Roxas, Davao City
t. Taxpayer Identification Number (TIN) ID	t. Bureau of Internal Revenue – Region XI 3/F BIR Building, Bolton Street, Davao City
u. PhilHealth ID	u. PhilHealth Region Office XI Bolton St., Poblacion District, Davao City
v. Philippine Retirement Authority (PRA)-issued Special Resident Retiree's Visa (SRRV)	v. Bureau of Immigration JP Laurel Avenue. Bajada, Davao City
w. National ID from other countries	w. Issuing Country
x. Residence ID from other countries	x. Issuing Country
y. Eligibility Card issued by the Civil Service Commission	y. Civil Service Commission – Ecoland Drive, Davao City
z. Dependent's ID Issued by the Armed Forces of the Philippines (AFP) and Philippines National Police (PNP)	z. Armed Forces of the Philippines (AFP) and Philippine National Police (PNP)
aa. Retiree's ID issued by the PNP, AFP and Philippine Coast Guard (PCG)	aa. Philippine National Police, Armed Forces of the Philippines and Philippine Coast Guard
bb. Philippine Veterans Affairs Office (PVAO) Pensioner's ID (Veteran or Dependent)	bb. Philippine Veterans Affairs Office
cc. Tribal Certificate/ ID issued by the Tribal Affairs Office under the Office of the Mayor (if Applicable)	cc. National Commission on Indigenous People (NCIP) / Tribal Leader of ICC or Tribal Affairs Office

<p>dd. Certificate of confirmation issued by the National Commission on Indigenous People (NCIP) or Certificate of Indigenous Cultural Communities (ICCs)/Indigenous Peoples (IPs) Membership (CIPM) issued by the Tribal Membership issued by the National Commission on Muslim Filipinos (NCMF).</p> <p>3. The following Identification documents shall be accepted as secondary supporting documents provided that they have a front-facing photograph, signature/thumbmark, full name, permanent address, and date of birth such as:</p> <ul style="list-style-type: none"> <li>a. Employee ID</li> <li>b. School ID</li> <li>c. Barangay Clearance/Certificate</li> <li>d. Barangay ID</li> <li>e. City/Municipal ID</li> <li>f. Voter's Certification issued by the COMELEC</li> <li>g. Prison Record</li> <li>h. Certificate of Detention</li> </ul>	<p>dd. National Commission on Indigenous People (NCIP) / Tribal Leader of ICC or Tribal Affairs Office</p> <ul style="list-style-type: none"> <li>a. Employer</li> <li>b. Academic Institutions</li> <li>c. Issuing Barangay</li> <li>d. Issuing Barangay</li> <li>e. Issuing City</li> <li>f. COMELEC</li> <li>g. Bureau of Jail Management and Penology</li> <li>h. Bureau of Jail Management and Penology or Philippine National Police</li> </ul>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the screening area	1.1 Receive the applicant and screen the applicant's Supporting/Identification Documents	None	3 minutes	Philsys Screener / Alternate Screener/Philsys Supervisor
2. Proceed to the designated queuing lane. Wait for your turn	2.1 Assist the applicant to the queuing area	None	5 minutes	Alternate Screener / PhilSys Supervisor
3. Proceed to the Registration Kit Operator Station; Present Valid IDs or Supporting Documents to the Operator.	3.1 Review the consistency of the demographic information with the Supporting Documents presented.	None	10 minutes	Registration Kit Operator
	3.2 Input the demographic of the applicant	None		Registration Kit Operator
	3.3 Scan the identification and/or supporting document/s.	None		Registration Kit Operator
	3.4 Capture the irises of the applicant.	None		Registration Kit Operator

	3.5 Capture the ten (10) functional fingerprints of the applicant.	None		Registration Kit Operator
	3.6 Capture the front-facing photograph of the applicant.  Note: Biometric exceptions/forces capture will apply if there is a physical impossibility to capture a complete set of biometric information due to medical condition or physical disability, or if the complete set does not meet the minimum threshold standards.	None		Registration Kit Operator
4. Review and confirm the correctness of demographic and biometric information on the extended monitor	4.1 Confirm the correctness of the provided demographic and biometric information	None	3 minutes	Registration Kit Operator (RKO)
5. Provide consent in the collection of the collection of their data for PhilSys Registration	5.1 Read and explain the Disclosure under Section 12 of the Data Privacy Act of 2012 as reflected in the PhilSys Registration Client System.	None	2 minutes	Registration Kit Operator (RKO)
6. Secure the printed Transaction from the Registration Kit Operator	6.1 Print the Transaction Slip	None	2 minutes	Registration Kit Operator (RKO)
None	7.1 Approve and upload data packet to the server	None	2 minutes per data packet	Registration Center Supervisor (RCS)
<b>TOTAL</b>		<b>None</b>	<b>27 minutes</b>	

### 3.B PhilSys Step 3 – ePHILID Issuance

The ePhilID is a proactive strategy of the PSA that will allow more Filipinos to immediately enjoy the benefits of being PhilSys-registered for every registered person, a physical PhilID card is allocated. Registered person will still receive their physical PhilID card even if they claimed their ePhilID. The ePhilID has the same functionality and validity as the physical card. The priority for the issuance of the ePhilID is registered person who have not received their physical PhilID cards yet.

<b>Office/Division</b>	PhilSys Registration Team / Fixed Registration Center			
<b>Classification:</b>	Simple (max. of 3 days)			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public (Already registered to PhilSys Step 2 Registration)			
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
1. The client must have a copy of their Transaction Reference Number (TRN) or transaction slip, whether digital or physical copy.		1. PhilSys Step 2 Registration Center – after Step 2 Registration Location: Davao Region PhilSys Fixed Registration Center – Ango Bldg. Cabaguio Ave. Davao City  Mall-based Registration Centers: Gaisano Grand Mall Toril – Lizada, Toril District Abreeza Mall – J.P Laurel Ave. Bajada NCCC Mall VP – J.P. Laurel Ave. Bajada SM City Davao – Quimpo Blvd. Cor. Tulip and Ecoland Drive, Ecoland Subd. Matina SM Lanang – JP Laurel Ave. Brgy. San Antonio, Agdao Dist. Gaisano Mall of Davao – Bajada, Davao City Gaisano Grand of Tibungco, Davao City Gaisano Grand of Calinan, Davao City Gaisano Capital Mintal, Davao City NCCC Mall Buhangin – Km7 Tigatto Rd. Davao City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Transaction Slip with Transaction Reference Number (TRN) and supporting documents to screener.  <i>Note: If transaction slip is not available the requesting party is advised to wait for the ID Card Delivery by PhilPost</i>	1.1 Check and verify the Transaction Slip and supporting documents presented. Through these following websites: <a href="https://ephilid.philsys.gov.ph/">https://ephilid.philsys.gov.ph/</a> or <a href="https://trn-verifier.philsys.gov.ph/">https://trn-verifier.philsys.gov.ph/</a>  If the ePhilID is not available or not ready for printing the personnel will record their information (TRN, Contact Number, Name, TRN Status, etc.) to the Log Sheet (Google Sheet or Hard Copy)	None	5 minutes	Philsys Screener / Registration Center Supervisor (RCS)
2. Proceed to the Registration Kit Operator and present	2.1 Enter the 29-digit Transaction Reference Number of the client to	None	5 minutes	Registration Kit Operator (RKO) / Registration

your Transaction Slip with Transaction Reference Number	the Digital Card Services.			Center Supervisor (RCS)
3. Wait for the Registration Kit Operator to process your ePhilID	3.1 Verify the facial features of the requesting party to the photo displayed in the Digital Card Services  <i>Note: If the requesting party is a representative verify the requesting party's authorization letter.</i>	None	10 minutes	Registration Kit Operator (RKO) / Registration Center Supervisor (RCS)
	3.2 Download the ePhilID from the Digital Card Services	None		Registration Kit Operator (RKO) / Registration Center Supervisor (RCS)
	3.3 After downloading the PDF File of the ePhilID, input the password on the file (1 <sup>st</sup> 4 letter of the client's name + his/her birth year.	None		Registration Kit Operator (RKO) / Registration Center Supervisor (RCS)
	3.4 Print the ePhilID and verify it to this website <a href="https://verify.philsys.gov.ph/">https://verify.philsys.gov.ph/</a>  <i>Note: If the ePhilID Is not printable the RKO will record the requesting party's details for reporting to the PhilSys Registry Office (Central Office)</i>	None		Registration Kit Operator (RKO) / Registration Center Supervisor (RCS)
4. Go to the releasing area and sign the releasing logbook.	4.1 Verify the Release the ID to the client	None	3 minutes	Screeener / Registration kit Operator (RKO) / Registration Center Supervisor (RCS)
<b>TOTAL</b>		<b>None</b>	<b>23 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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:rso11@psa.gov.ph">rso11@psa.gov.ph</a> .
How feedback is 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:rso11@psa.gov.ph">rso11@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 XI</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 XI</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 the <a href="#">PSA Regional Statistical Services Office XI</a>.</p>

## FEEDBACK AND COMPLAINTS MECHANISM

Contact Information of CCB,  
PCC, ARTA

**ANTI RED TAPE AUTHORITY (ARTA)**

Website: [arta.gov.ph](http://arta.gov.ph)  
 Email: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  
 Call: 8478-5091  
 8478-5099

**CONTACT CENTER NG BAYAN (CCB)**

Website: [contactcenterngbayan.gov.ph](http://contactcenterngbayan.gov.ph)  
 Email: [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  
 Call: 1-6565  
 Text: 09088816565

**PRESIDENTIAL COMPLAINT CENTER (PCC)**

Email: [pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  
 Call: 8736-8645  
 8736-8603  
 8736-8629  
 8736-8621

Fax: 8736-8621

**8888 CITIZENS' COMPLAINT CENTER**

Call/Text: 8888