

47. Reply to Communications- Simple

Simple Communications/Letters are those letters/communications which do not require verification or processing like letter of acknowledgement, transmittal letter, etc.

Office or Division:	Civil Register Management Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government(G2G) and Private-to-Government (P2G)			
Who may avail:	Local Government Units, Agencies of the Government, Private Law Offices, NGOs, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letters 2. Endorsements/Piecemeal or advance submission 3. Request for endorsements from LCROs, DFA and Sharia Courts 4. E-mail re: inquiries and follow up		From government and private institutions, Local Civil Registry Offices, Sharia Courts, and general public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOCUMENT RECEIPT AND CONTROL UNIT				
Civil Registration Service (CRS) received communications/letters	1. Receipt and control, and sorting of communication/ Letter.	None	3 minutes per letter/ communication	COSW, Supervisor DRCU 3 RD Floor CRS Building
	2. Encode communication/ Letter and print transmittal.	None	1 hour per batch of 75 documents	Unisys Associate, Supervisor DRCU 3 RD Floor CRS Building
	3. Transmit to concerned units.	None	5 minutes per batch of 75 documents	Unisys Associate, Supervisor DRCU 3 RD Floor CRS Building
	4. Division Chief evaluates/ designates the communication/ letter to the concern Unit or Technical Staff	None	10 minutes per letter/ communication	Division Chief of the CRMD 7 th Floor CRS Building
	5. Receipt and control of communication/ letter by the	None	5 minutes per letter/ communication	COSW

	concerned Unit/Technical Staff			
	6. Drafting of response	None	1 hour per batch of 15	Unit Supervisor/Technical Staff
	7. Receipt and control of the response to the communication/letter	None	5 minutes per communication/letter	COSW
	8. Division Chief evaluates/reviews/signs the response to the communication/letter	None	10 minutes per communication/letter	Division Chief of the CRMD
	9. Staff controls the approved communication/letter and to be forwarded to the signatory	None	5 minutes per communication/letter	COSW
	10. Sending of signed communication/letter	None	10 minutes per communication/letter	COSW
TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: within 3 days upon receipt of the letters/emails/communication.				