

## 48. Reply to Communications- Complex

Complex Communications/Letters are those letters/communications which require verification or processing in order to give correct response. Further included are queries of civil registrars, and other stakeholders on civil registration with existing rules, regulations, and policies established.

<b>Office or Division:</b>	Civil Register Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Government(G2G) and Private-to-Government (P2G)			
<b>Who may avail:</b>	Local Government Units, Agencies of the Government, Private Law Offices, NGOs, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letters 2. Endorsements/Piecemeal or advance submission 3. MC 2010-4 and Circular 91-6 cases for evaluation 4. Supplemental Report of more than two omitted entries (evaluation and approval) 5. E-mail re: inquiries and follow up				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Office of the Division Chief of Civil Register Management Division (ODC-CRMD) received communications/letters	1. Receipt and control of communication/letter	None	5 minutes per letter/communication	COSW
	2. 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
	3. Receipt and control of communications/letters by the concerned Unit/Technical Staff	None	5 minutes per letter/communication	COSW
	4. Drafting of response	None	1 hour per batch of 8 letters	Unit Supervisor/Technical Staff

	5. Receipt and control of the response to the communication/letter	None	5 minutes per communication/letter	COSW
	6. Division Chief evaluates/reviews/signs the response to the communication/letter	None	15 minutes per communication/letter	Division Chief of the CRMD
	7. Staff controls the approved communication/letter to be forwarded to the signatory	None	5 minutes per communication/letter	COSW

**TOTAL ESTIMATED PROCESSING TIME FOR SERVICE: within 7 days upon receipt of the letters/emails/communication.**