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TO: All Regional Directors/Provincial Statistical Officers

FROM: 
CARMELITA N. ERICTA
Administrator and Civil Registrar General

SUBJECT: Flow of Communications Involving CRS Operations

The Civil Registry System (CRS) Project includes the operation of all Serbilis Outlets and the implementation of the following systems: Batch Request Entry Query System (BREQS), Decentralized Vital Statistics System (DVSS) and the Civil Registry Information System (CRIS). The project requires the exchange of communication to effectively implement CRS.

Annex A contains the organizational structure of the CRS Project. The Civil Registration Department (CRD) Director, who is also the Project Director, is responsible for the smooth operation of the project. Decisions on the implementation of policies are provided by the Project Director. Decisions affecting current practices and policies are rendered by the Administrator and Civil Registrar General. As the CRS Project is closely intertwined with CRD operations as a whole, the officials of CRD, IRD and GAD play key roles in the project.

Direct communication shall be addressed to the concerned officials. Communication includes mailed letter and correspondence sent through e-mail. For e-mail requests, the Administrator and Civil Registrar General shall be furnished with a copy for information and documentation.

Detailed process and flow of communication for Serbilis Outlets, BREQS, DVSS and CRIS are discussed accordingly:

A. Civil Registration Serbilis Centers (CRS outlets)

1. The following officials are to be contacted depending on the nature and type of the query.

a. CRS Help Desk

- i. Any of the CRS application systems, or any of the CRS-generated documents. When referring errors or unexpected turns of the systems, also provide screenshots of the error encountered for easier resolution

b. Lourdes J. Hufana, Director, CRD, (L.Hufana@mail.census.gov.ph)

- i. Request for additional resources such as personnel, machine and equipment
- ii. General enquiries and request for information on CRS Conversion status
- iii. Request for installation of Serbilis outlets with the attached justification
- iv. Request for additional user ID and change of ID
- v. Request for transfer of office, for endorsement to the Administrator and Civil Registrar General, Ms. Carmelita N. Ericta.
- vi. Queries and request for receipt and control of SECPA

c. Editha R. Orcilla, Chief, Document Management Division (DMD) (E.orcilla@mail.census.gov.ph)

- i. Receipt, processing and issuance of certified/annotated civil registry documents
- ii. Back-end activities pertaining to processing of application of certification and authentication of civil registry documents including validation of indorsed documents as to availability and signature verification
- iii. Acceptance and keeping, maintaining and preserving physical documents, microfilm rolls, data files and index files
- iv. Request for re-verification and re-work of civil registry documents
- v. Problems and follow-up for pending request

Letter should be addressed or attention to:

Editha R. Orcilla
Chief, Documents Management Division
Vibal Bldg., EDSA
Quezon City

d. Veronica P. Pido, Chief, Information Technology Systems and Research Division (ITSRD) (V.pido@mail.census.gov.ph)

- i. Queries regarding the system, software program and the technical aspect of the operation

B. Batch Request Entry Query System (BREQS)

1. BREQS Installation

The following shall be followed in requesting for the installation of BREQS.

1. Communication request for the installation of BREQS in a city or municipality should originate from the PSO. The PSOs should require the concerned Civil Registrar (MCR) to attach the request letter from the Local Government Unit.
2. The PSO shall indorse the request to the RD for evaluation. The evaluation will determine whether the BREQS outlet is prepared to implement BREQS in terms of software, hardware and personnel resources. A written evaluation is required and should be attached as feedback to the requesting MCR, along with the decision to grant or deny the request. In evaluating the request, the RD may communicate with the CRD Director for information on their current resource utilization.
3. If approved, RDs along with their PSOs, shall sign the Memorandum of Agreement (MOA) with the concerned local government unit (LGU).
4. The RDs shall indorse the signed MOA, along with all pertinent documents (request from MCR, evaluation feedback and decision of RD) to the following addressee:

Office of the Civil Registrar General:
Attention: Minerva Eloisa P. Esquivias
SCO V, Office of the Administrator
National Statistics Office
Ground Floor, Solicarel Bldg I,
Sta. Mesa, Manila

5. If request is denied, the RD shall communicate this decision to the LGU, through the PSO, furnishing his reasons. A copy of such letter should be furnished to the SCO V.
6. The SCO V shall inform all concerned CRS Managers of the development for their appropriate action, if any.
7. In case the servicing outlet belongs to a different region, the SCO V shall also inform the RD of the region to where the servicing outlet belongs, of the approved request.
8. Primary monitoring of BREQS in their respective areas shall be provided by the RDs. The DMD Chief shall provide primary monitoring on the overall progress of BREQS.
9. The following officials are to be contacted depending on the nature and type of query:

- a. BREQS@census.gov.ph
 - i. Forms, templates or BREQS Scheme. A subject line is required when using this facility.
- b. CRS Help Desk
 - i. BREQS client software, the Download Module. When referring errors or unexpected turns of the systems, also provide screenshots of the error encountered for easier resolution.
- c. Edith R. Orcilla,
 - i. BREQS Applications and Follow-up of Requests
- d. Lourdes J. Hufana
 - i. Requests to enable the operation of the floppy drive of the BREQS workstation in the Servicing Outlet

2. BREQS Training

The following shall be followed in requesting for the training on BREQS.

1. Communication request for the training on BREQS in the city or municipality should originate from the PSO, with a copy furnished to the RD. The PSO should require the concerned MCR to attach the request letter from the LGU.
2. The PSO shall indorse the request to the following addressee:

Office of the Civil Registrar General:
 Attention: Ms. Minerva Eloisa P. Esquivias,
 SCO V, Office of the Administrator
 National Statistics Office
 Ground Floor, Solicarel Bldg I,
 Sta. Mesa, Manila

3. The SCO V shall provide feedback on the request for training, to the concerned LGU, through the PSO. The feedback will relate to the proposed schedule of the training. The RD shall be furnished a copy of such communication.

C. Decentralized Vital Statistics System (DVSS) / Civil Registry Information System (CRIS)

1. The following persons shall be contacted depending on the nature and type of query:
 - a. DVSS2K@census.gov.ph

- i. General inquiries on the systems
- b. Ms. Marites C. Espinoza, the Chief for Vital Statistics Division
 - i. Evaluation and monitoring the implementation of the DVSS, DVSS2K and CRIS
 - ii. Follow up on piecemeal submissions

Letter should be addressed or attention to:

Marites C. Espinoza
Chief, Vital Statistics Division
Vibal Bldg., EDSA
Quezon City

- c. Edith R. Orcilla, Chief, DMD
 - i. All CDLI affected documents such as document issuance for R.A. 9048 and R.A. 9255
 - ii. Follow-up for pending request
 - iii. Request for endorsement

Letter should be addressed or attention to:

Editha R. Orcilla
Chief, Document Management Division
Vibal Bldg., EDSA
Quezon City

- d. Veronica P. Pido, Chief, ITSRD
 - i. Problems with the system and software program

Organizational Structure of the CRS Project

