

# TOP 10 THINGS TO EXPECT FROM GOVERNMENT OFFICES

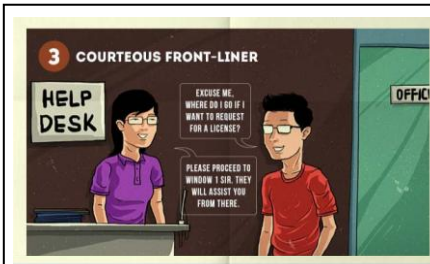
*Under the Anti-Red Tape Act (ARTA) – RA 9485, inefficiency is considered a crime. Know what you should expect from the government to avoid falling victim to the violations of the ARTA Law*



Normally, it should take about 45 minutes, after paying for your request, that your document will be released.



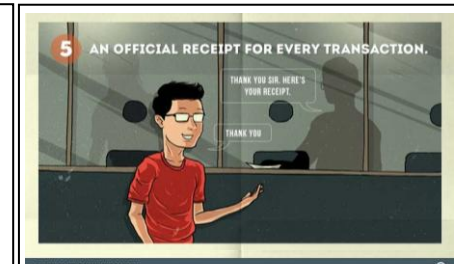
No-Noon Break Policy is observed. However, the Payment Windows are closed during these times:  
11:00 am – 12:00 nn: W1 & W2  
12:00 nn – 1:00 pm: W3 & W4



Report discourteous employees to Ms. Ana Fe L. Austria, our Administrative Officer



Please transact with PSA-CRS employees only.



All paid requests will have computer generated Official Receipt attached to the document



CRS Outlets are open during office hours: 8:00 am – 5:00 pm



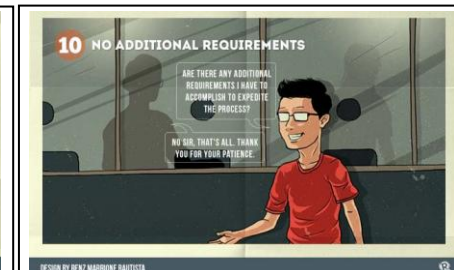
Citizen's Charter of the office is displayed conspicuously in the CRS Outlet



For Birth, Marriage and Death Certificates requests, pay only P140.00/document.  
  
For CENOMAR requests, pay only P195.00/document



Payment Window 5 serves as our Special Window to serve Senior citizens, Pregnant Women and Persons with Disability (PWD)



Properly filled up Application Form.  
For Birth Certificates, per PD603, Authorization and ID of the document owner together with the requester's ID are required if requester is not any of the following:  
Owner of the document; his/her parent; his/her spouse; his/her direct descendants