

EXTERNAL SERVICES

Sales and Marketing Division

3. Sale of OCRG Forms to Walk-in Customers



APO PRODUCTION UNIT, INC.

Who may avail?

APO Production Unit, Inc. (APUI) Clients

Describes the procedure for selling OCRG forms.

Office in-charge

Sales and Marketing Department

Type of transaction

**G2G - Government to Client
(Simple Transaction)**

Checklist of requirements

**1) Accomplished Order Form
(secure from APO Productions Unit, Inc.)**

Total time duration

(35 minutes)

TABLE 1 - Applicable Fees of OCRG Forms (P200sheets/pad).

OCRG FORM	PRICE/ PAD	OCRG FORM	PRICE/ PAD
1. Certificate of Live Birth	P305.00	12. Certificate of Conversion to Islam	P245.00
2. Certificate of Marriage	P305.00	13. Certificate of Live Birth- Attachment for IP	P99.00
3. Certificate of Death	P305.00	14. Certificate of Death- Attachment for IP	P99.00
4. Certificate of Fetal Death	P270.00	15. Certificate of Marriage - Attachment for IP	P99.00
5. Certificate of Marriage License	P245.00	16. Certificate of Dissolution of Marriage	P245.00
6. Muslim Birth Attachment	P99.00	17. Statement of Revocation of Dissolution of Marriage	P245.00
7. Muslim Death Attachment	P99.00		
8. Muslim Marriage Attachment	P99.00		
9. Certificate of Foundling	P245.00		
10. Certificate of Divorce	P245.00		
11. Statement of Revocation of Divorce	P245.00		

CITIZEN'S CHARTER

Sale of OCRG Forms to Walk-in Customers

Steps	Action Taken	Fees to be Paid	Processing Time	Person/Office Responsible
1) Walk-in clients fills out order form which will be provided by the Guard at the lobby	1.1) Sales Personnel receives the accomplished order form including payment	Refer to Table 1	3-5 minutes	Sales Personnel
	1.2) Informs the Bindery and Materials Control Department for the preparation and inspection of the identified order	None	5 minutes	Sales Personnel/Bindery/ Materials Control Department
	1.3) Sales personnel secures the Delivery Receipt (DR) and Gate Pass from Logistics Department. This includes input of data in the Delivery Receipt.	None	5 - 10 minutes	Sales Personnel/Logistics Personnel
	1.4) Order form and Delivery Receipt are forwarded to Billing and Collection staff for issuance of Billing Invoice	None	5 - 10 minutes	Sales Personnel/Billing and Collection Staff
	1.5) Billing Invoice and payment is turned over to Cashier for issuance of Official Receipt	None	5 minutes	Billing and Collection Staff/Cashier
2) Client receives original documents necessary to claim their order	2.1) Release of ordered items to the client	None	0 hour	Client/APUI Personnel
-- END OF TRANSACTION --				