



CITIZEN'S CHARTER

MANDATE

- I. To provide for the collection, handling, transportation, delivery, forwarding, returning and holding of mails, parcels, and like materials, throughout the Philippines, and, pursuant to agreements entered into, to and from foreign countries;
- II. To determine and dispose of in a manner it deems most advantageous, with law and settled jurisprudence, confiscated or non-mailable mail matters, prohibited articles, dead letters and undelivered mails, except the sale of prohibited drugs, dangerous materials, and other banned articles as defined by law;
- III. To plan, develop, promote, and operate a nationwide postal system with a network that extends or makes available, at least ordinary mail service, to any settlements in the country.

MISSION

PHLPost provides an efficient and on-time delivery of communications, goods and payment services in any Filipino community.

VISION

By 2016, PHLPost is the preferred universal delivery service provider of communications, goods and payment services in every Filipino community.

PLEDGE OF COMMITMENT

“I am a postal worker, to the Postal Service, I pledge, my loyalty, honesty and dedication to duty.

I pledge to do the best I can in rendering efficient services, to achieve the goals of the Philippine Postal Corporation.

I impose this obligation upon myself voluntarily, without mental reservation or purpose of evasion. SO HELP ME GOD”.

PHLPOST CUSTOMER CARE

For inquiries, suggestions or complaints, you may contact us through:

Customer Care Hotline	:	854-0888; 854-9825; 854-4670; 854-1641; 854-6744
Website	:	www.phlpost.gov.ph
Facebook	:	PHLPost
Twitter	:	phlpostofficial
Mailing Address	:	PHLPost Customer Care, Office of the Postmaster General, Philippine Postal Corporation, 3/F Central Office Building, Liwasang Bonifacio, Manila 1000



FRONTLINE SERVICES

PARAAN NG PAGPAPADALA NG SULAT

How to Send Mail

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT T <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
<p align="center">ORDINARY</p>	<ol style="list-style-type: none"> 1. Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i> 2. Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i> 3. Ihulog sa Mailbox <i>(Drop mail at designated mailbox/counter)</i> 	<p>20gm o mas magaan: <i>(20gm and below)</i></p> <p>P7.00 - Sa loob lamang ng pinagpadalhang rehiyon (within the region)</p> <p>P9.00 – Sa ibang rehiyon sa pamamagitan ng sasakyang _____ (outside the region by land)</p> <p>P12.00 – Sa ibang rehiyon sa pamamagitan ng sasakyang panghimpapawid (outside the region by air)</p> <p>Para sa mga liham na mas mabigat sa 20gm at liham na papuntang abroad, tingnan ang gabay sa halaga ng selyo <i>(or more than 20 gm and mails going abroad, please refer to rates guide)</i></p>	<p>Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i></p>	<p>Postal Teller Window No. _____</p>	<p>30 segundo <i>(30 seconds)</i></p>	<p>1-2 Araw Kung sa loob lamang ng pinagpadalhang bayan/lungsod <i>(1-2 Days Within the same city/municipality)</i></p> <p>2-3 Araw Kung sa loob lamang ng pinagpadalhang rehiyon <i>(2-3 Days Within the same region)</i></p> <p>4-5 Araw Sa ibang rehiyon <i>(4-5 Days Other regions)</i></p> <p>7-10 Araw Sa mga Island Province/City/Municipality <i>(7-10 Days For island Provinces/City/Municipality)</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the Philippines, please refer to Delivery Standard Guide)</i></p>

PARAAN NG PAGPAPADALA NG SULAT

How to Send Mail

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>T Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
<p align="center">REGISTERED</p>	<ol style="list-style-type: none"> Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i> Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i> Ire-rehistro ang liham sa Logbook at pagkatapos ay bibigyan ng Registry Receipt ang nagpadala nito <i>(Mail will be registered in a logbook then sender will be issued a registry receipt)</i> 	<p>20gm o mas magaan: <i>(20gm and below)</i></p> <p>P25.00 - Sa loob lamang ng pinagpadalang rehiyon <i>(within the region)</i></p> <p>P30.00 – Sa ibang rehiyon <i>(outside the region)</i></p> <p>Para sa mga liham na mas mabigat sa 20gm at liham na papuntang abroad, tingnan ang gabay sa halaga ng selyo <i>(or more than 20 gm and mails going abroad, please refer to rates guide)</i></p>	<p>Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i></p> <p>Registry Return Card <i>(Senders Option)</i></p>	<p>Postal Teller Window No. ____</p>	<p>4 minuto <i>(4 minutes)</i></p>	<p>2-3 Araw Sa loob lamang ng pinagpadalang bayan/lungsod <i>(2-3 Days Within the same city/municipality)</i></p> <p>3-4 Araw Kung sa loob lamang ng pinagpadalang rehiyon <i>(3-4 Days Within the region)</i></p> <p>5-7 Araw Sa ibang rehiyon <i>(5-7 Days Other regions)</i></p> <p>7-15 Araw Sa mga Island Provinces/Barangays <i>(7-15 Days For island Provinces/Barangays)</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the Philippines, please refer to Delivery Standard Guide)</i></p>

PARAAN NG PAGPAPADALA NG SULAT
How to Send Mail

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
<p>eRegistered with eRRR (walk-in clients only)</p>	<ol style="list-style-type: none"> Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i> Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i> Bibigyan ng electronic Registry Return Receipt (eRRR) ang nagpadala nito <i>(Sender will be issued a copy of the eRRR slip)</i> 	<p>20gm o mas magaan: <i>(20gm and below)</i></p> <p>P40.00 - Sa loob lamang ng pinagpadalhang rehiyon <i>(within the region)</i></p> <p>P45.00 – Sa ibang rehiyon <i>(outside the region)</i></p> <p>Para sa mga liham na mas mabigat sa 20gm at liham na papuntang abroad, tingnan ang gabay sa halaga ng selyo <i>(or more than 20 gm and mails going abroad, please refer to rates guide)</i></p>	<p>Selyo o tatak mula sa Postage Metered Machine <i>(Postage Stamp or Postage Metered Machine Impression)</i></p> <p><i>Electronic Registry Return Receipt (eRRR) /Acknowledgement Receipt (AR)</i></p>	<p>Postal Teller Window No. ____</p>	<p>1 minuto <i>(1 minute)</i></p>	<p>3-4 Araw Kung sa loob lamang ng pinagpadalhang bayan/lungsod <i>(3-4 Days Within the same city/municipality)</i></p> <p>4-5 Araw Kung sa loob lamang ng pinagpadalhang rehiyon <i>(4-5 Days Within the same region)</i></p> <p>5-7 Araw Sa ibang rehiyon <i>(5-7 Days Other regions)</i></p> <p>7-15 Araw Sa mga Island Province/City/Municipality <i>(7-15 Days For island Provinces/City/Municipality)</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the Philippines, please refer to Delivery Standard Guide)</i></p>

PARAAN NG PAGPAPADALA NG SULAT
How to Send Mail

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>T Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
EXPRESS (EMS)	<ol style="list-style-type: none"> 1. Dalhin ang liham sa Postal Teller para malaman ang timbang ng liham at halaga ng selyong ilalagay dito <i>(Present mail to Postal Teller to determine its weight and the amount of postage stamp needed)</i> 2. Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i> 3. Humingi at mag fill-up ng Consignment Note Form (CN), pagkatapos ay ibalik sa Postal Teller <i>(Ask for a Consignment Note Form, fill it out and return to Postal Teller)</i> 4. Kunin ang iyong kopya ng CN <i>(Get your copy of the</i> 	<p>Tingnan ang nakapaskil na EMS Postage Rate Guide</p> <p><i>(please refer to EMS Postage Rate Guide)</i></p>	<p>Para sa Domestic: <i>(For Domestic:)</i></p> <ol style="list-style-type: none"> 1. Domestic Express Mail Service (DEMS) o E-Pouch envelope 2. Consignment Note <p>Para sa International: <i>(For International:)</i></p> <ol style="list-style-type: none"> 1. International Express Mail Service (IEMS) envelope 2. Consignment Note 	Postal Teller Window No. ____	4 minuto <i>(4 minutes)</i>	<p>Domestic:</p> <p>Mga piling lugar <i>(For committed areas)</i> Tumingin sa listahan <i>(please refer to list):</i></p> <p>1-2 Araw Sa loob lamang ng pinagpadalang bayan/lungsod <i>(1-2 Days Within the same city/municipality)</i></p> <p>2-3 Araw Kung sa loob lamang ng pinagpadalang rehiyon <i>(2-3 Days Within the region)</i></p> <p>3-4 Araw Sa ibang rehiyon <i>(3-4 Days Other regions)</i></p> <p>International:</p> <p>3-5 Araw <i>(3-5 Days)</i></p>

CN from the Postal Teller)

PARAAN NG PAGPAPADALA NG PARSELA
How to Send Package

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>T Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
<p>ORDINARY Or EXPRESS</p>	<p>4. Dalhin ang parsela sa Postal Teller para sa inspeksyon ng laman nito <i>(Present parcel to Postal Teller for inspection of contents)</i></p> <p>5. Kumuha at mag-fill out ng Consignment Note (CN) at Custom's Declaration Form (CP72) <i>(Get and Fill out Consignment Note and Custom's Declaration Form (CP72))</i></p> <p>6. Bayaran ang kaukulang halaga ng inilagay na selyo <i>(Pay the amount of postage stamp)</i></p> <p>7. Kunin ang kopya ng CN at CP72 <i>(Get copy of CN and CP72)</i></p>	<p>Tingnan ang nakapaskil na Postage Rate Guide <i>(please refer to Postage Rate Guide)</i></p>	<p>Consignment Note (CN) Custom's Declaration Note (CP72)</p>	<p>Postal Teller Window No. ____</p>	<p>10 – 15 minuto <i>(10 - 15 minutes)</i></p>	<p>3-4 Araw Kung sa loob lamang ng pinagpadalang bayan/lungsod <i>(3-4 Days Within the same city/municipality)</i></p> <p>4-5 Araw Kung sa loob lamang ng pinagpadalang rehiyon <i>(4-5 Days Within the same region)</i></p> <p>5-7 Araw Sa ibang rehiyon <i>(5-7 Days Other regions)</i></p> <p>7-15 Araw Sa mga Island Province/City/Municipality <i>(7-15 Days For island Provinces/City/Municipality)</i></p> <p>Kung sa labas ng bansa, tingnan ang Delivery Standard Guide <i>(for outside the Philippines, please refer</i></p>

	*Kapag nakarating na sa destinasyon ang parselang magpapadala ng Notice Card ang Post Office sa recipient para makuha ito.					to Delivery Standard Guide)
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PARAAN NG PAGKUHA NG PARSELA
How to Claim Package

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
PARCEL CLAIM (INTERNATIONAL)	<p>5. Ipakita ang Notice Card at valid ID. Kung hindi makukuha ng taong nakapangalan sa parselang kailangang may dalang Authorization Letter at ID ang taong kukuha. <i>(Claimant presents Notice Card and valid ID. For representative, present Authorization Letter and ID of addressee)</i></p> <p>6. Kapag nakita na ang parselang ito ay dadaan sa pagsusuri ng Customs Officer <i>(Once the package is identified, it will be examined by a Customs Officer)</i></p> <p>7. Bayaran ang kaukulang Customs Duty Fee kung ang parselang ay taxable. <i>(Pay Customs Duty</i></p>	Tingnan ang Customs Duty Fee Guide	<p>Notice Card</p> <p>2 valid IDs</p> <p>Authorization Letter (if representative of the addressee)</p>	<p>Postal Teller Window No. ____</p> <p>Examiner/Collector Bureau of Customs</p> <p>Examiner/Collector Bureau of Customs</p>	10 minuto <i>(10 minutes)</i>	Pagpunta sa Post Office <i>(Upon visit at the Post Office)</i>

	<p><i>Fee if the item is taxable)</i></p> <p>8. Bayaran ang Handling Fee <i>(Pay handling fee)</i></p> <p>9. Maari nang makuha ang parsela <i>(Releasing of parcel)</i></p>	P50.00		Cashier Window No. ____		
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PARAAN NG PAGKUHA NG PARSELA
How to Claim Package

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
WINDOW DELIVERY PARCEL CLAIM (FOR DOMESTIC PARCEL AND UNDELIVERED MAILS)	<p>1. Ipakita ang Notice Card at valid ID. Kung hindi makukuha ng taong nakapangalan sa parsela/liham, kailangang may dalang Authorization Letter at ID ang taong kukuha. <i>(Claimant presents Notice Card and valid ID. For representative, present Authorization Letter and ID of addressee)</i></p> <p>2. Pumirma sa Notice Card at sa Delivery Book <i>(Sign the Notice Card and Delivery Book)</i></p> <p>3. Maari nang makuha ang parsela <i>(Parcel/Document)</i></p>		<p>Notice Card</p> <p>2 valid IDs</p> <p>Authorization Letter (if representative of the addressee)</p>	Postal Teller Window No. ____	3 minuto <i>(3 minutes)</i>	Pagpunta sa Post Office <i>(Upon visit at the Post Office)</i>

can be released)

PARAAN NG PAGPAPADALA AT PAGKUHA NG MONEY REMITTANCE
How to Send and Receive Money Remittance

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
Postal e-Money (ePostMo)	<p>PAGPAPADALA (<i>SENDING</i>):</p> <ol style="list-style-type: none">1. Kumuha at mag-fill out ng Customer Information Sheet (<i>Sender fills out Customer Information Sheet</i>)2. Bayaran ang kaukulang fee kasabay ng halagang ipadadala (<i>Give amount to be sent and pay remittance fee</i>)3. Kunin ang resibo at ang tracking number na ipadadala sa taong pinagpadalhan sa pamamagitan ng SMS (<i>Get receipt and tracking number which will be sent to recipient via SMS</i>)	Tingnan ang Postal e-Money Rates Guide (<i>Please refer to Postal e-Money Rates Guide</i>)	Customer Information Sheet Transaction Form	Postal Teller Window No. ____	5 minuto (<i>5 minutes</i>)	20-30 minuto matapos maipadala ang remittance (<i>20-30 minutes upon transaction</i>)

	<p>PAGKUHA (<i>CLAIMING</i>):</p> <ol style="list-style-type: none"> 1. Ipakita ang tracking number na ipinadala ng sender sa pamamagitan ng SMS at isang valid ID <i>(Present the tracking number and a valid ID)</i> 2. Kunin ang ipinadalang pera <i>(Claim your remittance)</i> 					
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PARAAN NG PAGBABAYAD NG BILL GAMIT ANG BAYAD CENTER
How to Pay Bills through Bayad Center

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
Bayad Center	<ol style="list-style-type: none"> 1. Ipakita ang Billing Statement para sa scanning <i>(Present Billing Statement for scanning)</i> 2. Bayaran ang kaukulang bill at service fee <i>(Pay bill and service fee)</i> 3. Kunin ang kopya ng billing statement na may katibayan na ito ay nabayaran na <i>(Get copy of billing statement with the amount paid printed on designated area)</i> 	Tingnan ang Bayad Center Rates Guide <i>Please refer to Bayad Center Rates Guide</i>	Billing Statement	Postal Teller Window No. ____	5 minuto <i>(5 minutes)</i>	5 minuto <i>(5 minutes)</i>

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PARAAN NG PAGBABAYAD NG PHILHEALTH PREMIUM CONTRIBUTION
How to Pay PhilHealth Premium Contribution

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGBABAYAD <i>Process of Payment</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Form/Requirement Needed</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
PhilHealth Premium Payment	<ol style="list-style-type: none"> 1. Ipakita ang PhilHealth Premium Payment Slip (2 kopya) para sa scanning <i>(Present PhilHealth Premium Payment Slip (2 copies) for scanning)</i> 2. Bayaran ang kaukulang premium <i>(Pay corresponding amount of premium)</i> 3. Kunin ang kopya ng PhilHealth Agency Receipt na may tatak ng Post Office kung saan binayaran <i>(Get copy of PhilHealth Agency Receipt with the</i> 	Tingnan ang PhilHealth Premium Rates <i>(Please refer to PhilHealth Premium Rates)</i>	PhilHealth Premium Payment Slip	Postal Teller Window No. ____	5 minuto <i>(5 minutes)</i>	5 minuto <i>(5 minutes)</i>

	<i>amount paid printed by the Post Office)</i>					
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PARAAN NG PAGKUHA NG POSTAL ID
How to Apply for Postal ID

URI NG SERBISYO <i>Type of Service</i>	PARAAN NG PAGPAPADALA <i>Process of Sending</i>	BABAYARANG HALAGA <i>Amount to be paid</i>	KAILANGANG FORM/REQUIREMENT <i>Needed Form/Requirement</i>	NAKATALAGANG KAWANI <i>Person-in-Charge</i>	ORAS NG PAGPROSESO <i>Transaction Time</i>	KAILAN MAKAKARATING <i>Service Delivery Standard</i>
POSTAL ID	<ol style="list-style-type: none"> Kumuha at mag-fill out ng Postal ID (PID) Application Form <i>(Get and fill-out Postal ID application form)</i> Isumite ang application form kasama ng iba pang hinihinging dokumento <i>(Submit application form along with other required documents)</i> Bayaran ng 	<p>Rush Processing (inclusive of 12% VAT): P400.00</p> <p>Regular Processing (inclusive of 12% VAT): P300.00</p> <p>Certification Fee (optional): P30.00/copy</p> <p>Lamination / Notarial Fee (optional)</p>	<ol style="list-style-type: none"> PID application form (2 copies) Original NSO or LCR Birth Certificate If married, Marriage Contract issued by the NSO or LCR <p>Plus, any of the ff:</p> <ol style="list-style-type: none"> NBI Clearance Police Clearance Barangay Certificate <p><i>Note: The original copy may not be submitted. Just present the original copy together with a photocopy and pay a certification fee.</i></p>	Postal Teller Window No. ____	5-7minuto <i>(5-7 minutes)</i>	<p>Rush Processing 3 Araw <i>(3 Working Days)</i></p> <p>Regular Processing 5 -10 Araw <i>(7 -10 Working Days)</i></p>

	<p>kaukulang processing fee (Pay processing fee)</p> <p>4. Para makuha ang Postal ID, bumalik sa post office sa itinakdang petsa, dalhin ang resibo, bilang patunay ng iyong aplikasyon. (To claim Postal ID, return to the post office at the scheduled date, then, present the receipt as proof of payment.)</p>	<p>*Maaaring ipa-laminate at ipa-notaryo ng kliyente ang kanyang Postal ID sa Post Office (*Client has the option of having his/her PID laminated/ notarized in the Post Office or outside.)</p>	<p>For applicants without a Birth Certificate: 1. Certification of no record from the LCR or negative certification from NSO 2. Plus, any of the ff: a. Baptismal Certificate b. Permanent Elementary School record (137-E) c. Marriage Contract of parents issued by NSO or LCR</p>			
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